

**POLICY NAME**

Keying System

**POLICY NUMBER**

AM 005

**DATE ADOPTED**

21 February 2011

**COUNCIL MINUTE NUMBER**

PRC 11

**ECM NUMBER**

3853686

**POLICY TYPE**

Council

**REVIEW DATE**

January 2024

**RESPONSIBLE DEPARTMENT**

Asset Management

**RELATED DOCUMENTS**

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**Purpose**

The Keying System Policy has been prepared to outline the procedures for the issuing of keys to Council's facilities and assets and the maintenance of the keying system distribution.

**Policy Statement**

To provide a framework for the effective maintenance and management of Council's lock and keying system, including procedures for the issuing of keys to internal staff, contractors and external stakeholders.

**Scope**

This policy applies to all Council staff, customers, contractors and community sports groups.

## **KEYING SYSTEM POLICY**

### **1. INTRODUCTION**

The Keying System Policy has been prepared to outline the procedures for the issuing of keys to Council's facilities and assets and the maintenance of the keying system distribution.

### **2. APPLICATION**

This policy shall apply to all employees and Councillors of Penrith City Council, contractors, community sports groups and any person applying for a key to access Council's facilities and assets.

This policy does not apply to locks fitted to desks, lockers, filing cabinets and similar items.

### **3. OBJECTIVE OF POLICY**

The objective of this policy is to:

- To provide a framework for the effective maintenance and management of Council's lock and keying system, including procedures for the issuing of keys to internal staff, contractors and external stakeholders.
- To ensure Council's lock and key system is effectively maintained and managed.
- To ensure all keys issued to staff, contractors and stakeholder groups and/or individuals are recorded and registered.
- To implement a key bond system, which will be applied when keys are issued and a penalty fee for the non-return of keys.

### **4. STAFF AUTHORITY AND RESPONSIBILITIES**

The authority to order keys lies with those officers approved by the General Manager to order keys. At the time of writing this policy, the following Penrith City Council staff had been granted authority:

- City Assets Manager
- Security and Emergency Management Coordinator (ProMaster System Administrator)
- Security Operations Officer

The authority to issue keys lies with those officers approved by the General Manager to issue keys. At the time of writing this policy, the following Penrith City Council staff had been granted authority:

- Security and Emergency Management Officer
- Security Operations Officer
- Community Facilities and Recreation Officer
- City Presentation Business Support Officer
- Children's Services Admin Officer
- Waste Services Administration Officer
- Fleet Coordinator

The following authorities and responsibilities apply:

Review of this policy and recommend changes	City Assets Manager
Approve changes to this policy	Director – City Services
Maintain records of who has which key	<ul style="list-style-type: none"><li>• Security Operations Officer</li><li>• Community Facilities and Recreation Officer</li><li>• City Presentation Business Support Officer</li><li>• Children’s Services Admin Officer</li><li>• Waste Services Administration Officer</li><li>• Fleet Coordinator</li></ul>
Annually review the list of who has which key in order to check for anomalies	Security and Emergency Management Coordinator
Confirm insurance arrangements are up to date	Risk and Audit Coordinator
Custody of Security bond (and associated records)	Financial Services Mgr

## 5. PROCEDURES FOR ISSUING OF KEYS TO STAFF

A request for the key to be issued must be provided in written form (hardcopy or electronic) authorised by the relevant Coordinator or Manager. Masterkeys to any facility or asset must be endorsed by a Manager.

The staff member must acknowledge in writing that they are personally responsible for the key, that they are aware of this policy, and that they agree to comply with the requirements of the policy. The acknowledgement is a corporate record and must be registered.

## 6. PROCEDURES FOR ISSUING OF KEYS TO NON STAFF

A key bond, consistent with the Council’s Management Plan, will be charged to each individual or user groups for each key issued. This bond will be released upon return of the key.

Provision for this to be waived in some circumstances must be approved by the relevant Group Manager

The person requesting the key must use the approved form. The form will include the following details.

Name of individual

Name of organisation

Address / contact details/ valid email address

Date of key issue

Period required

Restrictions

Date of return

Key number

Asset number

Person requesting their key must sign the Key Issue Responsibility Acceptance form acknowledging:

- (a) that they have received the key(s);
- (b) they unconditionally agree to return the key if it is requested to be returned and otherwise when the period applied for expires
- (c) they will immediately inform Council if the key is lost;
- (d) they are personally liable for the cost of replacing the key;
- (e) they will keep the key secure and not tag it in a way which would easily identify it, and they will comply with Council's Keying System Policy
- (f) they may be held liable for replacing all locks that can be opened with that key if the key is lost or otherwise compromised and Council considers this is necessary to maintain security – if the key is a master key the cost of replacing the locks could include all locks in multiple buildings
- (g) if the key is a master key - they are adequately insured
- (h) that they are not to replace/alter any Council lock without written Council approval. Failure to comply will result in the locks being removed and replaced with a Council lock and will be liable for the costs incurred.

The form is a corporate record and must be registered.

Keys will not be mailed out. All keys must be signed for by the applicant at time of issue.

Cleaners, contractors and security companies must provide certificates of currencies for insurances to cover the cost of a total re-keying should a Master Key be lost. The certificates must be renewed annually.

All persons issued keys will also be made aware of this Keying System Policy.

## 7. RESTRICTIONS

Keys shall be used for the purposes for which they are issued or for other approved Council purposes only.

Additional restrictions may be placed on any key when it is issued or subsequently to the holder in writing. Such restrictions could include directing a contractor as to which of its employees may have effective access to the key, the way in which the key is stored, or that the key is not to be taken off the premises. Restrictions on staff might include that the key is to be kept secured on Council premises during periods of leave.

Staff who lend keys remain responsible for ensuring the key is only used for approved purposes. It is expected that keys are only lent for very short periods of time (e.g. during a lunch break).

## 8. RETURN OF KEYS BY STAFF

Staff must return keys when requested to do so, and in any event must return keys prior to termination of employment. Staff must immediately advise their coordinator/supervisor if they believe the key is lost, destroyed or otherwise unable to be returned on demand. Coordinators/Supervisors must advise Key Administration staff immediately.

Council staff will be required to provide a statutory declaration in the event of a key being lost. It will be at the discretion of the Departmental Manager to determine if the explanation is acceptable.

## 9. RETURN OF KEYS BY NON-STAFF

At the conclusion of a contract, lease or facilities hire period, etc the key(s) must be returned to the Council where upon the key bond(s) will be returned.

Failure to return the key(s) at the completion of the contract or hire period will result in a loss of the bond and also possible rejection of future issuing of any keys. It may also incur costs for rekeying of all locations where the key could be used.

## 10. BREACHES OF THIS POLICY

The obligation to comply with this policy rests with each, employee, person or organisation obtaining a key. Sanctions may be applied if this policy is breached.

Any person may report an alleged breach of this policy Staff reporting a serious breach are encouraged to utilise Council's protected disclosures policy.

If this policy has been breached, action against the people responsible may include counselling, disciplinary action (including termination of employment), the laying of charges, withholding future key allocation and the taking of civil action.

## 11. DISCLOSURES

This policy does not remove any other obligations under the Local Government Act, any other legislation, or relevant codes and policies regarding the disclosure of any interests.

## 12. Document Control

<b>POLICY HISTORY</b>	<b>DATE</b>
Version 1	February 2011
Version 2 <i>Minor changes to reflect the current organisational structure and the issuing of the policy to staff.</i>	September 2019
Version 3	June 2021

<i>Review date updated to January 2024.</i>	
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