

ISSUANCE AND PROTECTION OF UPPER HOUSING  
KEYS 10G, 29A, AND KS TYPE

1. GENERAL

1.01 This Practice has been rewritten to bring the control of upper housing coin keys under the Public Services Forces. It cancels and replaces the old Plant Administration Practice V66.116, Issue C, October, 1970 and its associated Addendum Issue A, December, 1971. Previously all 10G, 29A, and KS Type keys were obtained through the Plant Department. Under this Practice the new Public Services Forces assumes full responsibilities for the purchasing of new keys, safe guarding of spare keys, issuing keys to work forces requiring them, and for protecting keys issued to Company personnel from misuse and loss. Work forces requiring upper housing keys include Public Services I&M personnel, Residence I&M, Business I&M, coin collection personnel, corporate security, Western Electric shop personnel and Business Office personnel.

1.02 Installation and Maintenance Repair (I&M) Technicians who are charged with the custody of upper housing keys must be informed and impressed with the need for extraordinary care to prevent accidental loss or loss by theft. Keys falling into the hands of unauthorized persons make the coin telephone increasingly more vulnerable to larceny and fraudulent use. Therefore, keys must not be carelessly left lying about on counter tops, booth shelves, vehicle seats, etc. These keys are not to be left in the upper housing lock if the employee is to leave the telephone, even for a moment.

1.03 An employee who loses his key must report it promptly to his supervisor. The supervisor must investigate and furnish a written report fully describing the circumstan-

ces under which the key was lost. This report should be submitted through channels to the Public Services Division/District Head and a copy to the Security Manager. This report will provide the Public Services Division/District Head information on which to make a determination whether or not the key is to be replaced. See Part 8.

1.04 Distribution of keys should be limited to those who have a regular need. This reduces exposure to key loss and it reduces the cost of keeping records, making key inventories, etc. Those who have a need for keys rather infrequently should be loaned a key by their supervisor for whatever period it is needed.

2. RESPONSIBILITY

2.01 The Public Services Division/District Head will be responsible for the ordering of keys from Western Electric. The Division/District will maintain a supply of spare keys and make certain that all keys are protected and accounted for at all times. Copies of all requisitions associated with ordering new, or disposing of old keys, will be kept with the Record Card File covered in Part 5 for audit purposes.

2.02 The Division/District Head will designate an employee in his/her office who will be responsible for handling key ordering, key requests, maintaining records of key holders as well as spare keys on hand, new and used, arranging for recovery of keys upon transfer of field forces, retirements, change of work assignment, etc.

2.03 In January of each year the Public Services Division/District Office will make arrangements to inventory all keys ordered, in use, and unassigned in the Public Services Division/District. This will include keys assigned to other telephone personnel such as I&M personnel of Residence or Business Districts, Business Offices employees, Western's supply house personnel, etc. The card records should be validated by comparing the key number shown on the card. Note the date and initials of the employee making the inventory. The key holder should be queried as to whether his work assignment still requires the upper housing key. Keys no longer needed should be collected and returned to the Public Services Division/District Office supply. See Part 6.

3. AUTHORIZATION TO PURCHASE NEW KEYS FROM THE WESTERN ELECTRIC COMPANY

3.01 Only the Public Services Division/District Head will be authorized to order upper housing keys.

3.02 To clear the authorization to Western Electric, the Public Services Division/District Head must submit a letter to the General Security Manager requesting that Western Electric be notified to honor requisitions for upper housing keys 10G, 29A, and KS type. The Public Services Division/District Head should include a facsimile of the signature authorized to requisition keys. The Public Services Division/District Head should inform the General Security Manager of persons, who, because of transfers, retirements, etc., will no longer be authorized to order upper housing keys.

4. CONSIDERATIONS IN ORDERING KEYS

4.01 The Public Services Division/District Head will be required to maintain spare keys of each type to fulfill requests for new employees, and to replace broken and lost

keys. The 29A and KS type locks are keyed differently by distributing houses. Therefore, these keys must be issued in accordance to the distributing house that serves the work area where the key is to be used.

5. REQUESTS, ISSUANCE AND RECEIPTS FOR UPPER HOUSING KEYS

5.01 To request the issuance of upper housing keys, the immediate supervisor of the employee needing the key will forward a letter to the Public Services Division/District Head. The letter should show:

- a) Name of employee key will be assigned to:
- b) Title:
- c) Work location:
- d) Need for key:
- e) Supervisors name, address, and telephone number:

5.02 The Public Services Division/District Head will verify and approve the need for issuance of the key or keys. He will issue a 10G, 29A, or KS type keys as appropriate. He will prepare two (2), SW-8019, "Upper Housing Keys Receipt and Record Card". (Exhibit 1.) He will record the key numbers assigned on the request letter as well as posting them to the SW-8019's. He will then send the keys and both copies of the SW-8019 to the supervisor who made the request for keys. The request letter will serve as an interim record of the disposition of keys until a signed copy of the SW-8019 is sent back from the field.

5.03 Upon receipt of the keys and forms, the supervisor requesting the keys will issue them to the employee, and obtain and witness the employee's signature on both copies of the SW-8019.

He will keep one copy of the SW-8019 and return the other to the Public Services Division/District Head for the Record Card file on Upper Housing keys.

5.04 The Public Services Division/District Office will use the SW-8019 as their records for making inventories.

6. REVIEW OF THE NEED AND THE RETURN OF UNNEEDED UPPER HOUSING KEYS

6.01 As covered in paragraph 2.03, an annual review of the need for upper housing keys will be arranged by the Public Services Division/District Head. A list of names and titles of all employees having keys will be reviewed by him. He will review this list and arrange to collect those keys no longer required as approved by him.

