



Key Holder Policy

Purpose

The purpose of this policy is to establish clear procedures and responsibilities for employees entrusted with keys, alarm codes, access fobs, or other entry devices relating to client or company premises.

This policy ensures that all keys and access credentials issued by CWC360 Limited are managed securely, protecting client property, company assets, and confidential information while maintaining professional standards and trust.

Scope

This policy applies to all employees, supervisors, managers, contractors, and any authorised individuals working on behalf of **CWC360 Limited** who are issued with or have access to:

- Physical keys
- Alarm codes
- Access fobs or swipe cards
- Digital entry systems or mobile access credentials
- Any other device allowing entry to client or company premises

Principles

- **Security:** Keys and access devices must be protected at all times to prevent unauthorised access.
- **Accountability:** Each issued key or access device remains the responsibility of the named key holder.
- **Confidentiality:** Client security arrangements and access information must remain strictly confidential.
- **Professional Responsibility:** Employees must act with care and diligence when accessing client premises.

Key Holder Responsibilities

Employees issued with keys or access devices must:

- Keep all keys and access devices secure at all times.
- Never label keys with client names, addresses, or identifiable information.
- Not lend, share, copy, or transfer keys or access codes without management authorisation.
- Follow all site-specific security instructions provided by CWC360 Limited or the client.
- Ensure premises are properly secured when leaving, including locking doors and setting alarms where required.
- Keep alarm codes confidential and never share them with unauthorised persons.
- Immediately report lost, stolen, or damaged keys or suspected security breaches.
- Return all issued items immediately upon request or termination of employment.

Keys must not be left unattended in vehicles, public places, or accessible to family members or third parties.



Issuing of Keys

- Keys and access devices will only be issued where operationally necessary.
- A Key Issue Record must be completed and signed before issue.
- Management will maintain a Key Register recording:
 - Employee name
 - Site/location
 - Item issued
 - Date issued
 - Authorising manager

Lost or Stolen Keys

If a key or access device is lost or stolen:

1. The employee must notify management immediately (no later than the same working day).
2. A written incident report must be completed.
3. CWC360 Limited will notify the client where required.
4. Locks or alarm codes may be changed to maintain security.

Failure to report loss promptly may result in disciplinary action.

Return of Keys

All keys and access devices must be returned:

- Upon termination of employment
- When changing roles that no longer require access
- When requested by management

Failure to return keys may result in appropriate action to recover company or client property and may affect final employment processes where legally permitted.

Breach of Policy

Failure to comply with this policy may result in disciplinary action up to and including dismissal.

Serious breaches include:

- Sharing keys or alarm codes
- Negligent handling of keys
- Failure to report lost or stolen keys
- Misuse of access privileges

Training and Awareness

All key holders will receive instruction on their responsibilities before keys are issued and must confirm their understanding of this policy.

Confidentiality

Employees must not disclose any information relating to client premises, security arrangements, or observations made while on-site. Any breach of confidentiality will be treated seriously.



Review and Monitoring

This policy will be reviewed annually or earlier if required due to operational or legislative changes. Feedback regarding this policy should be directed to info@cw360.co.uk.


Key Holder Agreement

I confirm that I have read, understood, and agree to comply with the CWC360 Limited Key Holder Policy. I understand that failure to follow this policy may result in disciplinary action.

Contact Information

- Company: CWC360 Limited
- Email: info@cw360.co.uk
- Phone: 01928 890110

Approved by: Stephen Teare, Managing Director

Signature: 

Date: 27th February 2026