

**Policy Title: ECU Master Key Management**

**Policy Owner: Manager, Campus Operations and Resources**

**Keywords: 1) Access 2) Entry 3) Security**

**Policy Code: PL118 (fs035)**

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**1. INTENT**

The purpose of this policy is to ensure that the University’s internal and external master, sub master and service master keys are managed, allocated and secured in a controlled way and to inform staff of their responsibilities when issued with University master keys.

**2. ORGANISATIONAL SCOPE**

Edith Cowan University staff, students, contractors and tenants.

**3. DEFINITIONS**

| TERM       | DEFINITION   |
|------------|--|
| Abloy      | The manufacturer of the University’s replacement master key system.  |
| Authorised | Having permission or approval from a person nominated in this Policy.  |
| Contractor | The person, partnership or corporation bound to execute the work under the contract agreement including consultants.   |
| Lockwood   | The manufacturer of the University’s superseded master key system.   |
| Master Key | The key within the University’s keying hierarchy that opens a number of locks (doors) although each lock (door) has its own unique key. Categories of master keys include: <ul style="list-style-type: none"> <li>• Great grand master key</li> <li>• Grand master key</li> <li>• Master key, internal and external</li> <li>• Sub master key</li> </ul> |

|            |  |
|------------|--|
|            | <ul style="list-style-type: none"> <li>• Certain keyed alike keys (cylinders)</li> <li>• Service master key</li> </ul> |
| University | Edith Cowan University   |

#### 4. POLICY CONTENT

To ensure the security of University facilities by maintaining the integrity of the University's master keying systems through proper management of the system.

##### 4.1 General Provisions

- a) All University master keys are managed and controlled by Security and Traffic Services, Facilities and Services Centre and remain the property of the University. Unauthorised duplication of keys is strictly prohibited.
- b) The Lockwood master key system will be progressively phased out and replaced with the Abloy master key system.
- c) University master keys of any type must **never** be given to unauthorised persons.
- d) Persons who are not employed by the University (e.g. contractors/consultants) and who require temporary or short term access to ECU facilities are only to be given University master keys to areas where works are to be undertaken or services provided. The Campus Support Office (CSO) is responsible for the "day-to-day" issuing and management of these master keys ("Contractor's Keys"). Contractor's keys are issued for one day only and must be returned to the CSO at the end of each day.
- e) Security and Traffic Services will provide the CSO on each campus with sufficient Contractor's Keys to meet "day to day" requirements.
- f) The CSO will only issue Contractor's keys, AS1 (ML & SW), AS5 and S1 with prior approval from Manager, Buildings and Services and AS2 and S2 with prior approval from Manager, IT Infrastructure.
- g) In some circumstances, contractors will be issued with University keys on a semi-permanent basis. In these cases, the keys will be issued by Security and Traffic Services.
- h) A key register is to be maintained by Security and Traffic Services to record the long-term issue of University master keys to staff and contractors.
- i) University master keys are not to be tagged or otherwise marked so that their use can be read or discovered by an unauthorised person. They are to be identified by a coded letter or number system to meet the particular requirements of each campus. Security and Traffic Services will maintain records of codes with the key register.
- j) Changes to the keying system, including replacement of existing locks and cylinders, are the responsibility of the Security and Traffic Services, Facilities and Services

Centre for the area or building. In cases where a lock or cylinder, for an area or building, is changed temporarily to one that is outside the master keying system, then Security and Traffic Services are to be notified of the change.

- k) The University will continue to work towards reducing unauthorised entry to facilities by introducing electronic access controlled entry as the primary mode of entry to buildings; and ensuring master keys for **external** access to facilities are only issued to personnel authorised under section 4.4.

#### 4.2 Obtaining a Master Key

To obtain a University master key, a “[Master Key Application Form](#)” is to be completed and authorised by the appropriate personnel as contained in this Policy.

Master and sub master keys will be issued only to personnel authorised under section 4.4.

