

Title: Lock & Key	
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Standard: [REDACTED]	Effective Date: [REDACTED]
Prepared By: Lisa Rigdon, Quality Process Writer	Date Prepared: [REDACTED]
Approved By: [REDACTED]	Date Approved: [REDACTED]

1.0 Purpose:

1.1 The purpose of this procedure is to document the process for the maintenance of site locks and keys.

2.0 Scope:

2.1 The scope of this procedure includes all sites where lock and key maintenance is part of the Scope of Work requested by the customer.

3.0 Responsibilities:

3.1 The [REDACTED], are responsible for the updating, use, and verification of this procedure.

4.0 Definitions:

4.1 PPE: Personal Protection Equipment

4.2 SOW: Scope of Work

5.0 Frequency:

5.1 This procedure shall be followed every time locks and keys are repaired and replaced.

6.0 Equipment & Supplies:

6.1 PPE

6.2 Access to forms, logs, and requests for keys or lock maintenance

6.3 Multi-purpose cleaner

6.4 Cleaning cloths

6.5 Site-approved lubricant with straw applicator

6.6 Physical keys for accessing and maintaining locks

7.0 General Information:

7.1 Scope of Work at a site may not include all areas of this procedure. Client's agreed upon SOW always takes precedence over procedure.

8.0 Procedure:

8.1 Correct PPE must be worn while performing each task.

8.2 Place 'Caution,' 'Closed,' or 'Out of Order' signs at entrances to work areas during maintenance, if needed.

8.3 Key creation and distribution.

8.3.1 Check requests for key creation and distribution on a daily basis.

8.3.2 Make sure the correct forms have been filled out.

8.3.3 Submit the key creation request forms to the necessary departments for approval.

8.3.4 When key creation request forms have been approved, submit Work Orders to have the physical or digital keys created.

8.3.5 Notify the requester when the keys have been created and are ready for pick up.

8.3.6 Have the requester sign documents showing they have proven their identity, that they take full ownership of the key, and that they have received the key.

8.3.7 Follow up with each requester to make sure that the created keys work correctly.

8.3.8 Document all information in the logs according to the rules of the site.

8.4 Lock maintenance.

8.4.1 Every day, check reports and/or complaints about locks not working.

8.4.1.1 Go to the lock and test it.

8.4.1.2 If the lock is not working correctly, create a Work Order to call in a locksmith.

8.4.1.3 If the lock is working correctly, check with the person who filed the report or complaint, because there may be a problem with their key.

8.4.2 Lubricate and clean all physical key locks once a month.

8.4.2.1 Use a site-approved lubricant with a straw applicator to spray lubricant inside of the locks.

8.4.2.1.1 Insert the end of the straw into the lock hole, and spray a short burst of lubricant. Gently slide the key in and out of the lock to spread the lubricant.

8.4.2.1.2 If there is a deadbolt, turn the deadbolt, so the bolt is sticking out. Spray a small amount of lubricant on to the bolt. Turn the bolt back and forth a few times to spread the lubricant.

8.4.2.1.3 Spray a small amount of lubricant on the cylinder, which is the circle around the keyhole that allows the key to turn the locking mechanism. Use the key to lock and unlock the door several times to spread the lubricant.

8.4.2.2 Take a dry cloth to wipe up any dripping lubricant.

8.4.2.3 Spray multi-purpose cleaner on a cloth and use the cloth to clean any grime or dirt off of the locks and door handles.

8.4.2.4 Use a dry cloth to wipe away any cleaner residue.

8.4.3 Before moving on to the next task, remember to lock or unlock the door in accordance with site safety rules.

8.5 Key returns.

8.5.1 Check with the customer HR department on a weekly basis about site keys being returned.

8.5.2 Verify which keys, if any, have been returned, and check the information for those keys in the logs.

8.5.3 Make sure that the person who returned the key is the same person who checked out the key.

8.5.4 Log returned keys and store them in a safe location.

8.5.5 If keys were not returned:

8.5.5.1 Check with the customer about the possibility of having all locks changed for safety.

8.5.5.2 If locks need to be changed, create a Work Order to hire certified locksmiths who can change all necessary locks.

8.5.5.3 Work with the customer HR department to plan out procedures for changing the locks and redistributing keys and credentials to all site personnel.

9.0 References: N/A

10.0 Attachments: N/A

11.0 Revision History:

Revision	Date	Description of changes	Requested By
■	■	■	■
■	■	■	■
■	■	■	■