

## Key Control at Dulles International

1. PURPOSE

This Order & Instruction (O&I) details the policies and procedures for maintaining the security of the key control systems at Washington Dulles International Airport (Dulles International). It also describes the responsibilities of individuals, organizations, and the Metropolitan Washington Airports Authority (Authority) for issuing, using, accounting for, and recovering locks and keys.

This O&I does not address policies and procedures for key control at Ronald Reagan National Airport (Reagan National), which can be found in O&I DCA Locking of Spaces at Reagan National, current version.

2. DISTRIBUTION

This O&I is distributed to the Authority offices and departments at the division level and above, as well as all air carriers, tenants, concessionaires, and entities conducting business at Dulles International which require key or lock services.

3. CANCELLATION

This O&I supersedes and hereby cancels O&I 6-4-2, *Washington Dulles International Airport Key Control*, dated November 15, 2020.

4. DEFINITIONS

<i>Access Portal</i>	Any door, hatch, gate, or other opening which is designed for or capable of a person and/or vehicle being able to pass through it.
<i>Airport-Approved Lock System</i>	One of the two approved key lock systems at the airport maintained and operated by the Authority. One is the patented Best Key/Lock system and the other is the Electronic Key/Lock System.
<i>Airport Security Manager</i>	The Airport Security Manager or, in his or her absence, one of the Alternate Airport Security Coordinators as identified in the Airport Security Program.
<i>Automated Access Control System (AACS)</i>	A computer-based automated access control system. The system components include computers, keyboards, monitors, printers, cameras, video recorders, communication lines, photo ID badges, and ID badge readers.
<i>Critical Infrastructure Keys and Locks</i>	Authority-issued keys and locks on access portals which provide access to Authority mechanical rooms, electrical rooms, utility rooms, telecommunication rooms, and other facilities designated by the Authority for the protection of essential or critical systems and components.

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<i>Electronic Key /Lock System (EKS)</i>	The electronic programmable key and lock system purchased and maintained by the Authority.
<i>Security Controlled Area</i>	The portions of the airport specified in the Airport Security Program (ASP) which includes the Air Operations Area (AOA), Secured Area, Security Identification Display Area (SIDA), and Sterile Areas including, but not limited to, access controlled tenant store corridors, sub-tunnels, or air carrier operations areas of Dulles International. Though not specified in the ASP, the South Outer Perimeter Area (SOPA) is included in the security controlled area.
<i>Security Controlled Keys and Locks</i>	Authority issued keys and locks on access portals which provide access to the security controlled areas of the airport which, in the sole discretion of the Authority, are not required to be equipped with the AACS. The Airport Security Manager will make the final determination on behalf of the Authority.
<i>Standard Keys and Locks</i>	Authority issued keys and locks on access portals which do not provide access to Critical Infrastructure or security controlled areas.

5. RESPONSIBILITIES

The Authority has the overall responsibility for operating and maintaining a secure lock and key system. At Dulles International, the Airport Manager has delegated this responsibility to the Airport Security Manager and the Authority Locksmiths.

A. Airport Security Manager

The Airport Security Manager is the manager of the Security Division within the Airport Operations Department and has been designated by the Airport Manager as the Airport Security Coordinator responsible for ensuring compliance with Transportation Security Administration (TSA) regulations. The Airport Security Manager is responsible for:

- (1) Performing the duties as specified in this O&I to oversee the security and audit of the Dulles International Security Controlled Keys.
- (2) Approving the installation of all locks and the issuance of all keys that provide access to areas that are controlled for compliance with Airport Security Program requirements as established by the TSA.

