UTM Access & Key Control

The main purpose of this program is to enhance the personal safety of our community members and to protect property of the University of Toronto Mississauga. Two aspects are critical in achieving this goal: maintenance of accurate records and efficient control of mechanical keys/electronic access credentials. The long-term view for University of Toronto Mississauga Campus Safety is to have all buildings secured in the most effective manner possible.

Access Control at UTM consists of two categories: mechanical key, and electronic access control. This program covers both.

I. Definitions

ACCESS CARD – A University of Toronto issued identification card.

ACCESS CONTROL - Control of entry/exit to an area by any means (mechanical or electrical).

ACCESS CONTROL DIRECTOR – Director of Campus Safety, Physical Security, or designate, responsible for overall operation of campus security including all levels of access control.

CARD ACCESS CONTROL - Access control system using electronic or electromechanical devices to replace or supplement mechanical key access (normally a credit card style device).

CARD ACCESS REPORT FILE - Records maintained by the Campus Safety Services – Card Access databases.

ACCESS CONTROL SYSTEM - A high capacity computerized card access control system replacing or supplementing mechanical key system to control access to an area. The system is managed by Campus Safety Services and uses access cards (normally a credit card style or occasionally fobs) to unlock doors. This system can also be used to provide automatic locking and unlocking of specific doors or groups of doors at prearranged times.

ACCESS CREDENTIALS – Either mechanical key or electronic card/fob (Tcard) used to access a secure area.

DEPARTMENT ACCESS AUTHORIZER (DAA) - A full-time faculty or departmental staff appointed by the Departmental Head (Dean/Department chair/Director) to be responsible for the adherence and implementation of this program. The department DAA will update Campus Safety, as to any changes to the DAA, by January of each year, or as the changes arise.

DEPARTMENT ACCESS AUTHORIZER DESIGNATE (DAA designate) - A full-time faculty or departmental staff appointed by the Departmental Head (Dean/Department chair/Director) to be the authorized designate so DAA's duties can be performed during his/her absence.

MASTER KEY – a mechanical key that unlocks more than one door within a geographical or operational boundary (departmental master keys, building master keys, mechanical master key, etc.). Note, UTM areas are keyed to a well-defined master/sub-master system to efficiently control spaces within UTM buildings. In this document, all master and sub-master keys are referred to as master keys.

MECHANICAL KEY - Any mechanical device used to operate a mechanically controlled mechanism for entry/exit to a controlled area.

MECHANICAL KEY CONTROL FILE – Records maintained by Facilities Management & Planning – Key recipient databases.

MECHANICAL KEY SYSTEM - Any mechanical device used to operate a mechanically controlled mechanism for entry/exit to a controlled area.

REPORTS (Tcard access) - A history of Tcard activity at a single, or group of doors equipped with Tcard swipe readers.

SECURE AREA – any area that is to be locked with either mechanical key or electronic card.

SECURE KEYBOX – An electronic Keybox capable of allowing multiple users with search capability as approved by Campus Safety for secure storage of Departmental sub – master keys.

II. DAA Access Request Process

TO UPDATE TCARD ACCESS, modify door opening schedules or install a new electronic card access system, a request **MUST** be submitted by the Department Access Authorizer (DAA). The request is to be submitted through the UTM Service Now Portal at: https://uoft.service-now.com/utm_access. Campus Safety will review all requests and normally will respond as soon as possible. **Please note:** Submission by the DAA must include specific information such as the person's UTORID, building, and room number/s for which access modifications are required.

TO REQUEST (REPORTS) OF CAMPUS SAFETY SYSTEM ACTIVITY, the Departmental Access Authorizer (DAA) must contact their UTM HR rep, who will follow up with UTM Campus Safety. Campus Safety will not disseminate UTM security system logs of any kind without express written consent of the UTM HR rep in advance.

TO REQUEST ROOF ACCESS, the Departmental Access Authorizer (DAA) must contact Campus Safety and Facilities Management & Planning Engineering 72 hours in advance. The request is to be

submitted through the UTM Service Now Portal https://uoft.service-now.com/utm_access. An engineer will be present during each roof access event.