#### 4.3 Security of Master Keys

- a) Abloy master keys (designated GMK, MK), service keys (MKAS, AS1, AS2, AS3 and AS9) and Lockwood master keys (GMK) and service keys (MKS, S1, S2 and S3) must be secured in one of the electronic key cabinets located on each campus when not being used and prior to the user leaving campus.
- b) The staff member issued with a Lockwood master (designated MK), Abloy/Lockwood sub-master key/s (SMK) or nominated Abloy keyed alike keys (n.n.n) must ensure such keys are kept in an approved lockable key cabinet (not glass fronted) and that a key register is maintained for the recording of issuing of the key/s.
- c) Master and sub master keys **must never** be taken off campus.
- d) Electronic and manual key cabinet access codes or access keys must be secured and **must not** be provided to unauthorised persons.

#### 4.4 Master Key Authorisation

The security of University buildings is the external key/lock system. To preserve this security, internal or external master or sub master keys, keys to external doors or other keys under the master system will be issued only to the following personnel (excluding “one day” issue to Contractors):

| TYPE OF KEY   | ELIGIBILITY TO CARRY   | AUTHORITY TO APPROVE   |
|---|--|--|
| <p><b>GRAND MASTER KEY</b><br/>(GMK) Abloy System<br/>(GMK) Lockwood System<br/>GMK for a campus (remains on campus in a secure key cabinet).</p>   | <ul style="list-style-type: none"> <li>• Manager Campus Operations and Resources</li> <li>• Manager Quality and Service Delivery</li> <li>• Buildings and Services Staff</li> <li>• Manager Security and Traffic Services</li> <li>• Fire Brigade</li> <li>• Buildings and Services Maintenance Staff</li> <li>• Campus Security Officers</li> </ul>   |  |
| <p><b>INTERNAL MASTER KEY</b><br/>(MK) – Lockwood System</p> <p><b>INTERNAL/EXTERNAL MASTER KEY</b><br/>(MK) – Abloy System<br/>(MK) for each building (remains on campus in a secure key cabinet).</p> | <ul style="list-style-type: none"> <li>• Manager Quality and Service Delivery</li> <li>• Manager Security &amp; Traffic Services</li> <li>• South West Campus Head Cleaner</li> <li>• Buildings and Services Staff</li> <li>• WAAPA for Mount Lawley Buildings 1 and 2                             <ul style="list-style-type: none"> <li>– School Manager</li> <li>– Executive Officer</li> </ul> </li> <li>• Senior Administrative Officers (Lockwood only)</li> <li>• Cleaning Contractor's Contract Manager</li> <li>• Engineering Services Maintenance Contractor's Contract Manager (*)</li> </ul> | <ul style="list-style-type: none"> <li>• Manager Campus Operations and Resources</li> <li>• Manager Security and Traffic Services</li> </ul> |
| <p><b>SUB MASTER KEY</b><br/>(SMK) – Abloy System<br/>(SMK) - Lockwood<br/>SMK for a designated floor or section of a floor (remains on campus in a secure locked box).</p>                             | <ul style="list-style-type: none"> <li>• Schools and Centres - Senior Administration Officers</li> <li>• Team Leaders/Managers</li> <li>• Tenants (for their leased premises only)</li> </ul>  | <p>(*) To be endorsed in Section A) by Manager Buildings and Services</p>  |
| <p><b>KEYED ALIKE KEYS</b><br/>n.n.n – Abloy &amp; Lockwood<br/>Keyed alike areas – i.e. teaching spaces, labs, meeting rooms (remains on campus in a secured locked box).</p>                          | <ul style="list-style-type: none"> <li>• Schools and Centres – School Officers and Administration Assistants</li> <li>• Team Leaders/Managers</li> <li>• Lecturers/Technicians</li> </ul>  |  |
| <p><b>SERVICE MASTER KEY</b><br/>MKS - Lockwood System<br/>MKAS - Abloy System<br/>Provides access to all service (infrastructure) areas on all campus (remains on campus in a secure locked box).</p>  | <ul style="list-style-type: none"> <li>• Building and Services Maintenance Staff</li> <li>• Manager Security and Traffic Services</li> <li>• Campus Security Officer</li> <li>• Telecommunications Technician (ITSC)</li> </ul>  |  |
| <p><b>S1 (Lockwood)</b><br/><b>AS1 (Abloy)</b><br/>Access to electrical cupboards/substations and plant rooms.</p>  | <ul style="list-style-type: none"> <li>• Maintenance personnel</li> <li>• ECU Staff (need to have appropriate competencies to enter these areas.)</li> </ul>   | <p>As Above</p> <p>(To be endorsed by Manager Buildings and Services)</p>  |