B. Authority Locksmiths

The Authority employs a number of locksmiths who work in the Lock Shop at Dulles International and they are responsible for:

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- (1) Ensuring that locks installed on doors and gates providing access to the security controlled areas of the airport are part of the Airport-Approved Lock System.
- (2) Establishing and maintaining the locks and keys for all airport buildings, structures, vehicle gates, and pedestrian gates as part of the Authority grandmaster system including, but not limited to, the maintenance sub-master, and unique coring group(s) as appropriate.
- (3) Notifying the Locksmith Supervisor of cross-keying. Cross-keying is coding more than one key code onto a key and is prohibited, unless:
  - i. Approved in writing in advance by the Lock Shop Supervisor.
  - ii. If cross-keying of Critical Infrastructure and Security Controlled Locks/Keys, the Lock Shop Supervisor will receive written concurrence of the Airport Security Manager prior to authorizing the cross-keying.
- (4) Maintaining a record of the location and serial number of each lock and core.
- (5) Maintaining a record of all keys issued including the name, employer, and ID badge number of each key holder.
- (6) Stocking locks and cores to ensure individual lock or core replacements within one hour.
- (7) When the key to a security controlled area is reported lost, immediately contacting the Airport Security Manager or Airport Operations (after normal business hours) to discuss lock or core replacements.
- (8) Preparing invoices for cores and keys, obtaining the necessary signatures, and providing the original to the Terminal Agent's Office. Copies are provided to the entity requesting the services and the Lock Shop.

C. Revenue Accounting and Collections Division

The Revenue Accounting and Collections Division is a function within the corporate offices of the Authority and is responsible for:

- (1) Establishing the standard accounting procedures to be followed for collecting funds associated with the lock and key process.
- (2) Issuing refunds upon receipt of a properly completed *Refund/Claim Payment Request Form* (Attachment 7).

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- (3) Obtaining tenant invoices or billing data from the Terminal Agent's Office and handling the billing process.

D. Terminal Agent's Office

The Terminal Agent's Office, under the Airport Administration Department, is the on-airport payment processing center and is responsible for:

- (1) Collecting fees for Authority keys and cores from entities that have not established credit with the Authority.
- (2) Forwarding all billing data to the Revenue Accounting and Collections Division for invoicing to those entities that have established credit with the Authority.
- (3) Processing completed *Refund/Claim Payment Request Form* (Attachment 7).

E. Pass & ID Office

The Pass & ID Office, under the Airport Operations Department, Security Division, is the credentialing and access media processing center and is responsible for:

- (1) Receiving and storing keys delivered from the Lock Shop until they are issued to ID badge holders.
- (2) Recording the delivery (from the Lock Shop), issuance (to the ID badge holder), verification and recovery of Critical Infrastructure Keys and Security Controlled Keys in the electronic data file of each ID badge holder who has been issued these key types.
- (3) Accepting recovered keys (whether found or returned because a key holder's need for the key has terminated) and delivering the keys back to the Lock Shop for recycling or destruction. The Lock Shop must pick up returned keys in person or retrieve from the secure drop box.
- (4) Preparing the *Refund/Claim Payment Request Form* (Attachment 7) if any monies are due to be refunded upon return of keys to the Pass & ID Office.

F. Employers, including the Authority Offices and Departments

All employers, including the Authority Offices and Departments, are responsible for:

- (1) Ensuring that all lock and key requests are submitted according to this O&I.
- (2) Designating, in writing, Authorized Key Requestors.

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- (3) Ensuring that no lock, cipher lock, or other security device is used on any door, gate, or jet bridge that has an airport access control system card reader or other airport locking device installed.
- (4) Recovering all keys from individuals whose employment with the organization or a contractor of the organization has ended because of a voluntary resignation, furlough, or dismissal. Employers who fail to comply with this requirement risk the suspension of future key issuance.
- (5) Promptly responding to any key audits issued by the Airport Security Manager.
- (6) Ensuring that all key holders read and understand the Dulles International security training and related training documents.
- (7) Paying TSA fine(s) levied against the airport caused by their employees' failure to adhere to the Dulles International ASP. The Authority is not responsible for TSA violations when the tenant loses access control to leased space due to the loss of a key.