6.02 When an employee resigns, retires, transfers or for other reasons does not require upper housing keys, the employee's immediate supervisor will send the keys, his copy of Form SW-8019, along with a letter to the Public Services Division/District Head, requesting that one copy of the receipt be returned.

6.03 The Public Services Division/District Head will longhand "keys returned," date and sign across the face of both copies of Form SW-8019.

6.04 One copy of the receipt, Form SW-8019, will be returned to the employee and one copy placed in the dead file.

6.05 In some instances, when an employee leaves the Company suddenly, there may not be time to obtain the original signed receipt for the upper housing key from the Public Services Division/District Head. In these cases, advise the employee that the receipt will be mailed to him. If he insists

on a receipt, his supervisor should give him a temporary receipt and inform him that the original record card will be mailed to him later. Such temporary receipts should be worded:

City \_\_\_\_\_ Date \_\_\_\_\_  
Received from (employee's name) coin collector upper housing keys (type and serial number).

Signed \_\_\_\_\_

Title \_\_\_\_\_

7. EMPLOYEE TRANSFERS

7.01 If an employee is transferred to another work force in the same Public Services Division/District and it appears he will have a need for upper housing keys, his supervisor shall forward his copy of Form SW-8019, to his immediate supervisor at the new location with a letter stating that the employee has the keys shown on the attached Form SW-8019 in his possession. A copy of this letter should be sent to the Public Services Division/District Head who will note the change of location on his record (Form SW-8019).

7.02 If an employee is transferred to another Public Services Division/District, his keys shall be returned, as covered in paragraphs 6.02 and 6.04.

8. BROKEN OR LOST KEYS

8.01 If an employee breaks or damages an upper housing key, his immediate supervisor shall send a letter to the Public Services Division/District Head requesting a replacement. This letter should include the employee's name, key type and serial number. The broken key part(s) shall be attached. Upon receipt of this letter, the Public Services Division/District Head will line

through, per instructions shown on Form SW-8019, the old key number and enter the new key number on the record card. The replacement key will then be forwarded to the employee's immediate supervisor. The Public Services Division/District Head will have the Coin Manager include the broken keys in his normal shipment of broken locks, keys, etc., to Nassau Smelting and Refining Company.

8.02 Upon receipt of the replacement key, the employee's immediate supervisor's office will line through the old key number on the "DIVISION/DISTRICT COPY" of Form SW-8019 (Rev. 9-70), and post the replacement key number on the record card as per instructions on the form. The replacement key should then be turned over to the employee.

8.02 Whenever an upper housing key replacement is required due to loss (i.e., lost, or stolen), the employee's immediate supervisor shall arrange for a complete investigation. A detailed report of the investigation must be attached to the supervisor's letter requesting replacement as per paragraphs 8.01 and 8.02. Also, the Public Services Division/District Head shall forward a copy of all upper housing key loss investigations to the Security Manager.

#### 9. REPORT-LOST UPPER HOUSING KEYS

9.01 The Public Services Division/District Head will tally the lost keys by types and work forces annually. He will report these losses to his Area Head who will report it on the Division Staff Supervisor-Public Services St. Louis GHQ. The report period is January 1 through December 31. Report to GHQ by February.

#### 10. ISSUING UPPER HOUSING KEYS TO PERSONNEL OTHER THAN PUBLIC SERVICES FORCES

10.01 As covered in Parts 1 and 2, all upper housing keys will be obtained and controlled by the Public Services Division/District Head.

10.02 They will follow all Public Services procedures as outlined in this practice in administrating the issuance and use of upper housing keys.

EXHIBIT I  
 FORM SW-8019  
 UPPER HOUSING KEYS RECEIPT AND RECORD CARD  
 (Actual Form Size 5" X 8")

UPPER HOUSING KEYS RECEIPT AND RECORD CARD					SW-8019 (REV. 9-77)
EMPLOYEE'S NAME _____			DISTRICT _____		
<b>INSTRUCTIONS:</b> Enter initially issued key serial number on line (1). Enter replacement key serial number in appropriate column on consecutive line number, i.e., 2, 3, 4, etc. Line thru replaced key serial number with red ink or red pencil. Enter coded reason for replacement, i.e., L (Lost), D (Damaged), S (Stolen), or R (Returned).					
#10 TYPE KEY SERIAL NUMBER	REASON	#29 TYPE KEY SERIAL NUMBER	REASON	"KS" TYPE KEY SERIAL NUMBER	REASON
(1)					
(2)					
(3)					
(4)					
(5)					
(6)					
<i>This is to certify that I have received the above numbered key(s) from my supervisor. I understand that these keys are to remain in my custody and their use is restricted to official company business and are to be turned in to my supervisor upon my transfer, termination, or retirement.</i>					
_____ (DATE)		<b>ABOVE SIGNATURE</b>		_____ (EMPLOYEE'S SIGNATURE) AND (TITLE)	
_____ (DATE)		<b>WITNESSED BY:</b>		_____ (SUPERVISOR'S SIGNATURE) AND (TITLE)	

FRONT

1. Keys and card for signature sent \_\_\_\_\_  
(Date)
2. Card returned \_\_\_\_\_  
(Date)
3. Keys returned to the Area Plant Office on \_\_\_\_\_ and  
(Date)

Received by \_\_\_\_\_  
(Name and Title)

Remarks:  
 \_\_\_\_\_  
 \_\_\_\_\_

BACK