

	<b>Zion Lutheran Church Key and Lock Control SOP</b>	<b>SOP # 14</b>	
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**Standard Operating Procedure**

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1. **PURPOSE.** To describe policy, responsibilities, procedures and standards for the Physical Security Program at the Installation, unit and activity level.
2. **SCOPE.** This Standard Operating Procedure is applicable to all church staff members which includes rostered, full- and part-time employees, volunteers, committee members and contractor activities.
  - a. These measures are applicable to administrative keys only.
  - b. In the absence of guidance elsewhere, the minimum standard measures described herein are to be applied in every case.
3. **POLICY.** Great care must be exercised to ensure security is not sacrificed for the sake of convenience. Protection of the church's interest and loss prevention is the goal of this Physical Security SOP. Inefficiency, procrastination, fraud and abuse lead to losses and create crime conducive conditions. Detection and prevention can only be accomplished if all concerned are alert and proactive. Supervisors are charged with ensuring compliance with the terms of this Physical Security SOP within their areas of responsibility.
4. **RESPONSIBILITIES.**
  - a. The Church Council will appoint a Safety and Security Ministry Team to review the security policies and posture of the church. The Team may establish budgetary and policy priorities for all matters related to the security of the church, ensuring such priorities are properly considered by the Finance Committee.
  - b. Safety and Security Ministry Team will:
    - (1) Maintain and update Zion's Physical Security Plan (PSP).
    - (2) Program and conduct periodic/annual Physical Security Inspections and Physical Security Surveys of the church and other activities to remain cognizant of security changes or requirements impacting those areas.
    - (3) Manage the Church's Intrusion Detection System (IDS).
    - (4) Provide the Pastor(s) and staff with support and guidance on Physical Security matters as needed.

- (5) Plan, direct and manage the Church's Physical Security Program in its day-to-day operation, to include monitoring new construction/renovation projects/plans to ensure Physical Security features have been included.
- c. The Chair of the Property Committee will ensure that requests for contracting action, which are security related, i.e., lights, CCTV, fencing, vaults, IDS etc., are returned without action if prior coordination and approval have not been made with the Chair of the Safety and Security Ministry Team. Requests for contracting action related to equipment purchases shall be coordinated with the Chair of the Safety and Security Ministry Team before processing.
- d. The Chair of the Property Committee will ensure that no equipment purchases for security items such as caging, safes etc., are made without prior coordination with the Safety and Security Ministry Team.
- e. Staff members and Committee Chairs are responsible for reviewing appropriate portions of this Key Control SOP and implementing its standards within their groups.
- f. The Safety and Security Ministry Team will ensure that a walk-through visual inspection is conducted of all church buildings, sheds, storage rooms and areas on a periodic basis to ensure operating personnel are aware of standards and policy, and that they are in compliance with those standards.

## **5. PROCEDURES.**

- a. Administrative Controls.
  - (1) A key and lock custodian and alternate(s) will be appointed in writing. Custodians and alternates shall be responsible for the proper accounting and security of all keys to the church. In those cases where keys must be available at any time, authorized staff members may be designated to secure, issue, and/or receive keys. To the greatest extent possible, church volunteers should not be given unaccompanied access to Church property keys. Their sole function should be to provide surveillance of the area and monitor access to the locked containers in which property keys are stored.
  - (2) The number of personnel authorized to possess and use keys will be limited to those persons who have an absolute need, as determined by the Pastor(s) or Chair of the Property Committee. Persons designated to have

access to a key system or separate keys therein, will be identified in writing. Access forms will show the name, duty position, and key number/area authorized. The access form should be kept by the custodian/alternate who issues keys for ready reference.

- (3) No keys for locks protecting church property will be issued for personal retention or removal from the church campus. Keys for maintenance buildings, supply buildings/rooms, and property storage areas will be secured after office hours in an approved depository.
- (4) All keys, when not in use, will be secured on the person to whom they are assigned, or be secured in lockable container, such as a safe, filing cabinet, or key depository. Depositories/containers that are easily removed will be securely affixed to the structure. The key depository will be located in a room that can be securely locked during non-duty hours.

b. Accountability Procedures.

- (1) All keys will be strictly accounted for at all times. A complete written inventory of all keys by serial number and location will be maintained on a Key Control Register and Inventory Form. The form will be retained by the Key Custodian until major changes occur and a new one is made out, at which time the old form may be destroyed. See Appendix A, of this SOP for an example of this form.
- (2) A monthly visual inventory count of all keys in the system will be conducted by the custodian/alternate. The count will be recorded on the Monthly Key Control Register and Inventory Form. The completed form will be kept in the office files for one year. See Appendix A, of this SOP for an example of this form. On a semi-annual basis, a 100% serial number inventory of all keys in the system will be conducted by the custodian/alternate. Personally retained keys will be returned to the key custodian during each monthly inventory for accountability.
- (3) Keys issued for personal retention and daily use will be signed out on a separate Key Issue and Turn-In Form, which will be maintained by the Custodian.
- (4) A daily 100% visual count of all primary keys (those operational keys secured in the daily use key box/depository) will be conducted by the

assistant administrator at the start of each duty day and prior to any keys being issued. The inventory count will be compared against the closing visual count that was annotated on Inventory Form as the last entry for the previous day. Sign out/in logs will be closed at \_\_\_\_\_ each day. Discrepancies between the closing and opening inventory counts will be investigated and resolved before issuing any keys. Keys that are still out should be accounted for prior to closing.