### G. All Individual Key Holders

All individuals have the following responsibilities:

- (1) Never tampering or interfering with, compromising, modifying, attempting to circumvent, or causing a person to tamper or interfere with, compromise, modify, or attempt to circumvent any security system or locking device.
- (2) Ensuring that any access point that is controlled for security purposes is closed securely, and that no unauthorized person(s) are allowed to enter.
- (3) Never sharing a Dulles International key with another person.
- (4) Never using another person's Dulles International key.
- (5) Never duplicating or altering a Dulles International key.
- (6) Never leaving a key in an unattended lock.
- (7) Immediately reporting the loss or theft of a Dulles International key to the Pass & ID Office, the Airport Security Manager or Airport Operations (after normal business hours).
- (8) Immediately reporting any security equipment malfunction to the Airport Security Manager or Airport Operations (after normal business hours).

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- (9) Immediately reporting any security violations to the Airport Security Manager, Airport Operations, or the Authority Police.
- (10) Safeguarding and maintaining Dulles International keys in good working condition.
- (11) Immediately returning issued Authority keys to their employer, the Pass & ID Office, or Airport Operations (after normal business hours), when an employment position ends, whether voluntary resignation, furlough or dismissal. If keys are not returned in this manner, the individual or requesting entity will be responsible for any violations or penalties including, but not limited to, fines as a result of the failure to return a key.

6. POLICY

In ensuring the safety and security of the airport, the Authority has determined that operating and maintaining a standard system for key and lock access throughout the airport is beneficial in performance of its responsibilities including, but not limited to, ensuring compliance with TSA requirements and ensuring emergency access for the preservation of life and property.

Accordingly, all access portals in the following list of facilities must use an Airport-Approved Lock System or be equipped with an Authority AACS:

- Main Terminal building and all concourse buildings
- All buildings and structures with access portals to the security controlled areas
- All vehicle and pedestrian gates which access the security controlled areas
- Authority-owned buildings and structures
- Authority-owned common use equipment such as gate check-in desks, must use the Authority lock system for any counter drawers, cabinets.

Tenants within the facilities identified above may use their choice of locking systems for counters, cabinets, and cash drawers which are owned and/or exclusively used by them.

This policy does not apply to entities leasing space within privately-owned buildings not listed above. These entities are responsible for selection, installation, and maintenance of the locking systems in their leased areas within the privately-owned buildings.

All Airport-Approved Lock System locks and keys are the property of the Authority and must be returned on demand, when an individual resigns, is terminated, or at the termination of a contract.

Authority Locksmiths are the only entities authorized to maintain and repair the Airport-Approved Lock Systems. Tenants have the responsibility to maintain and repair door hardware (handles, knobs, hinges, push bars, closures, etc.) and non-Airport-Approved

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Lock System locks used on counters, cabinets, cash drawers, or other areas in their leased space. If Authority Locksmiths are dispatched to repair any tenant door hardware, the tenant will be invoiced for any hardware replaced or additional parts used.

All keys associated with the Airport-Approved Lock Systems are non-transferable, and duplication is prohibited. Critical Infrastructure and Security Controlled locks and keys are issued only to individuals who have a valid Dulles International identification (ID) badge. Standard keys may be issued to individuals not in possession of an ID badge. These individuals will be identified in the Lock Shop records by a unique identification code.

### 7. PROCEDURES

#### A. General Procedures Applicable to Airport-Approved Lock System Key and Lock Issuance at Dulles International

- (1) Each entity requesting key and lock services under this O&I must submit a letter designating at least two, but no more than eight, employees authorized to request key and lock services on behalf of the company (“Authorized Key Requestors”). These letters must be updated and resubmitted annually.
  - i. This letter must be in the format provided by the Authority on company letterhead. (See Attachment 3 for format)
  - ii. The form must be physically signed (electronic signatures are not accepted).
  - iii. The letter must be scanned and emailed to the Dulles International Work Order Desk at [wodeskiad@mwaa.com](mailto:wodeskiad@mwaa.com)
  - iv. For Authority Offices and Departments, the Office/Department Manager and Division Managers are designated as Authorized Key Requestors.
- (2) All requests for Airport-Approved Lock System lock or hardware maintenance issues should be emailed to the Work Order Desk at [wodeskiad@mwaa.com](mailto:wodeskiad@mwaa.com).
- (3) Requests for keys must be submitted in accordance with the procedures listed below for the respective key type requested.