The Engineer will assume full control over those entering the roof. All persons accessing the roof will be accountable for their own health and safety while on the roof. All external contractors requesting roof access must be put in contact with the Shift Engineer. Exceptions will be made during Campus emergencies.

REQUESTS FOR DOOR HARDWARE REMOVAL: Requests for removal of door hardware to support deliveries and external events must be made to the Lockshop 72 hours in advance by the Departmental Access Authorizer (DAA). The request is to be submitted through the UTM Service Now Portal at: https://uoft.service-now.com/utm_. Campus Safety, in conjunction with the Lockshop group, will review all requests prior to approval. Emergency requests due to extenuating circumstances made within the 72-hour window may be accommodated.

REQUESTS FOR NEW KEYS: All requests shall be submitted through the UTM Service Now Portal at: https://uoft.service-now.com/utm_access. DAA approval is required to process all key requests. Keys must be picked up at the I&ITS Help Desk by the key holder. Third party pickups, including DAAs, are no longer permitted.

If you require immediate access to a door **(locked out)**, Campus Safety can be called for assistance at: 905 828 5200

III. Responsibilities

CHIEF ADMINISTRATIVE OFFICER: with the assistance and advice from the Director, Campus Safety, the CAO approves modifications of existing and installations of new large scale campus wide systems (both mechanical and electronic).

DIRECTOR, CAMPUS SAFETY: is designated as the overall Access Control Director. Issuance of all master and departmental sub master keys must be approved by the Access Control Director, or his/her designate.

MANAGER, PHYSICAL SECURITY, CAMPUS SAFETY: is responsible for managing the UTM card access system to ensure safety and security to end users occupying buildings or facilities:

1. Leads and coordinates new system installations and upgrades.
2. Makes changes to access card rights upon request from the Departmental Access Authorizers
3. Programs new and existing schedules for doors equipped with card access readers upon advance notification from DAA's

DEPARTMENT ACCESS AUTHORIZOR (DAA): Is assigned by each Department Head at UTM. They have the ultimate responsibility for maintaining records of the access credentials for the department and efficient communication with Campus Safety.

DAA RESPONSIBILITIES:

1. Maintain accurate records of all access control and key distribution activities.
2. Perform bi-annual key audits within their area of responsibility
3. Submit requests for new and modified access credentials for all faculty, staff, students, and research personnel within their department.
4. Recover University access credentials from personnel who leave UTM.
5. Report any failure to recover keys and access control cards to Campus Safety.
6. Notify Campus Safety of all persons who no longer require access to secure areas.
7. Lost or stolen keys must be reported to Campus Safety & Facilities Management & Planning.
8. Submit all requests *as soon as possible but no later than* **72 hours** in advance for Tcard door schedules changes to support internal and external room bookings (ensures there are no duplicate requests submitted). Emergency requests due to extenuating circumstances made within the 72 hour window may be accommodated. **Please note:** ORBS bookings will reserve the room **ONLY,** and will not result in any Tcard reader status changes with the exception of the IB building on weekends.
9. Administer department keybox access assignments and will update Campus Safety regularly.

DAA DESIGNATE: performs DAA duties when the DAA is not available.

DEPARTMENT HEAD: The department head shall appoint a member of his/her department to be responsible for the duties of the DAA and shall advise the Manager, Physical Security in writing of the DAA and his/her designate. The notification should include the members' work location, email, and telephone number.

ALL UTM COMMUNITY USING ACCESS CREDENTIALS:

1. Maintain and use all access credentials in responsible manner.
2. Report loss or theft of their access credentials to their DAA and Campus Safety within 24 hours of discovery of theft or loss, and
3. Return all access credentials upon leaving the University (graduation, termination of employment, etc.).
4. No one shall have, use, lend, borrow or duplicate access credentials.

IV. DOOR HARDWARE, CARD ACCESS CONTROL SYSTEM UPGRADES AND MAINTENANCE AREA ACCESS

REQUESTS: All requests for installation or modifications to access card reader(s) shall be submitted by the DAA to the Manager, Physical Security Campus Safety. All requests for modifications to existing locks shall be submitted through the UTM Service Now Portal.

