



Administrative Procedure

Category:	Procedure:	
Business Management	Key, Proximity Card, and Access Code Procedure	
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2 This document establishes procedures governing the issuance, care and security of all keys (mechanical and
3 electronic) and access codes provided to employees of Knox County Schools. Physical security is the
4 responsibility of all employees; therefore, this procedure is applicable to all employees, and exceptions to
5 these procedures can only be made in writing by the Director of Schools.

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7 Knox County Schools uses both traditional mechanical keys and locks as well as electronic keys or proximity
8 cards (prox cards). Access to and responsibility for all keys (mechanical and electronic) and access codes
9 will be treated similarly. Employees issued any of these will be responsible for securing them at all times
10 and ensuring that they are neither loaned nor shared with anyone. Keys will not be left unattended or in an
11 unsecure location, and individuals who lose control of keys or access codes may be held liable for the cost
12 of actions required to mitigate the loss or the security risk associated with the loss and face disciplinary
13 action.

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15 **ISSUING AUTHORITY AND GUIDELINES**

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17 The Director of Maintenance and Operations, with the advice and counsel of Principals and the Assistant
18 Superintendent of Operations, will authorize the issuance of individual keys to personnel where a need for
19 access to the area in question can be demonstrated.

20
21 The district locksmiths will be responsible for issuing all keys as approved by the Director of Maintenance
22 and Operations. The lead locksmith will maintain a detailed record of all keys issued and a complete
23 inventory of all keys on hand. Administrators and district level staff personnel will sign for their keys directly
24 from the district locksmith. Keys will not be passed from outgoing to incoming personnel. All departing
25 administrators or district level personnel will return keys directly to the locksmiths or hand deliver to the
26 Maintenance and Operations Office for reissue to newly assigned personnel.

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28 Teachers will generally be issued keys to their individual classrooms or other areas of the school for which
29 they hold direct responsibility (i.e. athletic facilities, store rooms and administrative or common areas).
30 Principals, assistant principals, and head custodians will generally be issued building level master keys.
31 District Maintenance and Administrative Central Office personnel may be issued grand master keys based
32 on their need for access to facilities.

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34 **BUILDING LEVEL KEYS**

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36 School principals and site administrators will sign for key sets for their sites from the district locksmith on
37 form MO-146, except for School Nutrition, Security, and Custodial keys. They will in turn be responsible
38 for issuing the keys to individual users by completing form MO-146. The completed form should be sent to
39 the district locksmiths and a copy retained at the site until the keys are returned. Any changes in key
40 assignments are to be reported to the district locksmiths on form MO-146 at the time of reassignment. Keys
41 are to be returned to School Administrators or Department Supervisors at the end of each school year, unless
42 teachers are assigned to additional school duties or an extended school contract. These keys will receive a

1 100% inventory at least annually and at any time administrators are reassigned. Maintenance or Property
2 Management will conduct random audits of keys throughout the year. Outgoing school administrators
3 should coordinate with the Maintenance Department the return of their assigned keys for proper
4 reassignment. When administrators are reassigned, the locksmith and/or Property Management Department
5 will jointly inventory all keys with the incoming and outgoing administrators and all discrepancies will be
6 resolved. If the outgoing administrator is not available to conduct the inventory, the Director of Schools will
7 appoint a disinterested party to represent the outgoing administrator. After the inventory is complete, the
8 key sets will then be issued to the new administrator and the new administrator will be responsible for issuing
9 to building level users, except for School Nutrition, Security, and Custodial users. Individuals with
10 unassigned/unauthorized keys will have those keys confiscated.

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12 **LOST OR STOLEN KEYS**

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14 Any person losing a key(s) must notify the school principal or their direct supervisor immediately (by
15 telephone or in person) to ensure against the compromise of the system. The principal or direct supervisor
16 must submit a work order to request a replacement key. The employee will then be sent a link to complete
17 a form and submit payment online via the KCS MemberHub website.

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19 **REPLACEMENT COSTS**

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21 Interior/Classroom Keys: The cost for replacement of the mechanical classroom/interior key is \$10.
22 Payments should be made online through the KCS MemberHub Online website. No cash will be accepted.

