

# Springdale Fire Department

## Policy & Procedures Manual

### Volume 1 – Administrative Policy

#### Section 103.3 – Knox Boxes and Knox Key Security

The primary purpose of Knox boxes is to gain emergency access (when occupancy representatives are unavailable) into commercial buildings, by providing a secure source of building door keys.

Likewise, the usage of Knox padlocks provides for emergency access into secure gated areas, such as the Springdale Municipal Airport.

All personnel are responsible to ensure that Knox keys are accounted for at all times, as the security of Knox keys is of the utmost importance. In order to provide the highest level of security, Knox keys are locked in the Knox Key Secure Devices on all apparatus. Every effort should be made to re-secure a released key as soon as possible to reduce liability of the department and the city. In the event a Knox key is lost or is otherwise unaccountable for, the department is faced with the embarrassing task and significant expense of re-keying all Knox boxes and Knox padlocks in the city.

The following procedure for utilizing Knox keys shall be adhered to by all personnel:

- All SFD Officers are authorized to release a Knox key by entering their private PIN code.
- Once a Knox key is released from the Key Secure Device, it should immediately be used to unlock (or re-lock) the Knox box (or Knox padlock).
- Immediately after unlocking (or re-locking) the Knox box (or Knox padlock), the Knox key should be removed and be re-secured into the Key Secure device.
- Building keys accessed from within the Knox box must be re-secured inside the Knox box at the end of the operation (with a building representative present, if possible).
- Immediately after unlocking a Knox padlock, the padlock should be re-positioned and re-locked in a manner to not interfere with access.
- The Knox key should be removed from the padlock and re-secured in the Key Secure Device.
- The Knox padlock should be returned to its original location (re-securing the access point) at the end of the operation

SFD Personnel who release a Knox key are responsible for the security and accountability of the key while it is released. Anytime a Knox box or padlock is accessed, an entry shall be made in the Firehouse Occupancy Module for the occupancy where the box or padlock was accessed. A short narrative describing why the box was accessed shall also be placed in the notes section of the entry.