

Metropolitan Washington Airports Authority

Date Issued: 7/10/14

ORDERS & INSTRUCTIONS**SUBJECT: WASHINGTON DULLES INTERNATIONAL AIRPORT KEY CONTROL**

1. PURPOSE

This Orders & Instructions (O&I) details the policies and procedures for maintaining the security of the key control systems at Washington Dulles International Airport (Dulles). It also describes the responsibilities of individuals, organizations, and the Metropolitan Washington Airports Authority (Airports Authority) for the issuing, using, accounting for, and recovering of locks and keys.

2. DISTRIBUTION

This O&I is distributed to the Airports Authority division level and above, and to all air carriers, tenants, and concessionaires at Dulles.

3. CANCELLATION

This O&I cancels O&I 10-0-2C, *Key Control at Washington Dulles International Airport*, Change 1, dated October 13, 1994.

4. REFERENCES

- a. The current *Washington Dulles International Airport Identification Badge Requirements*.
- b. *Washington Dulles International Airport Security Program*, dated July 2004, and latest changes thereto.

5. ENCLOSURES

- a. Key and Core Invoice, Form EM-11 (Enclosure 1)
- b. IAD Key Request Form (Enclosure 2)
- c. Refund/Claim Payment Request Form, MWAA Form AC-06 (Enclosure 3)
- d. New Key Authorization Request Memo (Enclosure 4)

6. BACKGROUND

The Airports Authority buildings are equipped with a patented sub-master locking system that is part of a grandmaster locking system. Grandmaster keys are issued only to the following Airports Authority employees:

- a. Airports Authority Locksmiths
- b. Airport Operations designated personnel
- c. Airports Authority Fire and Rescue
- d. Airports Authority Police Commander and Lieutenants
- e. Other essential personnel, with written approval by the Airport Security Coordinator (ASC)

7. POLICY

The locks used for all doors in the Main Terminal Building; all concourse buildings; all Airport buildings and structures that provide access to the security controlled areas of the Airport, namely, the Secured Area, Security Identification Display Area (SIDA), Air Operations Area (AOA), and Sterile Area; and all vehicle and pedestrian gates must be patented MWA Best Locking System (Best System) locks. All Best System locks and keys are the property of the Airports Authority and must be returned on demand, when an individual resigns, is terminated, or at the termination of a contract. All keys associated with the Best System locks are issued only to individuals who have a valid Dulles identification (ID) badge, are non-transferable, and duplication is prohibited. Tenants may use their choice of locking systems for counters, cabinets, and cash drawers.

Note: This policy does not apply to tenants leasing space in privately owned buildings. These tenants are responsible for selection, installation, and maintenance of the locking systems in their leased areas.

8. ISSUANCE OF LOCKS AND KEYS

a. Occupancy of Leased Space and the Re-Keying of Occupied Space

Tenants who enter into a lease agreement with the Airports Authority for the occupancy or use of space that is secured by the Best System will be issued new, unique cores and allocated two keys for each core, the price per core is \$40.00, which includes two cut keys for each core purchased; additional keys will be provided at a cost of \$4.00 per key. The keys will be encoded with ID badge numbers of the tenant employees to whom they are issued. The issuance of keys that provide access to the security controlled areas of the Airport must be approved by the ASC. The locks and keys are the property of the Airports Authority and must be returned on demand when an individual resigns, is terminated, or at the termination of a contract.

b. Changing Cores of Locks in Existing Space

Tenants who need to change the Best System cores in their leased space must contact the Work Order Desk. Typically, two weeks advance notice is required; however, in emergency situations the Airports Authority locksmiths will strive to expedite the process. E-mail is the preferred method for receiving key requests. E-mails should be addressed to the Dulles Work Order Desk at wodeskiad@mwa.com.

c. Additional Keys

- (1) Each year, tenants must provide the Work Order Desk, in writing and on company letterhead, the names of at least two but not more than eight employees who are authorized to order keys for the company (see Enclosure 4 for detailed information). This letter should be scanned and emailed to the Work Order Desk at wodeskiad@mwa.com.
- (2) Tenant authorized employees may order additional keys, at a cost of \$4.00 per key, directly through the Work Order Desk for door locks within their leased space, providing the doors do not lead to security controlled areas of the Airport. These additional keys will be encoded with the ID badge number of the authorized employee who ordered the keys.
- (3) The issuance of additional keys providing access to security controlled areas of the Airport must be requested through the Work Order Desk, via email at wodeskiad@mwa.com, and approved by the ASC.

