

	Policy Owner:	Vice President Capital Planning and Campus Operations	
	Responsible Office:	Building Access Services (BAS)	
	Origination Date:	01/27/2012	Last Revised: 02/20/2026
	Policy Title:	Key Control	

Definitions

Contractor Key(s) – Key(s) issued to outside contractors. This key type is specifically designed to provide access only to the spaces that the contractor will need to complete their work.

Debarment: An action taken by the President or designee to prohibit a person from participating in Procurements with a University for a period of not less than one year and no more than five years.

Issued Key(s) – Key(s) provided and assigned to an individual for long-term use.

Key Holder – An individual that has been provided keys (Issued or Loaned Keys) by NAU Building Access Services (BAS).

Key Manager – The authorized point of contact for the Key Trap(s) within a department or building. This position is typically the role of the department manager and/or building manager.

Key Trap – A safety box for keys, typically anchored to the wall within a department or building manager’s office or the front desk of a building. The purpose of this safety box is to secure multiple keys and/or key sets utilized by the employees of the designated department and/or building. Employees authorized to access these keys will be issued a Trap Key.

Loaned Key(s) – Key(s) provided by Building Access Services (BAS) to an individual for temporary use (8 hours or less) and must be returned to BAS before 4:30pm, unless approved by the Assistant Director of Facilities Services.

Security Key – A key that opens multiple doors and/or locks. Security Keys are classified by levels as defined in Section I.D. of this policy.

Trap Key – An Issued Key that is used to access keys in a Key Trap.

User Key – A key used to operate a single door, lock, or locker, issuable as a single key or key set.

Policy

Section I: General Responsibilities – Building Access Services

- A. Facilities Services, Police, and Emergency Services must have access to all campus areas through the issuance and governance of a master keying system.
- B. The Assistant Director of Facilities Services or designee will determine the necessary access level needed, bearing in mind the responsibility level of the employee's position or job scope will dictate the level of campus/building access. The Building Access Services (BAS) team is primarily responsible for the installation, issuance, and maintenance of all keys, building locks, and key systems.
- C. BAS provides the following key/lock services:
 - 1. Approval/denial of all key requests.
 - 2. Approval/denial of all Key Traps.
 - 3. Key issuance to authorized individuals.
 - 4. BAS may perform physical inventories of keys at any time. Keys found missing at the time of the audit will be subject to charges. Any extra, unnecessary, or unauthorized keys will be retrieved.
 - 5. Review and approval/denial of all new non-electronic access control systems and modifications.
 - 6. Maintenance of current and accurate key control records.
 - 7. Manufacturing all keys and establishing the coding for all lock cylinders.
- D. When Security Keys are requested, BAS will assign the key with the lowest level of risk and liability possible. BAS defines Security Key levels as follows:
 - 1. Level 1 (low, formerly known as a "sub-master key"): Typically issued to faculty with multiple labs/classrooms, deans, administrative department staff, department managers, and building managers of a single or small number of buildings.
 - 2. Level 2 (medium, formerly known as a "master key"): Typically reserved for Campus Living Facilities and Facility Services staff. Approval by the

Assistant Director of Facility Services (or designee) is required prior to issuance.

3. Level 3 (High, formerly known as a “grand master key”): Typically reserved for Facility Services staff, ITS employees, and NAU PD staff that need immediate and often emergency access to multiple buildings throughout campus. For an individual to be issued this key or key set, they must be a full-time employee with a returned fingerprint clearance. Approval by the Associate Vice President of Facility Services is required prior to issuance. All keys of this type will have a tracking device attached and must be returned to their designated Key Trap daily.
4. Level 4 (Extremely High, formerly known as a “great grand master key”): This key is reserved for BAS and NAU PD only. All keys of this type will have a tracking device attached and must be returned to their designated Key Trap daily.

Section II: General Responsibilities – Key Holder

- A. Employees and departments are responsible for the proper control and custody of all Issued Keys.
- B. Any one violation of this policy may result in the immediate revocation of Security Keys.
- C. The following actions are strictly prohibited:
 1. Loaning any Issued Key to another individual.
 2. Transferring any Issued Key.
 3. Modifying or duplicating key(s).
 4. Adding and/or removing keys from a university issued key ring.
 5. Removing and/or modifying any identification tagging and tracking devices.
 6. Leaving NAU campus with a level 3 or higher Security Key. NAU PD is exempt from this prohibition while performing their assigned duties.
 7. Leaving NAU campus with any Loaned Key(s).

D. General Rules and Requirements:

1. Issued User Keys, Trap Keys, Level 1 Security Keys, and Level 2 Security Keys assigned to an individual may be taken off campus by the Key Holder.
2. All Loaned Keys must be returned to BAS by 5pm daily.
3. All Security Keys with a designated Key Trap must be returned to that Key Trap at the end of the Issued Key Holder's shift.
 - i. If a Key Trap is malfunctioning or unable to be accessed during normal business hours, the Issued Key Holder must return the keys to BAS.
 - ii. If a Key Trap is malfunctioning or unable to be accessed when BAS is closed, the keys may be given to the Issued Key Holder's supervisor.
4. All keys that are no longer needed must be returned to BAS immediately.
5. All bent or broken keys must be reported to BAS immediately.
6. If a key is broken inside of a lock, BAS must be contacted immediately via Facilities Work Control.
7. Lost, stolen, or misplaced Security Key(s) must be immediately reported to BAS via Facilities Work Control and NAU PD by the Key Holder.
8. If a Level 3 or higher Security Key is lost, stolen, or misplaced, the Key Holder, their supervisor, or Key Manager must provide a written report within one (1) business day detailing how the key(s) was lost, description of the key(s), and any other pertinent information about the loss of the key(s). This report will be provided to the Key Holder's supervisor, the Vice President for Capital Planning and Campus Operations (CPCO), the Senior Vice President for University Finance & Business Services, NAU PD, and BAS for review.
9. The possession and use of keys by anyone other than the Key Holder could be considered theft of NAU property and may be pursued as a crime through NAU PD.

