

Title	ACCESS MANAGEMENT - JOHN HORGAN CAMPUS		
Parent Policy	Access Management (#1103)	Responsible Office	Operations & Resilience
Classification	Administrative	Effective Date	2025-Dec-08
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) John Horgan Campus (JHC).

2.0 SCOPE AND COMPLIANCE

- 2.1 This standard applies to the University's JHC, University building interior and exterior 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
 - e) 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 non-academic contractors and emergency responders;
 - ii. employees of RRU, partners, or **licensees** for their **primary use areas**; and
 - iii. employees of RRU service teams for their designated areas of operation.
- b) **Electronic access devices** are generally limited to employees of:
 - i. RRU service teams for their designated areas of operation; and

- ii. RRU, partners, 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 electronic access device 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 electronic access devices are issued and returned in person; internal mail or other delivery methods are not permitted.
- e) Keys and electronic access devices are not transferable.
- f) Electronic access devices are generally only issued to an individual. Exceptions may be made by the Director, Emergency Management and Resilience or their delegate.
- g) If individual role changes occur, old keys are returned, new keys are issued, and electronic access device profile changes are processed accordingly.
- h) RRU retains the right to have authorized employees, contractors, and emergency responders access any space on the JHC for emergency, safety, security, and asset protection purposes.
- i) No individual will be permitted to access any space on the JHC 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.
- j) Operations and Resilience is accountable for the control and issuance of all keys and electronic access devices and maintains a current and retrievable record of:
 - i. key and electronic access device codes;
 - ii. keys and electronic access devices issued; and
 - iii. individuals in possession of keys and electronic access devices.
- k) Operations and Resilience performs a key and electronic access device audit annually.

3.2 **Authority to Issue Keys and Electronic Access Devices**

- 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 electronic access devices.

Appendix A provides the matrix for the authority to issue keys and electronic access devices.

3.3 **RRU, Partner, and Licensee Responsibility**

RRU Work Units

- a) Each RRU work unit will identify two members from their work unit to serve as the designated **work unit authorities**.

- b) The names and contact information of the designated work unit authorities will be provided to the Director, Emergency Management and Resilience, or their delegate.
- c) RRU work units will provide an account code to the Director, Emergency Management and Resilience or their delegate to which the cost of the following will be charged:
 - i. providing a key or electronic access device;
 - ii. providing a replacement key or electronic access device; and
 - iii. rekeying a door or set of doors.

Appendix B provides the cost to issue a key or electronic access device.

- d) A designated work unit authority will review and approve each key and electronic access device request specific to their primary use areas.

Partners and Licensees

- a) Each JHC partner and licensee will identify two members from their institution to serve as the designated work unit authority.
- b) The names and contact information of the designated work unit authorities will be provided to the Director, Emergency Management and Resilience or their delegate.
- c) Each JHC partner and licensee will receive an invoice from RRU every six months identifying the key and electronic access device costs. The following items will be charged back to each JHC partner and licensee:
 - i. providing a key or electronic access device;
 - ii. providing a replacement key or electronic access device; and
 - iii. rekeying a door or set of doors.
- d) A designated work unit authority will review and approve each key and electronic access device request specific to their primary use areas.

3.4 Key and Electronic Access Device Request, Issuance, and Return

a) Request

Key and electronic access device requests are made in writing using the e-form on RRU's John Horgan Campus website. Any other form of request (e.g., verbal or email) will not be processed. The e-form will include:

- i. the name and contact information of the individual and the work unit for whom the key or electronic access device is requested; and
- ii. the room number the key or electronic access device is being requested for.

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 JHC.
- 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 the exception of the following positions, all grand master and master keys remain at JHC and are signed out by authorized individuals on a daily basis:

- (a) RRU Director, Emergency Management and Resilience, Operations and Resilience;
 - (b) JHC Property Manager, Operations and Resilience;
 - (c) JHC Supervisor, Operations and Resilience;
 - (d) JHC Building Operator, Operations and Resilience; and
 - (e) JHC Administrative Coordinator, Operations and Resilience.
- iv. With approval from their work unit authority, building keys may be issued to individuals who require regular access to rooms within the work unit's primary use areas or their designated areas of operation.
- v. Work units may request approval to access and issue building keys for spaces that are under their sole responsibility. Work units are then responsible for:
 - (a) distributing, handling, controlling, and custody of these keys; and
 - (b) 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.
- vi. With approval from their work unit authority, electronic access devices are issued to individuals requiring regular access to the JHC building or building rooms within their primary use areas or their designated areas of operation.
- vii. Building keys and electronic access devices are issued from the JHC security office.
- viii. Individuals to whom a key or electronic access device is issued must present photo identification and sign the key and electronic access device issuance acknowledgement record.