9. CONSTRUCTION AND MT LOCKS AND KEYS

- a. Construction cores and keys will be provided by the Airports Authority Lock Shop, including individual tenant projects. A standard, seven pin removable core lockset manufactured by Best is authorized for use on construction doors. All of these locksets must be approved by the Airports Authority Project Engineer prior to installation. Only the patented Best System locks will be installed in construction areas that provide access to the security controlled areas of the Airport.
- b. During construction, the construction cores will allow contractor employees and designated Airports Authority employees to access work areas.
- c. Approximately 30 days prior to completion of the construction, the tenant or contractor must order the patented Best System locks through the Work Order Desk. The cost of converting to this permanent locking system will be the responsibility of the tenant or contractor at the current core change rate. Removal of the construction cores and installation of the permanent cores will be accomplished by Airports Authority locksmith personnel when the construction is

complete.

- d. In the event it is determined that the contractor requires a maintenance key (MT) issued to the contractor, the fees will be as follows: \$200.00 deposit per key, with a \$100.00 return policy. These keys are approved by the Electrical Services Division (MA-221) or the Utilities Services Division (MA-223) depending upon what areas the contractor needs to access. The Lock Shop shall provide a list of all MT key holders to the ASC.
- e. Requests for keys that allow access to telecommunications closets are approved only by Airport Communications (ACS). When a request for this key is received, the Work Order Desk will enter a work order into the system and send an e-mail to ACS requesting approval to issue the key. Once approved, the work order is released to the Lock Shop.

10. LOCK AND KEY MAINTENANCE

The Airports Authority locksmiths are the only entities authorized to maintain and repair the Best System locks. Tenants have the responsibility to maintain and repair door hardware (handles, knobs, hinges, push bars, closures, etc.) and other locks used on non-security controlled areas, counters, cabinets, and cash drawers in their leased areas. If Airports Authority locksmiths are dispatched to repair any tenant door hardware, the tenant will be invoiced for that service. All hardware maintenance issues should be e-mailed to the Work Order Desk at wodeskiad@mwa.com.

11. BILLING FOR AIRPORTS AUTHORITY LOCKSMITH SERVICES

When Airports Authority locksmith services are completed, the tenant will be required to sign an invoice. The Lock Shop will provide the original copy of the invoice to the Agent Cashier. Duplicate copies will be retained by the tenant and the Airports Authority locksmith. At the end of each month, the Agent Cashier will forward all billing data for locksmith services to the Airports Authority's Office of Revenues and Collections. Tenants (Signatory Airlines and entities that have established credit with the Airports Authority) will receive an invoice for their locksmith services from the Office of Revenues and Collections. All others entities shall pay directly to the Agent Cashier.

12. INSTALLATION OF ALTERNATE LOCKING SYSTEMS

a. Cipher Locking Devices

The Airports Authority locksmiths are the only entities authorized to change cipher locking codes/combinations on doors throughout the Airport property. If any cipher locks are installed by a tenant that provides access to a security controlled area, they must be approved by the ASC.

b. Intellikey Locking Systems

The Airports Authority locksmiths are the only entities authorized to install Intellikey Locking Systems on doors and maintain the Intellikey software at Dulles. An annual audit will be required to verify all Intellikey records in the Lock Shop. Quarterly audits and updates are required on all Intellikey controllers. There is a color coded system for the Intellikeys: green for Airport Operations, ARFF, and LEOs; black for all other Airports Authority personnel. If needed, color transfer will take place at the renewal of the individual's badge.

c. Automated Access Control Systems

To ensure access for public safety personnel, the installation of any automated access control systems in leased space must be pre-approved, in writing, by the ASC in coordination with the Airports Authority Fire Marshal.