#### B. Billing for Airports Authority Locksmith Services

- (1) All key and lock services requested are subject to the rates and charges identified in Attachment 1.
- (2) When Authority Locksmith services are completed, the entity which received services will be required to sign an invoice. The Lock Shop will provide the



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original copy of the invoice to the Terminal Agent's Office. Duplicate copies will be provided to the entity and retained by the Authority Locksmith.

- (3) At the end of each month, the Terminal Agent's Cashier will forward all billing data for locksmith services to the Authority's Revenue Accounting and Collections Division.
- (4) Entities (Signatory Airlines and entities that have established credit with the Authority) will receive an invoice for their locksmith services from the Revenue Accounting and Collections Division. All other entities must pay directly to the Terminal Agent's Office.

### C. Standard Key and Lock Procedures

#### A. Occupancy of Leased Space and the Re-Keying of Occupied Space

- (1) Tenants who enter into a lease agreement with the Authority for the occupancy or use of space that is secured by the BKS will be issued new, unique core. The keys will be encoded with the ID badge numbers of the tenant employee(s) to whom they are issued.
- (2) The issuance of keys that provide access to the security controlled areas of the airport are subject to the requirements for Security Controlled Keys as stated in this O&I. All locks are the property of the Authority and may not be modified or removed except by the Authority Locksmith.
- (3) All keys are the property of the Authority and must be returned on demand, or when an individual resigns, is terminated, or at the termination of a contract.

#### B. Changing Cores of Locks in Existing Space

Tenants who need to change the BKS cores in their leased space must contact the Work Order Desk by submitting an email request addressed to the Dulles International Work Order Desk at [wodeskiad@mwa.com](mailto:wodeskiad@mwa.com). Typically, two weeks' advance notice is required; however, in emergency situations Authority Locksmiths may be able to expedite the process.

#### C. Standard Key and Lock Request

- (1) Requests for locks and keys must be submitted by an authorized requestor to the Dulles International Work Order Desk via email at [wodeskiad@mwa.com](mailto:wodeskiad@mwa.com). The request must include the key type (number if known), employee's name, and employee's Dulles International SIDA badge/Lock Shop assigned number as applicable.
- (2) The Work Order Desk will transmit the request to the Authority Locksmiths.



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- (3) Authority Locksmiths will fulfill the order for locks and/or keys, transmit the billing information to the Terminal Agent's Office, and deliver keys to the Pass & ID Office with three copies of the key holder agreement.
- (4) Once the work order is marked completed, an auto-generated email will be sent to the requestor advising them that their request has been completed and the keys will be available for pick up at the Pass & ID Office. Please allow up to 2 business days for the keys to be ready at Pass & ID Office.
- (5) Keys must be picked up within 30 business days; after 30 business days the keys will be returned to the Lock Shop. The requestor will still incur the charge for the keys whether they are picked up or not.
- (6) Charges for keys must be paid to the Terminal Agent's Office before keys can be issued. For requestors that have established credit with the Authority, the Revenue Accounting and Collections Division will transmit invoices for locks and keys once billing data has been received.
- (7) Following payment, keys are issued from the Pass & ID Office.

## D. Critical Infrastructure Key and Lock Procedures

Construction Locks and Keys

- (1) Construction cores and keys will be provided by the Authority Lock Shop, including individual tenant projects. All Construction Locks must be compatible with the Best seven pin removable core system. All locksets requested must be approved by the Authority Project Engineer prior to installation.
- (2) Approximately 30 days prior to completion of the construction, the tenant or contractor must order the patented Best System locks through the Work Order Desk. The cost of converting to this permanent locking system will be the responsibility of the tenant or contractor at the current core change rate.
- (3) Removal of the construction cores and installation of the permanent cores will be accomplished by Authority Locksmith personnel when the construction is complete.

