

Lost Keys

When key(s) is/are not accounted for and presumed missing, lost, or stolen, the following protocol is to be immediately implemented by holder of the unaccounted for key(s).

- 1) Contact LBRE Operations Center (x32281) immediately with details of the unaccounted key(s) event.
- 2) LBRE Operations Center immediately notifies the following individuals by phone and/or email and provide details known at that time (not necessarily in this order):
 - a. Lock Shop Management
 - b. Building Manager of affected building
 - c. Zone Manager of affected building
 - d. Public Safety
- 3) Lock Shop shall document the incident to include when, where, who, why, and how many keys are unaccounted for and what doors they opened.
 - a. Report shall stay on file with the Lock Shop and be distributed to the Building Manager and Public Safety
- 4) Once the Building Manager and/or Zone Manager determines which doors should be re-keyed after consultation with Public Safety, the exterior doors should be re-keyed first and any interior doors next.
- 5) If the re-key of the exterior doors cannot be completed the same day or night, make arrangements for private security (staff member or security officer) or SUDPS security (patrol checks or on-site security).
 - a. If SUDPS is to provide on-site security, there may be a charge which will be determined at the time of the request.
 - b. All efforts should be made to limit access to one building entrance until resolution of event is completed.
- 6) Lock Shop updates the Knox Box with the new key(s).
- 7) Lock Shop distributes new keys to the Operations Center and shops.
- 8) LBRE Operations Center shall notify the following individuals by phone and/or email once re-key is complete:
 - a. Building Manager of affected building
 - b. Zone Manager of affected building
 - c. Public Safety
- 9) The department/company responsible for the unaccounted key(s) shall bear all related costs for the event resolution.
- 10) Lock Shop shall update the key management records to reflect all changes associated with the event.



- 11) Lock Shop Management shall conduct a follow-up meeting with vendor, contractor or employee to identify cause for lost key and see if a process improvement is needed.
- 12) In the event that the unaccounted key(s) is/are recovered the following process shall be followed:
 - a. If missing for less than four (4) hours before being recovered, then notify LBRE Operations Center immediately.
 - i. LBRE Operations will notify everyone listed in Item 2 above.
 - ii. No re-key is required of the building.
 - b. If missing for more than four (4) hours before being recovered, then notify LBRE Operations Center immediately.
 - i. LBRE Operations will notify everyone listed in Item 2 above.
 - ii. Complete re-key of building exterior is required
 - iii. Re-key of building interior shall be at Public Safety's discretion.