13. GRANDMASTER KEY AND INTELLIKEY AUDITING

Dulles has a self-auditing system for grandmaster keys and Intellikeys. A record of the grandmaster keys and Intellikeys issued to each ID badge holder is maintained by the Pass & ID Office as part of the badge holder's electronic data file. Grandmaster keys, MT keys, and Intellikeys are verified when an ID badge/Dulles key holder renews his/her ID badge. Grandmaster key audits will be performed by the Lock Shop annually. ID badges will not be renewed unless all issued grandmaster keys and/or Intellikeys are presented at the time of badge renewal.

Additionally, the cargo front line key (any key that allows access to the public side of a cargo building) will be a restricted key (Level 1 Key) and will require an annual audit by the Lock Shop. Key issuance will be limited to those employees that have an operational need for the key.

14. LOCK AND KEY RESPONSIBILITIES

a. The Airports Authority

The Airports Authority has the overall responsibility for maintaining a secure lock and key system, including conducting an audit of all keys providing access to security controlled areas of the Airport. At Dulles, this responsibility has been delegated to the ASC.

b. Airports Authority Locksmiths

- (1) Coring locks and cutting keys for all Airport buildings and structures and all vehicle and pedestrian gates.

- (2) Ensuring that locks installed on doors and gates providing access to the security controlled areas of the Airport are patented Best System locks. Best codes will be assigned to Airports Authority facilities and office space, Dulles tenants, and Dulles contractors by authorized locksmiths only. Authorized Airports Authority locksmiths will be identified by the ASC.
- (3) Coring each lock to the grandmaster, a maintenance sub-master, and a unique coring group (if appropriate).
- (4) Notifying the ASC of crosskeying. Crosskeying is coding more than one key code onto a key and should not be permitted due to the creation of phantom keys. The only entity to authorize crosskeying is the ASC.
- (5) Maintaining a record of the location and serial number of each lock and core.
- (6) Maintaining a record of the name, employer, and ID badge number of each key holder who has a Dulles ID Badge. Any other individual will be identified by the first three letters of their last name and area identification code.
- (7) Stocking a number of locks and cores to ensure individual lock or core replacements within one hour.
- (8) Issuing keys to Game Control participants at the discretion of the Game Control Director. The keys are issued for the duration of the Game Control season only. An IAD Key Request Form is required (Enclosure 2).
- (9) When the key to a security controlled area is reported lost, immediately contacting the ASC or Airport Operations (after normal business hours) to discuss lock or core replacements.
- (10) Preparing invoices for cores and keys, obtaining the necessary signatures, and providing the original to the Agent Cashier. Copies are provided to the entity requesting the services and the Lock Shop.

c. Office of Revenues and Collections

- (1) Establishing the standard accounting procedures to be followed by the Lock Shop, the Agent Cashier, and Office of Revenues and Collections for collecting funds associated with the lock and key process.
- (2) Issuing refunds upon receipt of a properly completed Refund/Claim Payment Request Form (MWAA Form AC-06, Enclosure 3).

