

BUILDING ACCESS POLICY AND PROCEDURES

1. PURPOSE OF THIS POLICY

To enhance security in its buildings, Lehigh University controls access to all buildings by limiting and controlling the use and function of both access cards and keys issued to all faculty, staff, students, contractors, outside vendors, as well as conference and camp participants.

2. AUTHORITY FOR THIS POLICY

This policy is issued by authority of the University's Provost and Vice President for Academic Affairs and the Vice President for Finance and Administration.

3. GENERAL BUILDING ACCESS

A. Academic and Administrative Buildings

In general, academic and administrative buildings are open Monday through Friday between the hours of 8am and 10pm. If necessary, Deans and Department Chairpersons may adjust the hours of academic buildings to better suit a specific need(s) by filing an *Hours of Operation Variance* with Access Control. After- hours access to academic and administrative buildings is limited to faculty, staff, students, and contractors who have been properly authorized in advance by their Authorized Signatory (as defined in Section 4.B. below) to enter a given building or set of buildings. For buildings that are used for public events after hours, the Variance form must be filed by whoever is sponsoring the event, in order to ensure that the building is appropriately secure at the proper times.

B. Residence Halls, Greek and Special Interest Housing

- i. University residence halls, fraternities and sororities are locked at all times and accessible only by access card or key. The Office of Residential Services ("Residential Services"), in conjunction with the Office of Access Control ("Access Control"), will issue all access cards and keys for residence halls, fraternities and sororities. The Manager of Access Control will establish the control that the Residential Services Director approves access to residence halls in writing. An updated list should be provided to him on a monthly basis for review. This list needs to include those vendors who need and have constant access for vending purposes.
- ii. Nonresidents (including, but not limited to faculty, staff, contractors and outside vendors) must display visible identification issued by the Lehigh University Identification Card Office ("ID Office") whenever they are in a residential facility. This may be a Lehigh ID or Vendor Access ID (see Section 8.A.)

- iii. Any office or authorized individual requiring an exception to item (i) above (e.g. service, construction, move-in, move-out) must get approval from the Director of Residential Services in advance of the activity.
- iv. Annually the Manager of Access Control and Director of Residential Services shall visit with the ABM and SODEXO managers to review their company's control over university issued keys and access cards.

4. ACCESS CARD AND KEY DISTRIBUTION

A. Students

- i. Residential Buildings: Residential Services, in conjunction with Access Control, will manage student access card and key authorization and use for all residence halls. Student access will be limited to the residential building in which the student resides for the current academic year. All keys must be returned to Residential Services at the end of each academic year or summer session. Residential Services will keep records of issued access cards and keys.
- ii. Academic Buildings: As a general rule, card access and keys to academic buildings will not be issued to undergraduate students. If a Department Head requires access for undergraduate students, (s)he must provide a written request to Access Control approved by his/her Dean. Access Control will issue keys and activate card access directly to the undergraduate student and register the undergraduate as an access card or key holder in the Key/Card Management Systems.

B. Faculty and Staff

Access Control will manage keys and card access issued to faculty and staff that enable access to locked academic, administrative and /or unoccupied residential buildings. Faculty and staff requesting keys and/or card access must present to Access Control and obtain an *Access Authorization Form* signed by an Authorized Signatory or an appropriate email request from an Authorized Signatory. *Access Authorization Forms* are available online at <https://police.lehigh.edu/content/access-control-forms> and they are also available for pick up at the Access Control office.

Each of the following positions will be an "Authorized Signatory" under this policy:

- a. Assistant Vice President
- b. Associate Vice President
- c. Dean
- d. Department Chair
- e. Department Head
- f. Director
- g. President
- h. Provost

- i. Facilities Services Building Manager or Project Manager
- j. Vice President
- k. Vice Provost

Authorizing authority is limited to assigned areas of responsibility only.

No Authorized Signatory will have the authority to grant access to himself/herself.

