
Customer Site Key Access Management

1.0 Objective & Scope

The objective of this procedure is to establish a standardized, auditable process for receiving, storing, using, and returning customer site keys and access credentials. This SOP ensures that all field personnel maintain strict accountability for keys, preventing loss, unauthorized duplication, or security breaches. The Lead Installer or designated Fleet Driver is responsible for key custody throughout the site visit.

This procedure applies to all field operations where physical keys, key fobs, access cards, gate codes, or digital access credentials are provided by the customer for site entry. It covers key receipt at the start of the workday, secure transport, on-site usage, and final return or secure handoff.

2.0 Required Equipment & Tools

- Mobile tablet with SiteQueue application installed and logged in
- Lockable key box or key pouch (e.g., Master Lock key safe or equivalent) for secure transport
- Key tags with unique ID numbers (pre-printed or writeable, waterproof)
- Key log sheet (digital form in SiteQueue or physical logbook)
- Permanent marker or label maker for tagging keys
- Customer contact information (phone number and email) for access verification
- Personal lock for key box (if using a shared vehicle key box)

3.0 Site Safety & Hazard Assessment

- High-visibility vest and steel-toed boots required on all active construction sites.
- Conduct a 360-degree vehicle walk-around before operating any fleet truck.
- Never leave keys unattended in an unlocked vehicle or in plain sight. Always secure keys in a locked glove box or key box.
- If a key is lost or misplaced, immediately notify the site superintendent and your dispatch supervisor. Do not attempt to enter the site by force or alternative means.
- Be aware of site-specific hazards such as uneven ground, overhead hazards, or active machinery when accessing key lockboxes mounted on gates or walls.

4.0 Step-by-Step Execution Procedure

1. Before departing for the site, verify that the work order in SiteQueue includes clear instructions on how to obtain the key (e.g., lockbox code, customer meeting location, or key pickup from the office).
2. Upon arrival at the designated key pickup location (office, lockbox, or customer handoff), confirm your identity with the customer or site representative. If using a lockbox, enter the code and retrieve the key.
3. Immediately tag the key with a unique ID number using a waterproof tag and permanent marker. Record the key ID, customer name, site address, date, and time in the digital key log within SiteQueue or on the physical log sheet.

4. Place the tagged key into the lockable key box or pouch. Secure the box with your personal lock if using a shared vehicle. Do not carry loose keys in pockets or tool bags.
5. Proceed to the site entrance. Use the key to access the site. If the key does not work or the access method has changed, contact the customer immediately via the phone number on file. Do not attempt to force locks or bypass security.
6. During the site visit, keep the key secured in the locked key box when not in use. If you must leave the site temporarily (e.g., for a lunch break or to retrieve materials), lock the key in the vehicle's glove box or key box.
7. Upon completion of the work, perform a final check of the site to ensure all doors and gates are locked. Use the customer key to secure the site as required.
8. Return the key to the designated drop-off location (lockbox, customer handoff, or office). If returning to a lockbox, ensure the lockbox is properly closed and the combination dial is scrambled.
9. Immediately update the key log in SiteQueue to mark the key as returned. Include the return time, location, and any notes (e.g., key condition, lockbox code changed). If using a physical log, have the customer or site representative sign the log.
10. If the key cannot be returned on the same day (e.g., after-hours drop-off), secure it in the office key safe and notify the dispatch team via SiteQueue. Do not take keys home or store them in personal vehicles overnight.

5.0 Verification, Sign-off & Reporting

1. Confirm that the key log in SiteQueue shows a complete chain of custody: pickup time, site entry time, site exit time, and return time. All fields must be filled.
2. If the customer was present for key handoff, ask them to sign the digital sign-off in SiteQueue acknowledging receipt of the key back. If using a physical log, obtain their signature on the log sheet.
3. Take a photo of the key in its returned location (e.g., lockbox closed, key on counter) and upload it to the work order in SiteQueue as proof of return.
4. If any issues occurred (e.g., key was damaged, lockbox code was incorrect, key was temporarily lost), document the incident in the SiteQueue notes and notify the dispatch supervisor within 1 hour.
5. Close the work order in SiteQueue only after the key return is verified and all documentation is complete. The system will generate a final report for the customer and your operations team.

Regulatory Disclaimer: This document is a generic site management template provided for educational purposes. The end-user assumes all liability for reviewing, adapting, and validating all field protocols against local site requirements.