

Title	ACCESS MANAGEMENT - LANGFORD CAMPUS		
Parent Policy	Access Management	Responsible Office	Operations & Resilience
Classification	Administrative	Effective Date	2025-Jun-03
Category	Facilities & Properties	Document No.	1103-S
Approval	VP, Finance and Operations		

This standard is applied in a manner consistent with applicable statutory and legal obligations, including university collective agreements, terms of employment and the parent policy.

The most up-to-date versions of the University's standards are posted on the policy and procedure website. If you have printed this standard, check the website to ensure you have the current version.

NOTE: The first appearance of terms in **bold** in this document (except titles) are defined terms – refer to the Definitions section.

1.0 PURPOSE

This standard sets out the requirements for the access management process on Royal Roads University (University or RRU) Langford campus.

2.0 SCOPE AND COMPLIANCE

- 2.1 This standard applies to the University Langford campus, University building internal and external doors, **door lock devices and systems** and **members of the University community**.
- 2.2 This standard does not extend to or include:
 - a) University short-term housing or accommodations;
 - b) bicycle locks;
 - c) student lockers or other individual use lockers;
 - d) storage unit padlocks; or
 - c) locks on desks, workstations, filing cabinets, or pedestals.
- 2.3 The terms of this standard are monitored for compliance. Issues related to compliance are managed in accordance with applicable law and the University's policies, collective agreements, and contracts.

3.0 KEYS AND ACCESS CARDS

3.1 General Requirements

- a) Keys are generally limited to:
 - i. authorized RRU contractors and emergency responders;
 - ii. employees of either RRU or **licensees** for their **primary use areas**; and
 - iii. employees of RRU services teams for their designated areas of operation.
- b) **Access cards** are generally limited to employees of:
 - i. RRU service teams for their designated areas of operation; and

- ii. RRU or licensees who regularly require access to University buildings outside of **standard building hours** or access to exterior building doors not open during standard building hours.
- c) Only one key or access card will be issued per individual for a specific door lock device or system. Exceptions are made by the Director, Emergency Management and Resilience or their delegate.
- d) Keys and access cards are issued and returned in person; internal mail or other delivery methods are not permitted.
- e) Keys and access cards are not transferable.
- f) If individual role changes occur, old keys are returned, new keys are issued, and access card profile changes are processed accordingly.
- g) RRU retains the right to have authorized employees, contractors, and emergency responders access any space on the Langford campus for emergency, safety, security, and asset protection purposes.
- h) No individual will be permitted to access any space on the Langford campus that has not been assigned to them as an individual or as part of a work unit unless it is related to s. 3.1 g) or for authorized employees as part of the provision of operational services.
- i) Operations and Resilience is accountable for the control and issuance of all keys and access cards and maintains a current and retrievable record of:
 - i. key and access card codes;
 - ii. keys and access cards issued; and
 - iii. individuals in possession of keys and access cards.
- j) Operations and Resilience performs a key and access card audit annually.

3.2 Authority to Issue Keys and Access Cards

- a) Grand master and master keys
The Associate Vice-President, Operations and Resilience and the Director, Emergency Management and Resilience have the sole authority to approve the issuance of grand master and master keys.
- b) Building keys
The Director, Emergency Management and Resilience or their delegate has the sole authority to approve the issuance of building keys.
- c) Access cards
The Director, Emergency Management and Resilience or their delegate has the sole authority to approve the issuance of access cards.

Appendix A provides the authority to issue keys and access cards matrix.