Authorization must be obtained from the next level of supervision.

Access to occupied residence halls may only be authorized by the Director of Residential Services or the Associate Director of Residential Services.

Keys issued to faculty and staff, other than those necessary to access the building(s) and personal spaces assigned to the requestor are not to leave campus and should be stored in a secured area.

C. Summer Camp and Conference Participants

Conference Services, in conjunction with Access Control, will authorize and manage the issuance of access cards and keys for summer camp and conference participants. Access cards will be given unique numbers and issued directly to participants. Access cards and keys will only be valid for the duration of the camp or conference. The Director of Conference Services will notify University Police and Access Control when access cards or keys are lost. All access cards and keys will be collected upon the completion of the camp or conference.

5. MASTER ACCESS CARDS AND KEYS

Master access cards and master keys are access cards and keys that open every one of a given set of locks. Requests for master access cards and keys must be submitted to the applicable Dean (for academic buildings), Access Control (for administrative buildings), or the Director of Residential Services (for residence halls, fraternities and sororities). Master access cards and keys will only be issued if the requestor is able to demonstrate a clear business need.

A. Limitations for Academic and Administrative Buildings

- i. Grand Master [Access Cards and] Keys: This level of card access and keys will be issued only to staff in the Police Department, Environmental Health and Safety, Residential Services and Facilities Services when a demonstrated need exists and the appropriate Authorized Signatory recommends issuance. (see also section 9 for additional authorized card access)
- ii. Building Master [Access Cards and] Keys. This level of card access and keys will be issued only to (a) Deans and (b) designated Building Managers when a

demonstrated need exists and the appropriate Authorized Signatory recommends issuance.

- iii. Department [Access Cards and] Master Keys. This level of card access and keys will be issued only to (a) Department Heads and (b) others when a demonstrated need exists and the appropriate Authorized Signatory recommends issuance.

6. STUDENT ACCESS CARDS AND KEYS

All student access cards and keys must be deactivated (access cards) or returned (keys) at the end of each academic year, or during the academic year if a student leaves residential housing. The student must apply to have the card re-activated or the key re-issued as necessary.

A. Lost or Stolen Keys

Students who lose or misplace a key **must** comply with the following procedure:

- i. Lost or misplaced keys must be reported immediately to Access Control during normal business hours.
- ii. If the lost key accesses a resident room door and room access is needed at times other than normal business hours, students should report the loss to their Gryphon on Duty or Fraternity or Sorority House Manager who will provide access until the lost key can be replaced or recovered. The Gryphon on Duty or Fraternity or Sorority House Manager should inquire about the identity of the student (some form of personal identification, checking with others or student databases, etc) prior to providing access.
- iii. Access Control will issue a temporary key, which must be returned within twenty-four (24) hours. Access Control will notify Residential Services if the key involves a residential facility.
- iv. If the key is not returned within twenty-four (24) hours, the student's ID card (access only) will be deactivated.
- v. If the lost key is not found and returned within twenty-four (24) hours of reporting, the affected door locks may be re-keyed and the student will be charged \$50 for each door that must be re-keyed. If the lost provides access to a residential room door, re-keying is mandatory within twenty-four (24) hours of the reported loss.
- vi. Roommates will be issued keys for the re-keyed lock at no cost upon surrendering of keys that no longer operate the lock. If the new keys are not picked up (and the old keys returned) by the roommate within two (2) business days, the roommate's ID card (access only) will be deactivated and the student's Bursar account will be billed \$25 for the new key. When room locks

are re-keyed, Access Control will place a door hanger on the door knob or lever to inform residents of the change.

B. Duplication of Keys

Any duplication of keys is strictly prohibited. Students who illegally duplicate keys will be billed for a lock change and referred to the Student Judicial Officer.

