Ashford Business Services Ltd

Office Key Handling SOP

Purpose: Controlling who holds keys and access cards: issue records, return rules, and what to do the day a key is lost.

Who this is for: The facilities manager and anyone issuing, collecting, or auditing keys and access cards.

Key register

One row per key or access card. Never record a key by description alone - the key number is the identifier.

Key no.	Door / area	Holder	Issued	Returned
K-014	Main office	**James Patel**	02 Jan 2026	-
K-021	Store room	**James Patel**	15 Feb 2026	03 Mar 2026

Issuing keys and cards

1. Issue keys only with **Sarah Mitchell**'s written approval, naming the holder and the doors required.
2. The holder signs the register on receipt.
3. Tell the holder that keys must not be copied or lent to anyone else.
4. Program access cards for the holder's areas only; deactivate them the day the holder leaves the role.

Return procedure

1. Collect keys and cards on the holder's last day in the role, or the day access is no longer needed, whichever is earlier.
2. Check the key number against the register, sign the return, and store the key in **Boardroom, 12 Church Street, Birmingham**.
3. Chase unreturned keys within two working days and report them to **Sarah Mitchell**.

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Lost key procedure

1. Report a lost key to **Sarah Mitchell** immediately, stating the key number and the doors it opens.
2. External doors and server rooms are always re-keyed; **Sarah Mitchell** assesses other locks the same day.
3. Record the loss, the decision, and the cost in the incident note attached to the register.

Periodic audits

Count every key in the cabinet against the register once a quarter, and confirm each issued key with its holder. Chase holders who cannot produce their key within five working days and treat unaccounted keys as lost. File the signed audit sheet with the register and report the result to the office manager.

Audit date	Keys counted	Matches register?	Losses / action
31 Mar 2026	42	Yes	None

Completion checklist

✓	Key check
	Every key issued this quarter is in the register with holder and date.
	All keys from leavers were returned or reported within two working days.
	The quarterly count matches the register, or losses are recorded and locks changed.

Checked by: **James Patel** - Date: **9 November 2026**

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