c) Return

- i. Keys are returned to Operations and Resilience when access is no longer required by the individual, 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 electronic access device profile is:
 - (a) revised accordingly under situations identified in s. 3.4 c) i (a), (b), (c), and (e);
 - (b) deactivated under situations identified in s. 3.4 c) i (d).

3.5 Short-term Authorized Access

- a) Keys and electronic access devices may be provided for **short-term authorized access** to the JHC building and rooms or spaces within the building.
- b) The request, issuance, and return of keys and electronic access devices complies with the requirements outlined in s. 3.1-3.4.
- c) The length of time the key or electronic access device 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. 3.6 is in effect. For a length of time greater than 30 days, s. 3.1-3.4 are in effect.

3.6 Request for RRU to Open Building Rooms or Spaces

- 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.

3.7 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.

3.8 Lost, Stolen, or Compromised Keys and Access Cards

- a) Keys and electronic access devices that are lost, stolen, or otherwise compromised are reported immediately to Campus Security at 236-475-7050.
- b) Electronic access devices that are lost, stolen, or otherwise compromised are deactivated immediately by Operations and Resilience.
- c) Prior to re-issue of a key or electronic access device, a new request is submitted through the key and electronic access device process.

3.9 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 C provides the exterior and interior door schedule for JHC for standard, managed, and unoccupied building hours.

5.0 DEFINITIONS

For the purposes of this standard:

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.

Electronic access device means those devices (including access cards and fobs) used with a keyless system to enter a building, room, office, or other space that has an electronic reader system installed to manage access.

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 main exterior door and the courtyard door are open to the University community.

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

Short-term authorized access means access to University buildings and building rooms or spaces 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 authorities means the work unit manager or their delegate with the authority to approve keys or electronic access devices 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 (#1103)
- Access management Procedure (#1103-PR)
- Building and Grounds Usage Policy (#1106)

Review, Revision and Approval History

<u>Date</u>	<u>Action</u>
2025-May-29	Approved by Vice-President, Finance and Operations; first implementation and effective date coincide with approval of the Access Management Policy
2025-Nov-23	Approved by VP, Finance and Operations. Material revisions (new section 3 requirement of work units/institutions to pay for keys and electronic access cards; new section 3.4, b) iii) requiring work units to sign out master keys on a daily basis except for specific positions); new effective date of Dec 08 2025
2028-Nov-23	Next Review

APPENDIX A

Approval and Authority to Issue Keys and Access Cards at John Horgan Campus

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, Room 110
Electronic access device	Director, Emergency Management and Resilience or their delegate	Campus Security Office, Room 110

APPENDIX B

Fees for keys and electronic access devices

As of December 08, 2025, the following costs will be invoiced back to the relevant RRU work unit, John Horgan Campus partner, or John Horgan Campus licensee for the provision of keys and electronic access devices:

Item	Chargeback fee
Key	\$20.00
Electronic access device	\$20.00

APPENDIX C

Exterior and Interior Door Schedule – Langford Campus

Exterior doors

Door classification	Condition
Main door(s) – includes the main entrance at the corner of Peatt and Goldstream and the courtyard door	<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; and Primary use areas	User-defined during standard building hours
Assigned workspace (Room 511)	Access managed 24/7
Bookable workspace (Room 502)	Unlocked Monday-Friday, 7:30 a.m.-5 p.m.
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 24/7
Shared common areas – washrooms, showers, print/copy rooms, multi-faith room, lounges	Open
Stairwell doors at level 5	Access managed 24/7
Stairwell doors at level 0 (basement)	Open
Stairwell doors exterior at level 1	Access managed 24/7
Stairwell doors interior at levels 1-4	Open

Definitions

For the purposes of this Appendix C,

Assigned workspace means the permanent workstations that have been designated to each institute.

Bookable workspace means the workstations in Room 502 that can be booked through Royal Roads University's booking system on a daily basis.

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

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 electronic access.

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