



Security: Access Cards/Keys/Identification Badges/Visitor Access to Secured Areas			
CITY OF APPLETON POLICY		SECTION:	Human Resources
ISSUE DATE:	May 2006	LAST UPDATE:	August 2020
POLICY SOURCE:	Human Resources Department		
POLICY AUDIENCE:	All Departments		

I. PURPOSE

To maintain a safe and secure workplace to protect City staff, visitors and assets by ensuring the proper usage of access cards, keys and identification badges and implementing procedures for unvetted visitors that access secured areas of any city buildings.

- Access cards required for the Appleton Police Department and Library will be issued and managed by the department themselves.
- Facility keys will be provided by the Parks & Recreation Department. Departmental keys will be issued and managed by the department themselves.
- City of Appleton Employee Identification badges will be printed by the City Clerk’s office with door accessibility added by the Human Resources department. Some departments have specific departmental badges/fobs, which will be issued by those departments.
- Access cards for all other departments will be issued under the direction of the Human Resources department. Employee requests to access the City Hall building for after-hours should be made by Department Heads or their designee(s) to the Human Resources department.

II. DEFINITIONS

- A. Access Cards – an electronic key, generally the size of a credit card, that allows access to restricted areas. Access cards add more security than keys through programming that can restrict access by both location and time and maintain a record of the location and time the access card is used. Access cards allow entry by presenting the card in close proximity of a card reader next to an entryway.
- B. Identification Badges – a plastic card the same size of a credit card that identifies the person to whom it was assigned. The identification

badge can be combined with the Access Card to serve both functions or be issued as a separate card. Cards issued to employees will include a photograph of the employee, their first name, department and City of Appleton logo.

- C. Keys – a metal key provided as a means of entry designed to open or close a lock. Areas are restricted and access is granted to those that require entry to perform their job.
 - Facilities Keys – are those keys issued for the entry of buildings or department spaces. Generally, these keys would allow access to interior and exterior doors of a facility.
 - Departmental Keys – are those keys issued for non-building related spaces such as cabinets, toolboxes, equipment operation, etc.
- D. Secured Areas – Those areas beyond common areas of which visitors do not readily have access to. Common areas include, but are not limited to the following: public elevators, public bathrooms, council chambers (when public meetings are occurring), lobby areas, etc.
- E. Unvetted Visitor – A visitor that has not previously undergone a background check, pre-approval process or screening process by the City. Note: City volunteers are considered vetted visitors (for more information, see the “Volunteer Policy”).

III. **POLICY**

A. General Responsibilities

1. Access cards, keys and identification badges will be issued directly by, and returned directly to, authorized personnel. The person receiving the access card, key or identification badge will follow the employee responsibilities as outlined in this policy. This includes access cards or keys being requested on behalf of contractors and vendors. It will remain the responsibility of the requestor to ensure compliance with this policy.
2. Department Heads or their designee(s) are the only staff with authorization to request an access card, key or identification badge, request modifications, or to request the deletion of an access card for an employee within their department or for an outside contractor.
3. It is necessary at times that access cards or keys be issued to vendors or contractors to perform work within a City of Appleton facility. Access cards and keys can be obtained and will be issued

directly by authorized personnel to the department head or designee whom requested the access card or key. It is the department head's or designee's responsibility to inform the vendor or contractor of the access card or key terms, to report lost access cards or keys immediately, to ensure proper usage and to ensure the access card, identification badge or key is returned. The Human Resources Department will assist city departments with conducting periodic audits to determine if there are any access issues as well as any outstanding access cards, keys, or identification badges due back from employees, vendors or contractors. Contractors or vendors may be charged for the cost of lost replacement cards, keys and/or replacement of the applicable locks.

- a. Contractors with short-term work are to pick-up and return the access card daily from the department head or designee they are doing City business with. A contractor is never to leave City of Appleton premises with access cards unless arranged with the department head or designee they obtained the card from.
 - b. Contractors with long-term contracts, who return on a daily, weekly or monthly basis, may be issued access cards for the duration of the contract. For example, this may be necessary when work is to be completed on an ongoing basis. Cards are to be given back to the department head or designee they obtained the access card from at the termination of the contract or when no longer required.
4. Tampering, duplication of any component or any other inappropriate use relating to any City of Appleton security system, access cards, keys or identification badges may result in discipline up to and including termination of employment.

B. Employee Responsibilities

1. Ensure that any unvetted visitor(s) that is conducting business within a secured area in a city building is always accompanied by a city employee.
2. Identification badges, access cards and/or key(s) are issued to employees for the purposes of employment and are to be used only by the person they were issued to. The card(s) or key(s) will be used only for employment with the City and for employment-related purposes.
3. Identification badges and access cards must be in possession of the employee at all times during working hours and the employee is

responsible for any use of card(s) and/or key(s). Access cards and keys are an integral part of security for City facilities. Allowing others to use an access card or key or allowing others unaccompanied/unauthorized access to any secured area is prohibited.

4. If an identification badge, access card and/or key(s) are lost, employees will immediately report the lost card(s) or key(s) to their supervisor and will make a written request to the Department Director (or designee) for authorization of a replacement. Waiting to report lost access cards, keys or identification badges allows for a greater potential for security to be jeopardized. Employees may be charged for the cost of a replacement card and/or key.
5. Employees will report malfunctions of an access card immediately to the Human Resources department.
6. Failure to comply with the provisions outlined herein may result in disciplinary action up to and including termination.

IV. PROCEDURES

A. To request, modify or return an access card/identification badge or key:

1. Location: All facilities and departments other than the **Appleton** Police Department and Library.

The employee's department head or designee shall submit a card access request to authorized human resources personnel or key request to the **Parks and Recreation Department**. Access is to be granted only for those areas required to perform an employee's normal duties. If the request for access is to a location other than the employee's department in which they are employed, it is necessary to obtain authorization from that department head or designee for that location.

- Access cards/identification badges - will be programmed and will be available for pick-up from the Human Resources office or will be sent by inner-office mail. If an employee picture has not been previously taken or is outdated, a picture will be taken in the City Clerk's office which will be on the front of the access card and serve as the employee's ID.
- Keys – will be cut and issued to the department head or designee that submitted the request.

- Return all cards, identification badges and keys to your immediate supervisor who will return the access cards/identification badges to Human Resources and keys to the Parks and Recreation Department or to the authorized representative for all other facilities if no longer required to perform your job functions or employment is terminated with the City of Appleton. Access cards/identification badges are to be destroyed when no longer needed.

2. Location: Appleton Police Department or Library.

Please follow established departmental procedure(s).

B. Unvetted Visitor Access to Secure Areas within City buildings:

This process outlines the procedures that should be followed anytime visitors access secured areas of city buildings. These procedures do not apply to City contractors or vendors as this is covered elsewhere within this policy.

1. Upon arrival, visitors that will be accessing a secure area should proceed to the designated visitor check-in area. For example, in city hall, the visitor check-in areas are as follows: 1st Floor – Finance Customer Service, 5th Floor – DPW Customer Service and 6th Floor – City Clerk.
2. Visitors should be asked to state the purpose of their visit and who they are scheduled to see. This information will help direct customer service to the appropriate contact person.
3. Visitors entering secured areas must be accompanied always by a city employee of the appropriate host department(s). This includes walking the visitor out of the secured area after their business is complete.
4. The host department is responsible for visitor safety, including leading the visitor through any sort of emergency event (e.g. severe weather or fire emergency procedures, etc.).