Standard Operating Procedure (SOP): Key and ID Card Issuance and Management

This SOP details the **key and ID card issuance and management processes**, including the procedures for requesting, issuing, and returning keys and ID cards, maintaining accurate records, ensuring secure storage, handling lost or stolen items, and managing access rights. The goal is to safeguard premises, control access, and uphold security protocols effectively within the organization.

1. Purpose

To establish a standardized process for the request, issuance, return, and management of keys and ID cards, ensuring security and accountability.

2. Scope

This SOP applies to all employees, contractors, and visitors who are authorized to access organizational facilities and require keys and/or ID cards.

3. Responsibilities

- **Security Department:** Oversee the entire process, maintain records, and ensure compliance.
- **Department Heads:** Approve key and ID card access requests for their staff.
- **Employees/Contractors/Visitors:** Request, maintain, and return keys/ID cards as per this SOP.

4. Definitions

Term	Definition
Key	A physical or electronic device used to unlock doors or access points.
ID Card	An identification card granting access to specific areas; may include photo and access credentials.
Access Rights	Permissions assigned to a person for entry to certain areas.

5. Procedures

5.1 Requesting Keys and ID Cards

1. Employee/contractor completes the Key/ID Card Request Form (physical or electronic form).
2. The form is submitted to the respective Department Head for approval.
3. Approved requests are forwarded to the Security Department.

5.2 Issuing Keys and ID Cards

1. Security staff verify the approved request and identity of the requester.
2. Key/ID card is issued after the recipient signs the Key/ID Card Issuance Log.
3. Recipient is briefed on responsibilities, return policy, and reporting lost/stolen items.

5.3 Record Keeping

- Maintain an updated log (digital and/or physical) of all issued, returned, and lost/stolen keys and ID cards.
- Logs should include recipient's name, department, access areas, dates of issue/return/loss, and signatures.
- Records should be stored securely and reviewed regularly.

5.4 Secure Storage

- Unissued keys and ID cards must be stored in a locked cabinet, accessed only by authorized personnel.
- Master keys and high-level access ID cards should have heightened security and tracking.

5.5 Returning Keys and ID Cards

1. Upon termination, transfer, or end of contract, employees/contractors must return all issued items to Security.

2. Security updates the log and invalidates returned ID cards if electronic.
3. Non-returned items are escalated to the relevant authority and may incur penalties.

5.6 Handling Lost or Stolen Keys/ID Cards

1. Loss/theft must be reported immediately to Security and Department Head.
2. Complete a Lost Item Incident Report.
3. Access rights are revoked, and locks/access codes are changed if necessary.
4. Replacement is subject to approval; record the incident in the log.

5.7 Managing Access Rights

- Access rights to areas should be granted as per job function and regularly reviewed.
- Revise access immediately upon role change, termination, or as directed by management.

6. Forms and Records

- Key/ID Card Request Form
- Key/ID Card Issuance Log
- Lost Item Incident Report

7. Review and Revision

This SOP should be reviewed annually and updated as needed to reflect process or security changes.