C. Lost or Stolen ID or Access Card

Upon notification by the cardholder, lost or stolen access cards will be deactivated at no charge. During normal business hours, the cardholder must report the lost or stolen access card to Access Control. On weekends or after hours, the cardholder must report the loss through the Campus Portal GoldPLUS site to have the Access Control technician on duty deactivate the card.

During the time that the card is deactivated, the cardholder may request a temporary access card from the Gryphon on Duty for his/her residence hall or the House Manager of his/her fraternity or sorority.

7. FACULTY/STAFF ACCESS CARDS AND KEYS

A. Lost Access Card or Keys

Employees are responsible for the access cards and keys issued to them. If an access card or key is lost or damaged, the employee must notify his/her Authorized Signatory and Access Control immediately. Costs associated with lost cards or keys will be the responsibility of the department granting authorization for access to the affected area.

B. Duplication of Keys

Any duplication of keys is strictly prohibited.

C. Transfer of Keys

All keys must be checked in and out of Access Control. Key transfers from one person to another are prohibited.

D. Loss of Access; Termination

- i. Any individual who violates this policy or the terms or conditions of access is subject to disciplinary action, including but not limited to, loss of access privileges.

- ii. The original Authorized Signatory (or his or her successor) must notify Access Control if, at any time, an individual's access is no longer required or his/her employment has been terminated.

In addition, when the Payroll Office is notified, they will promptly provide notice to Access Control and University Police of all terminations, retirements and other causes of faculty and staff departure from employment occurring in the ordinary course of business.

8. CONTRACTORS AND OUTSIDE VENDORS ACCESS

A. Vendor Access ID's

All contractors and outside vendors that perform services on Lehigh's campus must obtain a *Vendor Access ID* from the ID Office. Prior to the issuance of the Vendor Access ID the contractor/vendor must obtain a multistate criminal history background check performed by the Pennsylvania State Police, for all of its employees performing services on Lehigh's campus. The completed background check must be submitted to Lehigh University Police Department for review. To be clear, the contractor may conduct its own pre-employment/pre-assignment criminal background check and screening. The review described in this section by the University Police shall not be construed so as to bar an individual's employment with the contractor or vendor for whom they perform services; rather, said review shall only determine whether that individual can perform those services on Lehigh's campus. If criminal activity is indicated on the background check, the record will be submitted directly to the Chief of Police for further review to determine, in the Chief of Police discretion, whether the subject of the background check may perform services on Lehigh's campus. After the University Police have completed their review, all employee background checks will be kept on file by the University Police. A Vendor Access ID will only be issued after the noted review and authorization by the University Police has been completed. Vendor Access ID cards will be provided by the Access Control Office and printed by the Lehigh ID Office. The Vendor Access ID will have a term of five years from the date of issuance, after which a new authorization will be required.

All contractors and vendors must immediately notify University Police if any of its employees performing services on Lehigh's campus are arrested of a crime, are dismissed from employment or resign/retire. Contractors/vendors shall also require their employees immediately disclose to the contractor/vendor, who shall promptly notify Lehigh Police, of any criminal charges, offenses, or convictions sustained by the CONTRACTOR employee. Upon such notice, University Police will notify Access Control who will immediately suspend the access for that individual, if appropriate.

Vendor Access ID's are not required for contractors or vendors who do not enter University buildings during the normal execution of their work on campus. Other exempt services include the United States Postal Service , UPS and FedEx delivery staff.

B. Access

Upon receipt of a signed *Access Authorization Form* or a valid University work order, purchase order, Master Services Agreement or email from an Authorized Signatory, Access Control will activate Vendor Access IDs issued to contractors and outside vendors. Access Control will issue the necessary keys for the requested building(s). Card access will be granted for normal hours of operation for the term of the scope of the agreement for contractors and outside vendors. Issued keys must be returned daily.

Access cards and keys will be issued and collected at Access Control Monday through Friday between the hours of 7:00am and 4:30pm.