- (3) Obtaining tenant invoices or billing data from the Agent Cashier and handling the billing process.
- d. Agent Cashier
- (1) Collecting fees for Airports Authority keys and cores from entities that have not established credit with the Airports Authority.
 - (2) Forwarding all billing data to the Airports Authority's Office of Revenues and Collections for invoicing to those entities that have established credit with the Airports Authority.
- e. Office of the Airport Security Coordinator (ASC)
- (1) Overseeing the security and audit of the Dulles lock and key system.
 - (2) Approving the installation of all locks and the issuance of all keys that provide access to areas that are controlled for security purposes.
- f. Pass & ID Office
- (1) Receiving and storing keys delivered from the Lock Shop until they are issued to ID badge holders.
 - (2) Recording the delivery (from the Lock Shop), issuance (to the ID badge holder), verification and recovery of grandmaster keys, MT keys, and Intellikeys in the electronic data file of each ID badge holder who has been issued these key types.
 - (3) Accepting recovered keys (whether found or returned because a key holder's need for the key has terminated), and delivering the keys back to the Lock Shop for recycling or destruction.
 - (4) Completing the Refund/Claim Payment Request Form (Enclosure 3) if any monies are due to be refunded upon return of keys.
 - (5) All keys (Best and Intellikey) must be returned to the Pass & ID office when an individual no longer requires the key. If keys are not returned in this manner, it will be considered a violation of this O&I and the individual or requesting entity will be responsible for any fines levied against the Airports Authority as a result of the failure to return a key.
- g. Employers, including the Airports Authority
- (1) Ensuring that all lock and key requests are submitted to the Lock

Shop.

- (2) Ensuring that all key requests for security controlled areas of the Airport are pre-approved by the ASC.
- (3) Recovering all keys from individuals whose employment with the organization or a contractor of the organization has ended because of a voluntary resignation, furlough, or dismissal. Employers who fail to comply with this requirement risk the suspension of future key issuance.
- (4) Ensuring that the periodic key audits issued by the ASC are verified and promptly returned.
- (5) Ensuring that all Dulles ID badge applicants read and understand the Dulles security training and related training documents.
- (6) Paying TSA fine(s) levied against the Airport caused by their employees' failure to adhere to the Dulles Airport Security Program. The Airports Authority is not responsible for TSA violations when the tenant loses access control to leased space due to the loss of a key.
- (7) Ensuring that no lock, cipher lock, or other security device is used on any door, gate, or jet bridge that has an Airport access control system card reader or other Airport locking device installed.

h. All Dulles Key Holders

- (1) Never tampering or interfering with, compromising, modifying, attempting to circumvent, or causing a person to tamper or interfere with, compromise, modify, or attempt to circumvent any security system or locking device.
- (2) Ensuring that any access point that is controlled for security purposes is closed securely, and that no unauthorized person(s) are allowed to enter.
- (3) Never sharing a Dulles key with another person.
- (4) Never using another person's Dulles key.
- (5) Never duplicating or altering a Dulles key.
- (6) Never leaving a key in an unattended lock.
- (7) Immediately reporting the loss or theft of a Dulles key to the Airports Authority Lock Shop, the ASC, or Airport Operations (after normal business hours).

- (8) Immediately reporting any security equipment malfunction to the ASC or Airport Operations (after normal business hours).
- (9) Immediately reporting any security violations to the ASC, Airport Operations, or the Airports Authority Police.
- (10) Safeguarding and maintaining Dulles keys in good working condition.
- (11) Immediately returning issued Airports Authority Dulles keys to their employer, the Airports Authority Lock Shop, the ASC, or Airport Operations (after normal business hours), when an employment position ends, whether a voluntary resignation, furlough or dismissal. Failure to return key(s) upon departure will result in a \$500.00 fine per issued key.

15. PROCEDURES FOR LOCK AND KEY REQUESTS

a. Standard Locks and Keys

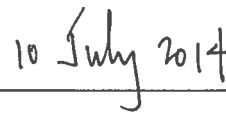
- (1) Requests for locks and keys must be submitted by an authorized requestor (see Enclosure 4) to the Dulles Work Order Desk via e-mail at wodeskiad@mwa.com. The request must include the key number, employee's name, and employee's Dulles SIDA badge number.
- (2) The Work Order Desk will transmit the request to the Airports Authority locksmiths.
- (3) The Airports Authority locksmiths will fulfill the order for locks and/or keys, transmit the billing information to the Agent Cashier, and deliver keys to the Pass & ID Office. All key agreements will be submitted in triplicate.
- (4) Once the work order is completed, an auto-generated e-mail will be sent to the requestor advising them that their request has been completed and the keys will be available for pick up the following business day. Keys must be picked up within 10 business days; after 10 business days the keys will be returned to the Lock Shop. The requestor will still incur the charge for the keys.
- (5) Charges for keys must be paid to the Agent Cashier before keys can be issued. For requestors that have established credit with the Airports Authority, the Office of Revenues and Collections will transmit invoices for locks and keys once billing data has been received.
- (6) Following payment, keys are issued from the Pass & ID Office.