- (5) Duplicate keys will be secured in a separate container/sealed envelope or safe in the unit area. Duplicate keys may be secured with other items in the same container provided the keys are in a separate box, envelope, or similar container, sealed, with the quantity listed on the outside. Duplicate keys can be inventoried by container, provided there is no evidence of tampering with the seal.
- (6) Duplicate keys secured in the church safe, do not have to be inventoried daily, but must be inventoried by the custodians during monthly and semi-annual inventories.
- (7) Key control records will be secured with the custodian. Key sign out/in logs may be secured in the key box/depository. Access to these documents must be controlled in order to guard against tampering. The use of whiteout or correction tape is not authorized, instead, errors will be lined out and initialed and the next line used.

c. Lock and Combination Controls

- (1) Combinations to padlocks and safe locks will be strictly controlled and protected to prevent loss or compromise.
- (2) Combinations will be recorded on a Security Container Information form. The information copy of the form will be posted inside the container/vault, out of direct view by the public whenever the container is open. The form may be destroyed upon change of the combination. See Appendix A, of this SOP for an example of this form.
- (3) The record copy of the combination will be sealed in an envelope provided. The envelope will be sealed in such a manner that will allow easy detection of any attempt to open the envelope.

(4) In case of loss, theft or compromise of a lock or combination, the lock will be changed. In addition, changes of combinations will occur annually; or, upon relief or rotation of the person possessing the combination. Lock rotation or replacement should be considered under similar circumstances.

d. Security Access Code and Key Management Clarification

(1) Keypad Access

- The following Different Access Levels will be used:
  - Church Member – Saturday from 4-6 p.m. and Sunday 7:30 a.m.-1 p.m.
  - Committee and Ministry Chair– Daily Access 7 a.m. to 9 p.m.
  - Council Member - Daily Access 7 a.m. to 9 p.m.
  - Staff Member – 24-hour access
  - Property Chair - 24-hour access
  - Property Committee Member – 24 Hour Access
  - Non-Church Groups (1 hour before and after time of Event)
- Each year, the church office in correlation with the Safety and Security team, will review the keypad access system.
- Changing and/or Removing Keypad Access
  - If someone dies or if someone who currently has access is deemed a security threat, access to the building through the keypad system should be removed. To remove access, we will only delete the person's code but leave their profile in the system so that we can retain records of when they accessed the building.
  - If a member's status changes and they no longer need the current access, the office in correlation with Safety and Security has the right and ability to change that access.

(2) Keys

- The office will maintain two key lock boxes. One lockbox will include a key to every room in the church. The other box will include duplicate keys. Whenever a key is borrowed, it will need to be signed in and out through a log kept in the office.
- Exterior Door Keys will be limited to those who:
  - Regularly unlock and lock the doors on Saturday and Sunday for Worship.
  - Staff Members
  - Property Committee Chair
  - Safety and Security Ministry Chair
  - Council President

- A copy of Exterior Door Keys will be kept in a secure location for Office Volunteers to use in order to unlock/lock the doors on a Daily Basis.
  - In addition, the property Committee Chair and Safety and Security Ministry Chair can coordinate with the pastor's requests for additional Exterior Door Keys to be handed out to committee/ministry members.
  - Those committee/ministry members who wish to receive a copy will need to be recorded in the church office.
  
- A copy of the Church Office key will be limited to
  - Staff members,
  - Property Committee Chair
  - Safety and Security Ministry Chair
  - Council President
  
- A copy of Church Office Door Keys will be kept in a secure location for Office Volunteers to use in order to unlock/lock the doors on a Daily Basis.
  - In addition, the property Committee Chair and Safety and Security Ministry Chair can coordinate with the pastor's requests for additional Church Office Door Keys to be handed out to committee/ministry members.
  - Those committee/ministry members who wish to receive a copy will need to be recorded in the church office.
  
- Dumpsters keys
  - Located at the Church office, Garden's Edge door, Kitchen door, and Clothing Closet Kitchen.
  
- Additional Building keys will only be issued on a case-by-case basis. The office holds a copy of all the keys and will make available any necessary keys by having members sign in/out the necessary key. By not issuing building keys, we can better ensure that the building stays secured.
  
- We encourage everyone to request a security code to access the building.

## **6. BUILDING SECURITY CHECKS.**

- a. When closing a building at the end of a duty day, designated persons will make a security check of the building to ensure all doors, windows and other openings are properly secured. A Building Security Check Sheet will be posted at the lockup door. The completed form will be kept in office files for 90 days. See Appendix B, of this SOP for an example of this form. Notification cards will be no smaller than 3"x5"; and will have the following printed thereon:

"IN CASE OF EMERGENCY OR IF BUILDING IS FOUND UNSECURED NOTIFY ..."

- b. Notification cards will contain the name, address or home telephone number of responsible personnel.
- c. Emergency notification numbers of response personnel will not be given out over the telephone to unknown persons/callers.