23

24 Building Master/Exterior Keys: The cost to replace an Interior Master key is \$100 and an Exterior
25 Master/Cliq key is \$150. Upon receiving notice of a compromised area due to lost or stolen keys, the Director
26 of Schools may also require the following or other actions that may be determined appropriate actions:

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- 28 1. Replacement of all affected cores
- 29 2. Re-issue of keys to open the new cores
- 30 3. Invoicing the responsible individual for the total materials cost for affected cores

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32 In extreme circumstances, the Director of Schools may act to reduce the loss or cost to an individual
33 employee. Any mitigation of cost to the employee shall be detailed in writing and provided to the Director
34 of Maintenance and Operations for proper archiving.

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36 **PROXIMITY CARDS**

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38 Proximity cards may be issued to any employee who has a need to access a facility. Unlike keys, proximity
39 cards can be programmed to provide access only on specific days at specific times. Employees needing
40 proximity cards will be assigned a card with a predetermined access profile that most closely meets their
41 needs.

42

43 School Principals or the Principal’s designee will be responsible for managing proximity cards of staff
44 members assigned to the school with the exception of School Nutrition, Security and Custodial personnel.
45 Department Supervisors will be responsible for managing proximity cards for their assigned personnel. This
46 includes performing an annual inventory at the start of each school year to ensure that cards are properly
47 assigned and issued to staff members. Maintenance will provide a list to assist with this annual inventory.
48 In addition to cards assigned to specific staff members, building level principals (or their designee) may
49 request a quantity of “substitute cards” that may be issued to substitute teachers on a daily basis to facilitate
50 their movement about the school. Schools with portable classrooms may receive a quantity of “hall pass”

1 cards to be requested by and issued at the discretion of the Principal. Systemwide staff members will be
2 issued a single card with systemwide travel access. These cards must be requested by the first director in the
3 staff member’s chain of supervision.
4

5 Individual school staff members shall annually be issued proximity cards, and they will confirm receipt of
6 the cards by signing for them on an inventory or property receipt register provided by the Knox County
7 Schools Maintenance and Operations Department.
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9 Proximity cards will be deactivated at the end of each school year.
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11 At the beginning of each school year, proximity cards will be reactivated for returning staff members.
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13 **Reporting Lost or Stolen Cards:**

14 Please notify the Maintenance and Operations Department by calling 865-594-3633 or by sending an email
15 to securityaccess@knoxschools.org immediately. Once notified, the card will be deactivated to prevent
16 unauthorized access. If the card is found before a replacement card is issued, the card can be re-activated.
17 Once a replacement card is issued, no refund will be provided for the cost of a replacement card. The cost
18 to replace a card is \$10. Payments should be made online through the KCS MemberHub website (link will
19 be provided in response to email request).
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21 **Requesting Additional Cards During the School Year**

22 To request additional cards, school principals must email securityaccess@knoxschools.org and request the
23 appropriate action including the new employee’s first name, last name, employee number, access level (see
24 options below), and a photo. The photo must have been taken in the last 6 months with a plain background,
25 showing the entire head, face, and shoulders. Photos that are selfies or have filters will not be accepted.
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27 Level 1-24 Hour: 7 Days a week

28 Level 2-18 Hour: 7 Days a week - Access from 6:00 am to 12:00 am

29 Level 3-14 Hour: 5 Days a week - Access from 6:00 am to 8:00 pm

30 Level 4-9 Hour: 5 Days a week – Access from 7:00 am to 4:00 pm
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32 18-hour and 24-hour access cards should only be issued to personnel who have access to arm/disarm the
33 security system. There are a limited number of slots for users to have security codes. Using these prox cards
34 does not disarm the security system.
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36 **ACCESS CODES**

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38 Access codes are to be requested by email at securityaccess@knoxschools.org or by submitting form MO-
39 113. Access codes will be approved by the Maintenance and Operations Department. Principals and
40 Department Supervisors are to maintain an accurate list of personnel with access codes at all times. This list
41 should be reviewed and verified a minimum of once per year. Principals and Department Supervisors are to
42 notify Maintenance and Operations via email at securityaccess@knoxschools.org of any changes in an
43 employee’s access or employment status.
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45 **RETURNING KEYS AND PROXIMITY CARDS AT END OF EMPLOYMENT**

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47 At the end of employment with Knox County Schools (retirement, termination, resignation, etc.), School
48 Nutrition, Security, and Custodial employees must turn in Proximity cards and keys to their department
49 supervisors. All other employees must turn in their Proximity cards and keys to their building level
50 administrators or direct supervisor. All departing administrators or district-level personnel must return

1 Proximity cards and keys directly to the locksmiths or hand deliver to the Maintenance and Operations
2 Office.
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4 Failure to adhere to the requirements in this procedure could result in progressive discipline.
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