## E. MT and Comm Room Locks and Keys

- (1) In the event it is determined that a contractor requires a maintenance key (MT) or a Comm Room key, the request must be countersigned by the Authority Project Engineer or Contracting Officer's Technical Representative.

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- (2) The issuance of these keys must be approved by the Electrical Services Division (MA-221) or the Utilities Services Division (MA-223) Managers depending upon what areas the contractor needs to access.
- (3) Requests for keys that allow access to Authority-controlled telecommunications closets are approved only by the Authority Office of Technology. When a request for this key is received, the Work Order Desk will send an email to Authority IT requesting approval to issue the key.
- (4) Once approved, the Work Order Desk will enter the work order into the system and the work order will be released to the Lock Shop.
- (5) A list of these key holders will be provided to the Airport Security Manager upon request.

## F. Critical Infrastructure Key and Lock Request

- (1) Requests for locks and keys must be submitted using the *IAD Key Request Form* (Attachment 4). The form must be physically signed (electronic signatures are not acceptable). Once completed, the original form may be scanned and emailed to the Work Order Desk or may be sent via hard copy mail or hand delivered.
- (2) The Work Order Desk will transmit the form with the corresponding work order to the Authority Locksmiths.
- (3) The Authority Locksmiths will fulfill the order for locks and/or keys, transmit the billing information to the Terminal Agent's Office, and deliver keys to the Pass & ID Office with three copies of the key holder agreement.
- (4) Once the work order is marked completed, an auto-generated email will be sent to the requestor advising them that their request has been completed and the keys will be available for pick up at the Pass & ID Office. Please allow up to two (2) business days for the keys to be ready at Pass & ID Office.
- (5) Keys must be picked up within 30 business days; after 30 business days the keys will be returned to the Lock Shop. The requestor will still incur the charge for the keys whether they are picked up or not.
- (6) Charges for keys must be paid to the Terminal Agent's Office before keys can be issued. For requestors that have established credit with the Authority, the Revenue Accounting and Collections Division will transmit invoices for locks and keys once billing data has been received.

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(7) Following payment, keys are issued from the Pass & ID Office.

## G. Security Controlled Key and Lock Procedures

Electronic Key/Lock Systems

- (1) Only Authority Locksmiths are authorized to install, modify, or remove the Electronic Key/Lock System locks.
- (2) Electronic Key requests must be submitted using the *IAD Key Request Form* (Attachment 4) and must include an *Electronic Key Access Request Form* (Attachment 5). The *Electronic Key Access Request Form* must be signed by the Authorized Key Requestor. Additionally, the *Electronic Key Access Request Form* must be signed by the Sponsor of the requesting entity as is on file with the Pass & ID Office (electronic signatures are not acceptable). Once completed, the original forms may be scanned and email or delivered via hard copy (hand carried or mailed) to the Airport Security Manager. Upon approval, the Airport Security Manager will send the forms to the Work Order Desk and Pass & ID Office.
- (3) The Work Order Desk will transmit the form with the corresponding work order to the Authority Locksmiths.
- (4) Authority Locksmiths will fulfill the order for the keys, transmit the key agreement information to the Terminal Agent's Office, and deliver the keys and the Electronic Key Access Request Form to the Pass & ID Office.
- (5) Once the work order is completed, an auto-generated email will be sent to the requestor advising them that their request has been completed and the keys will be available for pick up the following business day.
- (6) Payment for key must be made to the Terminal Agent's before keys can be issued. If the requestor has established credit with the Authority, billing will be handled by the Revenue Accounting and Collections Division.
- (7) Following payment, keys are issued from the Pass & ID Office.

## H. Grand Master Keys

Grand Master Keys are only issued to the Authority personnel/resources identified below with a valid operational need for possession of such keys.