REVIEW: All requests for additional security devices must be reviewed and approved by the Manager, Physical Security, Campus Safety. Each request will start with a review of user needs and a security survey of the affected facility by Campus Safety. The review will conclude with recommendations on the type and placement of equipment & devices.

APPROVAL: All large projects that impact overall campus wide access control must be approved by the UTM CAO. Additions and modifications to existing systems must be approved by the Manager, Physical Security, Campus Safety.

INSTALLATION: All physical installation of hardware (both mechanical and electronic) once approved must be carried out by the UTM Campus Safety pre-qualified contractor.

REQUEST FOR SERVICE: All requests for service of electronic access hardware, whether emergency or routine, shall be made through the Manager, Physical Security. All requests for service of mechanical locks, whether emergency or routine, shall be made through the work order system,

ROUTINE TESTING: All equipment will be tested by Campus Safety and/or Service Contractor on an annual basis. Proper use of the equipment will be reviewed with the user Department at the time of each test.

KEY AUDIT: Facilities Management & Planning or Campus Safety reserves the right perform a key audit from any UTM Department to ensure that access credentials records are accurately maintained.

V. FUNDING RESPONSIBILITY – KEYS ISSUED THROUGH UTM FM&P

Please be aware that the following charges apply to mechanical keys:

- Lost Medeco keys have a $100 per door replacement charge (includes cylinder(s) replacement cost).
- Medeco master keys or sub-masters if lost may incur significant costs associated with replacement of multiple cylinders/keys. These costs will be charged to the department.

Regular maintenance and upgrades on UTM general doors is the responsibility of Lockshop. However, special locks or locks installed at specific user requests have charges associated with electronic keys:

- Costs related to maintenance and repairs of existing hardware.
- Costs related to software testing.
- Costs related to new installations.
- Charges to UTM departments will be based on actual costs (no markup).

VI. MASTER KEYS

Requests for all master keys must be submitted by the DAA and approved by the Manager, Physical Security, Campus Safety.

The following general guidelines are to apply:

- Each department will be issued a maximum of 2 sub-master keys to access areas within their own space allocation. These keys are issued to the DAA and/or the chair of the department, and **MUST** be stored in a UTM approved secure key box shall not be taken off campus.
- Building master keys will not be issued.
- Keys to unlock Tcard enabled doors will not be issued.
- Mechanical master keys will not be issued. For repair work, renovations, etc. keys can be signed out with the approval of the Manager, Mechanical Operations.
- I&ITS master keys will not be issued. For repair work, renovations, etc. Access must be approved by the I&ITS engineering group, who will make access arrangements.
- Support space master keys are not to be issued. For repair work, renovations, etc., keys can be signed out at the Davis Building 3rd floor corridor keybox after pre-authorization is granted through an FMP PM responsible for each external contractor. Medeco master keys if lost, will require re-keying of all lock cylinders for associated doors in the building, therefore may incur significant costs that will be charged to the department (based on prevailing market rates)

- To update, modify or install mechanical key/locks, a request has to be submitted by the Departmental Access Authorizer (DAA). The request is to be submitted through the UTM Service Now Portal (https://uoft.service-now.com/utm_fmp), and the Lockshop will review all requests and respond within 5 business days. Please note: submission by the DAA must include specific information such as the building name, floor, and room number/s for which keys are required.

- To request a security keybox installation within a department, please submit a request through the UTM Service Now Portal https://uoft.service-now.com/utm_access

For questions regarding mechanical keys, please contact the Rob Eidukaitis, Manager, Property Management Services at (905) 302-2667 or rob.eidukaitis@utoronto.ca.

For questions regarding electronic access control, contact Steven Rivera, Manager, Physical Security, W.G. Davis Building Rm 3116 or, email at Steven.Rivera@utoronto.ca.

Appendix 1.

- Construction keys will only be issued to awarded contractors for each project.