| TYPE OF KEY  | ELIGIBILITY TO CARRY  | AUTHORITY TO APPROVE   |
|--|---|--|
| <b>S2 (Lockwood)</b><br><br><b>AS2 (Abloy)</b><br>Access to ITSC server rooms and communication cupboards/rooms. | <ul style="list-style-type: none"> <li>ECU Staff</li> </ul>   | As Above<br><br><i>(To be endorsed by Manager IT Infrastructure)</i>                 |
| <b>S3 (Lockwood)</b><br><br><b>AS3 (Abloy)</b><br>Access to cleaner's cupboards/rooms.                           | <ul style="list-style-type: none"> <li>South West Campus Cleaning Staff</li> <li>Cleaning Contractor</li> </ul> | Manager Campus Operations and Resources<br><br>Manager Security and Traffic Services |
| <b>AS4 to AS8</b>  | <ul style="list-style-type: none"> <li>ECU Staff</li> </ul>   | Manager Campus Operations and Resources<br><br>Manager Security and Traffic Services |
| <b>AS9</b><br>Access to roof of buildings with telecommunications equipment and windows.                         | <ul style="list-style-type: none"> <li>Not for permanent issue</li> </ul>                                       |  |

#### 4.5 Tenanted Buildings

- a) Where practical, considering security and cost implications, external door locks and door locks to high-risk areas shall be changed prior to a new tenant taking occupancy of their premises. Any changes to locks are to be done under the master keying system for the building and unless otherwise agreed will be at the University's expense.
- b) All tenants or licensees occupying or utilising buildings, outbuildings and secure areas situated on University campuses are obligated to retain door locks and other security measures/devices maintained under the University's master key system. It is forbidden for unauthorised individuals or entities to change, adjust, or modify locks or security measure/devices, without the express written permission of the relevant Manager Security and Traffic Services.

#### 4.6 Auditing of Master Keys

Risk and Assurance Services may audit the University key system as appropriate. The University's Security Services staff will conduct random audits of University master keys to ensure compliance with this Policy.

The CSO will conduct regular audits of the University master keys it manages within the scope of this policy.

#### 4.7 Lost Keys

Lost University Master or Sub Master Keys are to be reported immediately to Security and Traffic Services. The cost of replacing locks and keys as a result of a lost master or sub master key, may be considerable and, depending on the circumstances of the loss, may be charged to the School, Service Centre or other entity responsible for the loss.

### 5. ACCOUNTABILITIES AND RESPONSIBILITIES

In relation to this policy, the following positions are responsible for the following:

The Policy Owner – Manager Campus Operations and Resources has overall responsibility for the content of this policy and its operation in ECU.

The Security and Traffic Services Manager has the overall responsibility to ensure that the administration and operational processes and procedures are managed as per the established Policy.

### 6. CONTACT INFORMATION

For queries relating to this document please contact:

|                        |  |
|------------------------|--|
| Policy Owner           | Manager, Campus Operations and Resources                     |
| All Enquiries Contact: | Security and Traffic Services Manager                        |
| Telephone:             | 08 6304 2271   |
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### 7. APPROVAL HISTORY

|                             |                                      |
|-----------------------------|--------------------------------------|
| Policy Approved by:         | Vice-Chancellor                      |
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