b. Grandmaster Keys and Intellikeys

- (1) All requests for grandmaster keys must be submitted to the Airport Manager's office for approval. Once approved, authorization is sent to the Work Order Desk for a work order to be created and forwarded to the Lock Shop.
- (2) Intellikey requests are submitted using the IAD Key Request Form (Enclosure 2) and completing Sections 1, 2, and 3. Once completed, the original form is hand carried or mailed (form cannot be sent electronically) to the Work Order Desk. Upon receipt, the form will be attached to a work order and sent to the Lock Shop.
- (3) The Airports Authority locksmiths will fulfill the order for the keys, transmit the key agreement information to the Agent Cashier, and deliver the keys to the Pass & ID Office.
- (4) Once the work order is completed, an auto-generated e-mail will be sent to the requestor advising them that their request has been completed and the keys will be available for pick up the following business day.
- (5) Payment for Intellikeys must be made to the Agent Cashier before keys can be issued. If the requestor has established credit with the Airports Authority, billing will be handled by the Airports Authority Office of Revenues and Collections.
- (6) Following payment, keys are issued from the Pass & ID Office.



Christopher U. Browne
Airport Manager



Date

Washington Dulles International Airport**KEY AND CORE INVOICE**

Customer:		IAD Badge #:	Date:
Address:		Work Order #	
City:	State:	ZIP Code:	Locksmith Signature/ID#
Phone:			
E-Mail:			
CHARGES	KEY	\$4.00	
	CORE (includes two keys)	\$40.00	
	MT KEY DEPOSIT	\$200.00	
	FINE (failure to return key)	\$500.00	
		Subtotal	
<input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Credit Card		Tax	
Name:		Shipping	
CC#		Miscellaneous	
Expires:		Balance Due	
Applicant's Key Agreement:			
<p>I, the undersigned, agree not to loan, transfer, give possession of, misuse, modify or alter the key. I further agree not to cause, allow or contribute to the making of any unauthorized copies of the key.</p> <p>I understand and agree that violation of the agreement and IAD O&I 10-0-2D will render me responsible for the expenses of a relock for the affected areas. I also understand and agree that any violation of the Washington Dulles Airport Security Program or IAD O&I 10-0-2D will result in the termination of my access privileges to the Airport Restricted Area and the confiscation/surrender of my Dulles Airport ID and key(s). I also agree that the key(s) must be returned upon completion of my employment and termination of my work at Washington Dulles International Airport.</p> <p>I acknowledge responsibility for any fines levied against Washington Dulles International Airport as a result of my failure, or the failure of one of my employees, to adhere to the Washington Dulles International Airport Security Program.</p>			
Name:		Signature:	Date:

**WASHINGTON DULLES INTERNATIONAL (IAD) AIRPORT
KEY REQUEST**

Enclosure 2

Work Order #

SECTION 1 – Applicant

Name		Phone No.	
Company Name/Project		Badge No.	AOA Approved <input type="checkbox"/> Yes <input type="checkbox"/> No
ADDRESS		Contact No.	
Intellikey Gate Controllers Required			
Reason for Requesting Gate Key: <input type="checkbox"/> Intellikey/Perimeter <input type="checkbox"/> Renewal <input type="checkbox"/> Other <input type="checkbox"/> Upgrade <input type="checkbox"/> Initial Request			
Project Duration/Termination Date	Authority Engineer or Authorized Key Requestor		Phone No.

SECTION 2 – Applicant's Key Agreement

I, the undersigned, agree not to loan, transfer, give possession of, misuse, modify or alter the key. I further agree not to cause, allow or contribute to the making of any unauthorized copies of the key.