- Authority Locksmiths
- Authority-designated Airport Operations personnel
- Authority Fire and Rescue Department
- Authority Police Commander and Lieutenants

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- Other essential Authority personnel, with written approval by the Airport Manager.
- (1) All Authority requests for a Grand Master key must be submitted with an *IAD Key Request Form* (Attachment 4) and a memo from the requesting employee's Vice President to the Vice President & Airport Manager at Dulles. The memo must include the following:
    - i. Employee's full name and airport badge number or ARFF Vehicle Designation,
    - ii. A detailed description outlining why the individual requires a Grand Master key, and
    - iii. Bear the physical signature of the requesting Vice President (no delegations).
  - (2) If approved by the Vice President & Airport Manager, the original memo will be sent by the Airport Manager's office to the Dulles International Lock Shop and retained on file. An electronic copy will be sent by the Airport Manager's office to the Dulles International Work Order Desk, and to the requesting employee's Vice President.
  - (3) The Work Order Desk will generate the work order for the Lock Shop who will fulfill the order for the key, transmit the key agreement information and deliver the key to the designated personnel at the Pass & ID Office.
  - (4) Once the work order is completed, an auto-generated email will be sent to the requestor advising them that their request has been completed and the keys will be available for pick up the following business day.
  - (5) Once payment is received, keys will be issued from the Pass & ID Office.

## I. Installation and Use of Alternate Locking Systems

- (1) Cipher Locking Devices
  - i. Cipher locks are permitted on access portals which do not meet the criteria for Critical Infrastructure or Security Controlled Key and Lock systems.
  - ii. Cipher lock requests for access portals subject to Security Controlled Key and Lock systems must be submitted by the Authorized Key Requestor and approved in writing in advance by the Airport Security Manager.
  - iii. Cipher locks must be capable of accepting Authority Best Key/Lock System cores.

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- iv. The Authority Locksmiths are the only personnel authorized to change cipher locking codes/combinations on doors throughout the Airport property.

## (2) Automated Access Control Systems

- i. To ensure access for public safety personnel, the installation of any automated access control systems in leased space must be pre-approved, in writing, by the Airport Security Manager in coordination with the Authority Fire Marshal.
- ii. Requests for installation of the Authority Automated Access Control System will be made to the Airport Security Manager. If approved, the entity making the request will be responsible for all costs associated with the installation, licensing, and configuration of all associated hardware and software necessary for expanding the Authority system.

## J. Audits of Airport Issued Keys

- (1) Dulles International has a self-auditing system for Airport issued keys.
- (2) A record of the key(s) issued to each ID badge holder is maintained by the Pass & ID Office as part of the badge holder's electronic data file.
- (3) Personnel in possession of Standard Keys must present their keys at the time of badge renewal in order to validate the possession of the keys. If keys are not presented, notification will be made to the company Certification Official and an Unaccounted Key form must be submitted before new keys will be issued.
- (4) Personnel in possession of Critical Infrastructure Keys and Security Controlled Keys must present their keys at the time of badge renewal in order to renew their ID badges. Failure to present the keys at the time of badge renewal will result in denial of badging until such time as the key(s) are accounted for, either by presenting them to the Pass & ID Office or by submitting an Unaccounted Key form.

## K. For Grandmaster keys assigned to Authority Fire Department vehicles

- (1) Fire Department personnel will perform a daily verification of the presence of the keys for each vehicle.
- (2) Lock Shop personnel will perform a field verification of each Grandmaster key issued to the Authority Fire Department vehicles at least once every calendar year.

## L. Unaccounted Keys (Lost, Stolen, or Damaged Keys)

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- (1) Lost, stolen, or damaged keys must be immediately reported to the Pass & ID Office, the Airport Operations Center, or Police. If you find a lost key, you must immediately return it to the Pass & ID Office or the Airport Operations Center.
- (2) A completed *Unaccounted Key Form* (Attachment 6) requesting replacement, signed by the Authorized Key Requestor of the ID Badge Holder, is required along with payment of the applicable fees for these processes as listed in Attachment 1. Unaccounted Keys are charged on a per instance basis regardless of the number of keys reported in the instance.
- (3) ID Badge Holders may be subject to enforcement procedures as outlined in Section 8 of this O&I, including monetary penalties and loss of access privileges for loss of a key. These penalties are separate and distinct from the lost key replacement fee listed in Attachment 1.