Facilities managers, maintenance staff, access control and university police on their rounds must make periodic checks verifying that vendor personnel are displaying their ID's and have an approved background check on file. These spot checks should be documented and reviewed by the Access Control Manager and maintained for audit inspection.

C. After-hours Access

Contractors, outside vendors, and staff requiring emergency or scheduled after-hours access to any building must provide proof of authorization (see section 8.B.) by an Authorized Signatory (see Section 4.B.) to Access Control. After-hours access to academic and administrative buildings, locked spaces in academic and administrative buildings, and all residential buildings will be issued on a daily basis and keys must be returned at the end of each business day. If the work assignment begins prior to 7:00am and/or concludes after 4:30pm Monday through Friday, all keys must be picked up at and returned to the University Police. The Authorized Signatory is responsible to provide the required keys and an authorizing email to the University Police in advance of the date of need. A valid form of ID will be required to be presented and left with University Police while the keys are in the possession of the contractor/vendor.

D. Failure to Return Access Cards or Keys

If issued keys are not returned at the conclusion of each business day, Access Control will contact the applicable contractor or vendor to request the immediate return of the issued keys. If the contractor or outside vendor cannot be reached, Access Control will (i) immediately disable the card access on the Vendor Access ID, and/or (ii) notify the Authorized Signatory who will advise the contractor or vendor to

immediately return the keys and warn the contractor or vendor that further instances will jeopardize their eligibility to perform services on Lehigh's campus.

9. EMERGENCY RESPONDER ACCESS

Unrestricted (24 hour, all buildings) card access will be granted to Emergency Responders and other specific groups as listed below:

1. University Police
2. Associate Vice President for Facilities Services and Campus Planning
3. Director of Facilities Services and Director of Residential Services
4. Facilities Services Building Managers, Life Safety Technicians
5. Facilities Services Access Control Supervisor and on call staff member
6. Facilities Services designated Access Control contractor
7. Facilities Services HVAC supervisor and on call staff member
8. Facilities Services Maintenance leads and on call staff member
9. Telecommunication supervisor and on call staff member
10. Select essential staff as designated by Department Heads with approval from the Chief of Police (non-residential areas) and the Director of Residential Services (residential facilities)
11. Outsourced custodial vendor site manager and shift supervisors
12. LUEMS (card assigned to each vehicle)
13. Bethlehem Fire Department (by vehicle)

This list will be reviewed and modified annually, or as otherwise required.

10. ACCESS DENIAL; APPEAL

A. Denials

The Access Control Manager will deny any access card or key request that such Manager determines may pose a security risk. Students, faculty and staff may appeal this determination.

B. Student Appeals

Students who are denied access by the Access Control Manager may contest the determination by submitting a written statement of appeal to the Director of Residential Services, who will review the matter and make a written determination. If the student is not satisfied with such determination, (s)he has an additional right of appeal to the Vice Provost for Student Affairs. The Vice Provost will review the appeal and consult with the Chief of Police before making a final determination.

C. Faculty Appeals

Faculty members who are denied access by the Access Control Manager may contest the determination by submitting a written statement of appeal to the Dean of their College, who will review the matter and make a written determination. If the faculty member is not satisfied with such determination, (s)he has an additional right of appeal to the Provost. The Provost will review the appeal and consult with the Chief of Police before making a final determination.

D. Staff Appeals

Staff members who are denied access by the Access Control Manager may contest the determination by submitting a written statement of appeal to the Chief of Police Services, who will review the matter and make a written determination. If the staff member is not satisfied with such determination, (s)he has an additional right of appeal to the Vice President for Finance and Administration. The Vice President will review the appeal and consult with the Chief of Police before making a final determination.

11. RECORDS

Authorization records will be kept on file with Access Control and/or the Office of Residential Services, as appropriate.

12. INTERNAL AUDIT

The University's Internal Audit Office will conduct periodic reviews of the access card and key issuance practices to ensure that they are consistent with this policy.