10. If any unidentified NAU keys are found, they must be returned to BAS immediately.
11. If keys are lost, stolen, or misplaced, the Key Holder and the Key Holder's department will be responsible for all costs associated with replacing the key or key set. Replacement costs are subject to change. Most recent cost estimates for replacement can be found at: <https://in.nau.edu/facility-services/ops/bas/key-costs/>.
12. If a Key Holder no longer needs their Issued Key(s), either due to university separation or a change in job responsibilities, the Key Holder must return the Issued Key(s) to BAS immediately.

Section III: General Responsibilities – Key Holder's Supervisor

- A. If a Key Holder fails to return their Issued Keys as outlined in Section II.D.12 of this policy, is unable to return their Issued Keys before the end of their shift, or has had their Issued Keys revoked, the Key Holder's supervisor (or designee) must notify and return the Key Holder's Issued Key(s) to BAS as soon as possible during normal business hours.
- B. Issued Key(s) may not be loaned or transferred to another employee. If another employee needs the key, the Issued Key must be returned to BAS, who will issue the key to the new Key Holder when their key request is approved.

Section IV: General Responsibilities – Key Manager

- A. The Key Manager is responsible for:
 1. Ensuring that all keys within the department or building Key Trap are being used in compliance with this policy.
 2. Serving as the primary point of contact for all general key-related issues and/or Key Trap issues.
 3. Serving as a secondary point of contact if an Issued Key holder and/or their supervisor cannot be reached.
 4. Returning all unidentified or no longer needed keys to BAS immediately.

Section V: Contractor Keys

- A. Access and entrance to buildings outside of normal workday hours of 8:00 am to 4:30 pm requires prior approval by the Assistant Director of Facilities Services or designee.
 - a. This access is granted as part of the Contractor Key request process.
 - b. The specific days, times, areas of access, and planned activities must be clearly identified and approved by the Assistant Director of Facilities Services or designee before access can be made.
- B. All Contractor Key requests must be submitted by the relevant NAU project manager or their supervisor.
- C. Contractors needing access to a building or area that have not yet been issued Contractor Keys must report to the BAS office between the hours of 8:00 am to 4:30 pm Monday through Friday. The contractor must provide adequate justification for building access and sign out a Loaned Key set from BAS for the specific area they need access to.
- D. All Loaned Keys to contractors are to be returned to BAS on the same day before 4:30 pm unless approved by the Assistant Director of Facilities Services or designee.
- E. Upon receiving keys, the contractor shall be required to acknowledge understanding of this policy in writing.
- F. All contractors must comply with this policy.
- G. Contractors that violate any portion of this policy may have their keys revoked. Information regarding the violation may be forwarded to the Chief Procurement Officer to consider Debarment action as outlined in [ABOR Policy 3-809 Legal Remedies](#).
- H. The contractor must return the Contractor Key(s) to BAS within two (2) business days of project completion.
- I. Contractors will not receive payment for their work until all Issued Contractor Keys have been returned BAS.

- J. Contractor Keys may only be used for the purpose for which they were issued. All use of Contractor Keys outside of the work being performed will be immediately reported to NAU PD.
- K. If Contractor Keys are lost, stolen, or misplaced, all costs associated with rekeying, recoding, or replacing building access materials will be the sole responsibility of the outside contractor. Replacement costs are subject to change. Most recent cost estimates for replacement can be found at: <https://in.nau.edu/facility-services/ops/bas/key-costs/>.

Section VI: Key Traps

- A. All Key Traps must be approved by BAS prior to installation.
- B. All Key Traps must be fully accessible to BAS at all times.
- C. Key Traps cannot be installed to the exterior of a structure.
- D. The management, repair, and/or replacement of Key Traps is the sole responsibility of the department or building that uses the Key Trap.

Section VII: Exceptions

- A. Campus Living will follow written procedures approved by the Responsible Executive or designee for all campus residence keys.
- B. NAU-North Valley will follow written procedures approved by the Responsible Executive or designee for NAU-North Valley keys.
- C. The Chief of NAU PD shall determine the level of access needed by NAU PD staff and request issuance of security keys to minimum level needed in the performance of their duties. NAU PD staff are not subject to the full-time employment requirement.

Related Information*

Contact information:

NAU Building Access Services

Facility Services / Building #77

501 E Pine Knoll Dr., Room 109A

Email: Access.Services@NAU.edu

Phone: 928-523-6422

Website: <https://in.nau.edu/facility-services/ops/bas/>

[A.R.S. 13-3715](#)

[ABOR Policy 3-809 Legal Remedies](#)

Policy History*

02/20/2026: Policy revised.

01/27/2012: Origination date.

* Related Information and Policy History are solely for the user's convenience and are not part of the official university policy.