

## PROCEDURE

### ISSUING OF KEYS

This procedure outlines the steps to be taken when issuing keys to contractors and consultants on all campuses. It has been developed in consultation with Facilities Management Campus Services and Security Section.

Issue of keys "In-hours times" for  
 Gardens Point are (Monday – Friday 07:00 to 15:15)  
 Kelvin Grove (Monday – Friday 07:00 to 16:30).

#### **ACTION BY PROJECT MANAGER**

The relevant Project Manager is to provide permission by fax to the relevant key point of issue. Details are to be provided on the Building Access Authority Registration Form and include:

- Name of person/s allowed to be issued
- Name of company
- Building and area in building (eg room number/s) access required to
- Date/s and time/s access allowed (e.g. 0700– 1600 25 Feb. to 28 Feb. 2002)
- QUT Online Contractor Induction completed

Advise if there is likely to be Roof Access or Confined Space Entry required or if Hot Work may be done . This will prompt FM staff that a high risk safety permit is required.

#### **ACTION BY KEY POINT OF ISSUE**

Upon receipt of a written request by a Project Manager, register and file the request in the Key Issue binder, divided by company in alphabetical order.

A second binder is to also be kept containing those Authorities that have expired.

Upon request by contractor/ consultant for a key, the Key Issue binder is to be checked to see if that person has authority to access the requested area.

If there is no authority for that area then no key is to be issued.

Refer the contractor/ consultant to the relevant Project Manager.

If there is authority the key may be issued after ensuring the following details are carried out:

- Person provides proof of identification (e.g. company ID card, drivers license)
- Person advised of policy that if keys are lost the cost of re-keying shall be born by the person, and no keys are to be taken off campus
- Person provides their (preferably on-site) contact details (e.g. mobile phone number)
- Person provides details of company name
- Person advised of requirement to return keys by 15:15 (GP) or 16:30 (KG)

#### **EXTERNAL PROJECT MANAGERS**

The key point of issue, must be notified by the QUT Project Coordinator of the appointment of an external project manager and their details and the project they will be managing , before keys can be authorised for issue. For example "Joe Bloggs from Hannibal Project Manager Services is permitted to authorize key issues for level 3 of D Block Kelvin Grove for the period 01-31 March 2010"

## **MEETING ON-SITE**

It is not the role of workshop staff, campus services staff or security staff to meet contractors/ consultants on site to provide access.

Except in cases of emergencies, such requests will be denied.

## **OUT OF HOURS ACCESS – BY SECURITY OFFICER**

If out of hours access is required, the process is dependent upon the extent of service required.

The Security Section can provide limited assistance in opening doors for contractors. As an example, if a contractor requires 3 or 4 doors in one area of a building to be opened, this can be arranged by emailing a request to [timetabling@qut.edu.au](mailto:timetabling@qut.edu.au) and cc: to [cms@qut.edu.au](mailto:cms@qut.edu.au) and the relevant Security superintendent by 14:30 on the working day prior.

If several doors are required to be opened, or there are doors in different buildings, or doors requiring opening at various times, then the Security section does not have the ability to provide this extent of service.

If in doubt, consult first with the relevant campus Security Superintendent.

## **OUT OF HOURS ACCESS – BY KEY PROVISION TO CONTRACTOR**

To be arranged through GP Workshop or Help Desk KG, for keys to be bagged (envelope) and given to Security.

Keys will be issued to the relevant Campus Security office.

Contractors are to attend the relevant campus Security office (GP S206 or KG A119) when they have arrived on-site to request issue of the keys.

Contractors are to return keys to Security at the end of the working day.

Project Managers should request these arrangements by 10:00 on the working day to the help desk on [help3000@qut.edu.au](mailto:help3000@qut.edu.au), timetabling on [timetabling@qut.edu.au](mailto:timetabling@qut.edu.au) and the Central Monitoring Station (CMS) on [cms@qut.edu.au](mailto:cms@qut.edu.au) and the relevant Campus Security Superintendent.

## **KEY POINT OF ISSUE AND CONTACT DETAILS**

**Gardens Point Workshop:** Monday to Friday 07:00 – 15:15

Fax : 313 81559

Ph : 313 83000

G-H Link, Level 1

**Kelvin Grove Campus Services/Help Desk:** Monday to Friday 07:00 – 16:30

Fax : 313 83165

Ph : 313 83000

Y1 Block, Level 1

# **BUILDING ACCESS AUTHORITY**

## **REGISTRATION**

For In Hours Key & Out of Hours key

- GP Workshop      Fax: 313 81559  
 KG Help Desk      Fax: 313 83165

THIS FORM AUTHORISES THE ISSUE OF KEY/S TO THE PERSON/S NOMINATED ON THIS FORM FOR ACCESS TO AREAS OF QUT NOTED BELOW

**\*NOTE: THE PROCESS FOR KEYS OUT OF HOURS:** 1. EMAIL [help3000@qut.edu.au](mailto:help3000@qut.edu.au) by 10:00 am that Business Day. 2. EMAIL Timetabling to add a note in the Security Diary [timetabling@qut.edu.au](mailto:timetabling@qut.edu.au) 3. EMAIL Security's Central Monitoring Station [cms@qut.edu.au](mailto:cms@qut.edu.au)  
 All contractors must complete the QUT online contractor induction found at <http://www.elearn.com.au/qut> with the exception of contractors on designated construction sites

Name/s of person/s allowed to be issued keys	QUT Online induction completed	Name of person's company	Person's contact phone number
	Yes <input type="checkbox"/>		
	Yes <input type="checkbox"/>		
	Yes <input type="checkbox"/>		
	Yes <input type="checkbox"/>		
	Yes <input type="checkbox"/>		
	Yes <input type="checkbox"/>		
	Yes <input type="checkbox"/>		
	Yes <input type="checkbox"/>		

Campus, Building and area in building (eg level, room number/s) access required to:

Date/s and time/s access is allowed (eg 0700 – 1600 25 Feb to 28 Feb 2002):

- Is roof likely to be accessed?       YES       NO  
 Is confined space likely to be entered?       YES       NO  
 Is hot work likely to be done?       YES       NO

Authority for Key Issue:

..... <b>Authorising Project Manager Name</b>	..... <b>Signature</b>	..... <b>Date</b>
..... <b>Contact Phone</b>	..... <b>Mobile</b>	..... <b>Email Address</b>

### Office Use Only

**Fax to:**

Gardens Point

Kelvin Grove

All Campus