

ADMINISTRATIVE DIVISION – Facilities Management
POLICY TITLE – University Keys and CarolinaCard Policy for Faculty, Staff, Contractors, and Vendors
SCOPE OF POLICY – USC UPSTATE
DATE OF REVISION – APRIL 22, 2024
RESPONSIBLE OFFICER – DIRECTOR OF FACILITIES
ADMINISTRATIVE OFFICE – FACILITIES MANAGEMENT

Purpose

The security of University buildings and rooms is essential for the protection of individuals and of University assets. To ensure security, the USC Upstate Facilities Management Department is responsible for issuing all standard keys and for installing and maintaining locks for University facilities, vehicles, and equipment. All keys issued remain the property of USC Upstate. Keys for University property cannot be produced, duplicated, or obtained from any source other than the University. Any exceptions, changes, or special provisions to this policy will be made only with the approval of the Director of Facilities Management.

Definitions

CarolinaCards: Programmable plastic University ID cards that grant faculty and staff access to a building after hours. For exterior doors.

Standard Keys: Regular, metal keys. For interior doors.

Grand Master Keys: These standard keys allow access to all areas and rooms in multiple buildings. Such keys typically are used by Facilities staff and University Police officers.

Building Master Keys: These standard keys allow access to all areas and rooms within a single building. Such keys typically are used by Facilities staff and University Police officers.

Building Sub-Master Keys: These standard keys allow access to several areas within a single building. Such keys are available to organizational unit heads (department chair, department co-chair, unit manager, dean, or administrator), and other department or unit staff members such as administrative assistants.

Keyed-Alike Keys: These standard keys allow access to multiple rooms within a single building.

Individual Door Keys: These standard keys allow access to a single room.

Key Holder: A person to whom an authorized key has been issued.

Organizational Unit Head: A department chair, dean, administrator, or designee thereof, who is authorized to approve requests for standard keys and building sub-master keys.

Contractor: An individual hired by the university to complete work on a contract basis. A contract is a legal agreement that defines the scope of the project as well as the rights and responsibilities of the parties involved.

Vendor: Also known as a supplier; provides goods and/or services to others.

Policy Statement

The policy standardizes the procedures for hard keys and CarolinaCards for USC Upstate.

Procedures

KEY REQUEST AND DISTRIBUTION

CarolinaCard

CarolinaCards serve as the building after-hours access key for all faculty and staff. To obtain a CarolinaCard, new faculty and staff first must meet with Human Resources staff who will enter the requester's information into the University system.

The requester next should complete the CarolinaCard Holder Agreement. Log in and follow the Secure Carolina DUO authentication process. Read through the agreement and press Agree. CarolinaCards are made at the Police Services Building. The CarolinaCard requestor must present a picture ID to University Police to receive the CarolinaCard.

Standard Key

Faculty and staff may be issued an individual door key, keyed-alike key, building sub-master key, to allow access to offices, rooms, and buildings as needed for their work assignments upon the recommendation of the Unit Administrator, Department Chair or Unit Director by way of a **Key Request Form** submitted to Facilities Management.

KEY HOLDER RESPONSIBILITIES

Faculty and Staff

Standard Keys

- Pick up keys from Facilities Management Office; Maintain and secure keys issued to the key holder;
- Report lost or stolen keys to the Department Chair or Unit Director, to University Police, and to Facilities Management;
- Confirm the lost, stolen, or returned keys have been cleared from the key holder's record;
- Pay any replacement fees associated with lost or stolen keys or resulting from failure to return assigned keys;
- Return unneeded keys to Facilities Management.

CarolinaCards

- Have a CarolinaCard made at the Police Services Building; Maintain and secure the CarolinaCard;
- Report lost or stolen CarolinaCards to the Department Chair or Unit Director, University Police, Facilities Management, and the CarolinaCard office;
- Confirm the lost, stolen, or returned CarolinaCard has been cleared from the key holder's record;
- Pay any replacement fees associated with lost or stolen CarolinaCards or any costs resulting from failure to return the CarolinaCard;
- Return unneeded CarolinaCard to Facilities Management.

Contractors

- Maintain and secure keys issued to the key holder;
- Report lost or stolen keys to the project manager, to University Police, and to Facilities Management;
- Pay any replacement fees associated with lost or stolen keys or resulting from failure to return assigned keys;
- Return unneeded keys to the Facilities management Center Key Shop Supervisor.

Vendors

- Maintain and secure keys issued to the key holder;
- Report lost or stolen keys to University Police and to Facilities Management;
- Pay any replacement fees associated with lost or stolen keys or resulting from failure to return assigned keys;
- Return unneeded keys to the Facilities management Center Key Shop Supervisor.