3.3 Key and Access Card Requests, Issuance, and Return

- a) Requests
Key and access card requests include:
 - i. the name and contact information of the individual and the work unit for whom the key or access card is requested;

- ii. the room number the key or access card is being requested for;
- iii. an account code to which applicable costs can be charged to; and
- iv. the name and contact information of the individual's work unit approver.

b) Issuance

- i. Grand master and master keys and access is granted to authorized employees, contractors, and emergency responders for the purposes of maintaining normal and safe operations at RRU campuses.
- ii. Grand master and master keys are hand-delivered by the Director, Emergency Management and Resilience or their delegate to the individual. All grand master and master keys are signed for by the individual at the time of delivery.
- iii. With approval from their **work unit authority**, building keys are issued to individuals requiring regular access to building rooms within their primary use areas or their designated areas of operation.
- iv. Work units may request approval to access and issue building keys for building spaces that are under their sole responsibility. Work units are then responsible for:
 - distributing, handling, controlling, and custody of these keys; and
 - informing Operations and Resilience when the work unit is aware that an individual is leaving the University or is no longer permitted use of these keys.
- v. With approval from their work unit authority, access cards are issued to individuals requiring regular access to University buildings or building rooms within their primary use areas or their designated areas of operation.
- vi. Building keys and access cards are issued from a central location on each RRU campus. Individuals sign the acknowledgement form at the time building keys or access cards are provided.
- vii. Individuals to whom a key or access card is issued sign the key and access card issuance acknowledgement record.

c) Return

- i. Keys are returned to Operations and Resilience when the requirement for access by the individual is no longer required such as:
 - (a) transfer to another work unit;
 - (b) relocation to a different office or building;
 - (c) request of the University;
 - (d) termination of employment, license, or contract; or
 - (e) upon commencing a leave of absence for a period of 30 days or longer. An individual on such a leave may retain their key if they are authorized to have access to the building and/or office during the leave.
- ii. An individual's access card profile is:
 - (a) revised accordingly under situations identified in s. 3.3 c) i (a), (b), (c), and (e);
 - (b) deactivated under situations identified in s. 3.3 c) i (d).

3.4 Short-term Authorized Access

- a) Keys and access cards may be provided for **short-term authorized access** to University buildings and building rooms.

- b) The request, issuance, and return of keys and access cards complies with the requirements outlined in s. 3.1-3.3.
- c) The length of time the key or access card is being requested for is greater than one day and less than 30 days. For a length of time of one day or less, s. 3.5 is in effect. For a length of time greater than 30 days, s. 3.1-3.3 are in effect.

3.5 Request for RRU to Open Building Rooms

- a) Work units may request that their primary use area classrooms and labs are managed during standard building hours according to the academic schedule supplied by the work unit. These classrooms and labs will be opened and locked by RRU only one time per day.
- b) Spaces that are booked for less than one day will be opened by the University according to the schedule identified in the booking system and locked once the booking has completed.

3.6 New or Additional Lock Devices or Systems

The installation of new or additional lock devices or systems have master key overrides to allow access for authorized employees, contractors, and emergency responders.

3.7 Lost, Stolen, or Compromised Keys and Access Cards

- a) Keys and access cards that are lost, stolen, or otherwise compromised are reported immediately to Campus Security at 250-xxx-xxxx.
- b) Access cards that are lost, stolen, or otherwise compromised are deactivated immediately by Operations and Resilience.
- c) Prior to re-issue of a key or access card, a new request is submitted through the key and access card process. Work units are responsible for the cost of re-issuing new keys and access cards.

3.8 Review

The University will monitor best practices and relevant legislation, revising this standard as needed. In any event, this standard will be reviewed at least once every three years after the post-implementation review date.

4.0 EXTERIOR AND INTERIOR DOOR SCHEDULES

Appendix B provides the exterior and interior door schedule for the Langford campus for standard, managed, and unoccupied building hours.

5.0 DEFINITIONS

For the purposes of this standard:

Access card means those devices used with a keyless system to enter a building, room, office, or other space that has a card reader system installed to manage access.

Door lock devices and system means any piece of hardware or software used to lock or unlock an external or internal door to a University building including, but not limited to: keys, access cards, locks, card readers, and access management systems.

Licensee means the institute holding a license with Royal Roads University to deliver the licensee's academic programs and services at a University campus.

