Client site keys and alarm procedure

SOP TEMPLATE

SOP no.		Version		Effective date	
Owner		Approver		Review date	

Purpose

To keep client keys and alarm codes secure, and make sure every site is locked and alarmed when the cleaners leave.

Scope

Every key, access card and alarm code held for a client site, and every cleaner who uses them.

Responsibilities

Role	Responsibility
Cleaner	Signs keys out and in, enters and locks up as this procedure says, and reports problems.
Supervisor	Keeps the key register, issues alarm codes and handles lost keys.

Procedure

1. **Tag and register every key**

   Put each key on a numbered tag with no client name or address, and record it in the key register.

2. **Sign keys out and in**

   Cleaners sign for keys when they take them and when they return them.

3. **Keep alarm codes private**

   Give each cleaner only the codes for their sites, and never write a code on a key tag.

4. **Enter the site**

   Disarm the alarm within the entry time, and check for anything unusual such as an open door or damage.

   > **Caution:** If there are signs of a break-in, don’t go in. Leave, call the police and tell the supervisor and the client.

5. **Lock up**

   Check every door and window on the lock-up list, turn off lights, set the alarm and check it armed.

6. **Handle false alarms and lost keys**

   Report a false alarm to the client the same day. Report a lost key at once so the client can decide whether to change the locks.

Records

- The key register and sign-out log.
- Reports of false alarms and lost keys.

Related documents

- Office cleaning checklist

Revision history

Version	Date	What changed	Approved by