LOST KEYS

Standard Key

The loss or theft of a standard key must be reported immediately to the faculty or staff member's Chair or Director, to University Police, and to Facilities Management. The Director of Facilities Management will determine whether re-keying of rooms is necessary. Stolen keys are replaced and re-keying occurs without charge to the individual when accompanied by a corresponding police report. Otherwise, see key replacement costs table at the end of this document.

CarolinaCard

The loss or theft a CarolinaCard must be reported immediately to the faculty or staff member's Chair or Director, to University Police, to Facilities Management, and to the CarolinaCard Office. The CarolinaCard Office may be notified by going to the University VIP website under the CarolinaCard options tab. Once the CarolinaCard Office is notified, a lock will be placed on your CarolinaCard to prevent usage. Replacement cards are \$25. Stolen cards are replaced without charge when accompanied by a corresponding police report. Once a replacement card is made, the \$25 charge cannot be refunded if the old card is found.

DAMAGED KEYS

Standard Key

Individuals holding properly authorized keys may exchange damaged or worn metal keys at the Facilities Management Office. If a key is broken in the lock, do NOT attempt to remove it. Notify Facilities Management immediately for a broken key extraction. The key will be replaced without charge if broken due to normal wear. Otherwise, a replacement key charge will be assessed.

CarolinaCard

A damaged CarolinaCard must be reported to the CarolinaCard Office. Replacement cards are \$25.

LOCKED-OUT ACCESS PROCEDURE

University Police will provide after-hours emergency access for faculty and staff who need immediate access to their assigned workspace(s). Access will be limited to assigned offices and scheduled classrooms. The individual must provide proper identification.

RETURN OF KEYS

Faculty and Staff

Standard keys and CarolinaCards must be returned to Facilities Management upon leaving University employment or at the end of the individual's need for a particular key. Individuals leaving University employment must return all standard keys by the date of termination unless special arrangements have been made through their organizational unit head. Individuals who no longer need a particular key must return the key when their need for it ends. No new keys will be issued to such individuals until the unneeded key is returned.

Failure to return keys will result in the assessment of a key replacement fee and re-keying charges if necessary (see table below); a report of theft of University property; forfeit of the deposit; and the placement of a hold on the final salary paychecks. Additionally, the violation will be evaluated for possible criminal prosecution by Human Resources, Law Enforcement and Safety, and the Office of the General Counsel per HR 1.39.

Contractors and Vendors

Keys that are required by contractors, vendors, or other non-University users must be authorized by the Director of Facilities Management. A [Key Request Form](#) must be completed by the project manager and signed by the key recipient. For contractors, the project manager is responsible for assuring that all keys are returned to Facilities Management at the end of the project. For vendors, the supervisor is responsible for assuring that keys are returned to Facilities Management when the vendor no longer needs the keys.

KEY INVENTORY AUDIT

All University departments will work with Facilities Management to conduct periodic key inventory audits of both standard keys and CarolinaCards for their unit; departments will be notified in advance when their key inventory audit will be conducted. The completed key inventory audit will be forwarded to the appropriate Vice Chancellor for review.

VIOLATIONS

Standard Keys

The transfer of keys between employees or between departments is not permitted; keys should not be loaned to others at any time. Unauthorized possession, use, or reproduction of a University key may constitute theft or misappropriation of University property. Any employee who violates this policy may be subject to disciplinary action. Additionally, the violation will be evaluated for possible criminal prosecution by the Divisions of Human Resources, Law Enforcement and Safety, and the Office of the General Counsel per University of South Carolina Policy HR 1.39.

CarolinaCards

The transfer of CarolinaCards between employees is not permitted; CarolinaCards should not be loaned to others at any time. Unauthorized possession or use of a CarolinaCard may constitute theft or misappropriation of University property. Any employee who violates this policy may be subject to disciplinary action. Additionally, the violation will be evaluated for possible criminal prosecution by the Divisions of Human Resources, Law Enforcement and Safety, and the Office of the General Counsel per University of South Carolina Policy HR 1.39.

Locks/Lock Hardware

It is a violation of this policy to tamper with, change, add to, or alter any University-installed locking hardware by anyone other than Facilities Management. Altering includes the installation of any locking device(s) or hardware. Unauthorized devices or hardware will be removed by Facilities Management; the individual responsible for the devices and/or hardware will be charged for all costs incurred.

Key and CarolinaCard Deposit and Replacement Costs

- Building Sub-Master - \$25 deposit - \$100 plus labor and materials for replacement
- Keyed Alike - \$25 deposit - \$100 plus labor and materials for replacement
- Individual Door - \$15 deposit - \$30 replacement fee
- CarolinaCard - \$25 deposit - \$25 replacement fee

History of Revisions

April 22, 2024 – New policy