I understand and agree that violation of this agreement and IAD O&I 10-0-2D will render me responsible for the expenses of a relock for the affected areas. I also understand and agree that any violation of the Washington Dulles Airport Security Program or IAD O&I 10-0-2D will result in the termination of my access privileges to the Airport Restricted Area and the confiscation/surrender of my IAD ID and this key. I also agree that this key must be returned upon completion of my employment or termination of my work at Washington Dulles International Airport.

I acknowledge responsibility for any fines levied against Washington Dulles Airport as a result of my failure, or the failure of one of my employees, to adhere to the Washington Dulles Airport Security Program.

Name (<i>Print</i>)	Signature	Date
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SECTION 3 – Airport Operations

Information Verified <input type="checkbox"/> Yes <input type="checkbox"/> No	Access <input type="checkbox"/> Approved <input type="checkbox"/> Denied	AOA License/Vehicle Permits Verified (<i>Initial</i>)	Gates Approved
Approving Official (<i>Signature</i>)			DATE

SECTION 4 – Airport Locksmith

Description	Key No.	Issue Date	Due Date
Issuing Officer (<i>Signature</i>)			Date

SECTION 5 – Terminal Agent

Date	Agent's Name/Signature
I have received: <input type="checkbox"/> Cash \$ _____ or <input type="checkbox"/> Check No. _____ Amount \$ _____.	

I acknowledge receipt of the key designated above.

Signature	Date
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SECTION 6 – Pass & ID Office

Date Input	Signature
Date Removed	Signature

Copy Sent to Engineering and Maintenance (<i>Date</i>)	
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REFUND/CLAIM PAYMENT REQUEST

PART A. TO BE COMPLETED BY APPLICANT

I am applying for refund/payment of fees or property deposited with the Authority. Payment should be sent to *(Please Print)*:

NAME		DATE <i>(for claims, date of loss)</i>
ADDRESS	CITY, STATE, ZIP CODE	
ATTN:	CONTACT PERSON	DAYTIME PHONE

PART B. TO BE COMPLETED BY APPLICANT

1. Description of fees or property refund is requested for *(Check one)*:

Return of Credentials Other *(Describe Below)*:

Unclaimed Property

Overpayment

Claim Payment for

2. Calculation of amount due:

a. _____ credentials returned @ _____ per credential = \$0.00

b. Other *(Describe)* _____

Total = \$0.00

I certify that the information above is correct and that payment has not already been received.

SIGNATURE OF REQUESTER <i>(If applicable)</i> Please type/print name below signature	DATE

PART C. TO BE COMPLETED BY AUTHORITY REPRESENTATIVE

The above property (has been):

Returned

Deposited With The amount due is _____

Is Due to the Above Named Applicant

Claimed (Forward Payment to Risk Management, MA-450)

Describe any difference between the amount in Part B and Part C:

AUTHORITY REPRESENTATIVE SIGNATURE	DATE	ROUTING SYMBOL	PHONE

PART D. TO BE COMPLETED BY ACCOUNTING

ACCOUNTING CODE <i>(Insert 0s for project number and LITC if applicable)</i>	DATE PROCESSED	INITIALS

TO:

SUBJECT: Key Authorization

DATE:

In order to process key requests and meet the requirements of 49 CFR Part 1542.207 (b), the Work Order Desk at Washington Dulles International Airport (Dulles) needs to have an authorization letter indicating the personnel with your organization who are authorized to place orders for keys and locks. The Work Order Desk currently does not have a letter on file from your organization. The authorization letter should be typed on letterhead, include those employees with your organization who are authorized to order keys and cores, their position/title, a phone number, and be signed by a supervisor or manager. **Please e-mail this letter to the Work Order Desk at Dulles at wodeskiad@mwa.com. The authorization letter must be sent as an e-mail attachment.** This letter will be in effect for one year and must be updated annually.

Should you have any questions, please contact the Work Order Desk on 703-572-2813.