Standard building hours means the time when the building's exterior doors are open to the University community.

Primary use area means those spaces on University campuses where Royal Roads University and licensees deliver their academic programs and services.

Short-term authorized access means access to University buildings and building rooms occurring over a limited period of time.

University campuses means all of the buildings and grounds owned, leased, and operated by the University.

University community means members of the Board of Governors, students, employees, contractors, volunteers, guests, visitors, and others who participate in any activity, program, or operation on a University campus.

Work unit means the institute, department, centre, office, or school that the employee or student works for or that the contractor has been contracted to work with.

Work unit authority means the work unit manager or their delegate with the authority to approve keys or access cards be issued to their primary use areas or designated areas of operation.

6.0 INTERPRETATION

Questions of interpretation or application of this standard will be referred to the Associate Vice-President, Operations and Resilience.

7.0 RELATED DOCUMENTS

Royal Roads University Documents and Information

- Access management policy (under development)
- Access management procedure (under development)
- Building and grounds usage policy (under development)

Review, Revision and Approval History

Date

Action

2025-May-29

Approved by Vice-President, Finance and Operations; first implementation and effective date coincide with approval of the Access Management Policy

2025-Sep-30

Post-implementation review

APPENDIX A

Approval and Authority to Issue Keys and Access Cards

Type	Approval authority	Issuance responsibility
Grand master key	AVP, Operations and Resilience; Director, Emergency Management and Resilience	RRU Director, Emergency Management and Resilience or their delegate
Master key	AVP, Operations and Resilience; Director, Emergency Management and Resilience	RRU Director, Emergency Management and Resilience or their delegate
Building key	Director, Emergency Management and Resilience or their delegate	Campus Security Office: <ul style="list-style-type: none">• Colwood - Millward Building, 1st Floor• Langford - Security Office, 1st Floor
Access card	Director, Emergency Management and Resilience or their delegate	Campus Security Office: <ul style="list-style-type: none">• Colwood - Millward Building, 1st Floor• Langford - Security Office, 1st Floor

APPENDIX B

Exterior and Interior Door Schedule – Langford Campus

Exterior doors

Door classification	Condition
Main door(s)	<ul style="list-style-type: none">• Open during standard building hours• Access managed during managed building hours except in special circumstances when a shared common area is booked during managed building hours• Access managed during unoccupied building hours
Other door(s)	Access managed twenty-four hours per day, seven days per week except in special circumstances as approved by the Director, Emergency Management and Resilience or their delegate

Interior doors

Door classification	Condition
RRU academic support and service areas Primary use areas	User-defined during standard building hours
Assigned workspace	Access managed
Bookable common areas – Indigenous People Centre	User-defined during standard building hours
Bookable common areas – teaching; multi-purpose room; unassigned workspace	Access managed during standard, managed, and unoccupied building hours except when the area is booked for use during standard and managed building hours
Bookable common areas – study space; meeting rooms	Open during standard building hours
RRU operational service areas	Access managed
Shared common areas – washrooms, showers, print/copy rooms, multi-faith room, lounges	Open
Stairwell doors at level 5	Access managed
Stairwell doors at level 0 (basement)	Access managed
Stairwell doors exterior at level 1	Access managed
Stairwell doors interior at levels 2-4	Open

Definitions

For the purposes of this Appendix B,

Assigned work space means the permanent workstations that are designated per institute.

Managed building hours means the time when the building's exterior doors are not open to the public but are available to designated access card holders, users, and third party(s) as identified in the Buildings and Grounds Usage policy (under development).

Open means an area, room, or office to which access is open at all times.

Standard building hours means the time when the building's exterior doors are open to the **University Community**.

Unoccupied building hours means the time when the building's exterior doors are access managed for all users, third party(s), and the public except for those persons with designated access card.

User-defined means an area, room, or office to which access is defined by the work unit solely responsible for the space.