8. ENFORCEMENT

Investigation and enforcement of potential violations of this O&I will be handled in accordance with the procedures outlined in O&I 6-4-1, current series, and based on the severity levels identified in Attachment 8 of this O&I.

9. REFERENCES

- A. The current version of O&I 6-4-1, *Washington Dulles International Airport Identification Badge Requirements*.
- B. The current version of the *Washington Dulles International Airport Security Program*, dated November 2016, as may be amended.

10. ATTACHMENTS

- Attachment 1 – Key and Lock Service Rates and Charges
- Attachment 2 – Key and Core Invoice Form, EM-11
- Attachment 3 – Designation of Authorized Key Requestor Form
- Attachment 4 – IAD Key Request Form
- Attachment 5 – IAD Electronic Key Access Request Form
- Attachment 6 – Unaccounted Key Form
- Attachment 7 – Deposit/Claim Payment Request Form, AC-06
- Attachment 8 – Violation Severity Tab

## ATTACHMENT 1 - Key and Lock Service Rates and Charges

ITEM	RATE/EACH
STANDARD KEY	\$5.00
CORE	\$50.00
CRITICAL INFRASTRUCTURE KEY DEPOSIT	\$200.00
SECURITY CONTROLLED KEY DEPOSIT	\$200.00
RETURNED CRITICAL INFRASTRUCTURE AND SECURITY CONTROLLED KEY DEPOSIT REFUNDABLE AMOUNT.	\$100.00
Unaccounted Standard Key Fee for each reported instance	\$25.00
Unaccounted Critical Infrastructure Key Fee – 1 <sup>st</sup> reported instance within prior 12 months	\$100.00
Unaccounted Critical Infrastructure Key Fee – 2 <sup>nd</sup> reported instance within prior 12 months	\$200.00
Unaccounted Critical Infrastructure Key Fee – 3 <sup>rd</sup> reported instance within prior 12 months	\$300.00
Unaccounted Security-Controlled Key Fee – 1 <sup>st</sup> reported instance within prior 12 months	\$300.00
Unaccounted Security-Controlled Key Fee – 2 <sup>nd</sup> reported instance within prior 12 months	\$500.00
Unaccounted Security-Controlled Key Fee – 3 <sup>rd</sup> reported instance within prior 12 months	\$750.00



ATTACHMENT 2 - SAMPLE Key and Core Invoice Form, EM-11



**LOCK AND KEY SERVICE INVOICE**

Customer:		IAD Badge #:	Date:
Address:			Work Order #:
City:	State:	Zip:	Locksmith Signature/ID#:
Phone:			
Email:			
<b>ITEM</b>	<b>QTY</b>	<b>RATE/EACH</b>	<b>SUBTOTAL</b>
STANDARD KEY		\$5.00	
CORE		\$50.00	
CRITICAL INFRASTRUCTURE KEY DEPOSIT		\$200.00	
SECURITY CONTROLLED KEY DEPOSIT		\$200.00	
Miscellaneous items:			
		Balance Due	
<p>I, the undersigned, acknowledge receipt of the services listed above and promise to pay this invoice. I further understand and agree to comply with the provisions of Orders and Instructions IAD-10-0-2, current series, and that any failure on my part may render me responsible for expenses related to relocating the affected areas. I also understand and agree that any keys or locks installed or issued on my behalf remain the property of the Metropolitan Washington Airports Authority and must be returned upon termination of my employment or work at Washington Dulles International Airport. I acknowledge responsibility for any fines levied against the Metropolitan Washington Airports Authority by the Transportation Security Administration as a result of my failure or the failure of one of my employees to adhere to the Washington Dulles International Airport Security Program.</p>			
Name:	Signature		Date

MWAA Form EM-11 (05/20)

**FOR REFERENCE ONLY – ACTUAL FORM MAY VARY**

ATTACHMENT 3 - Designation of Authorized Key Requestor Form

**FORM MUST BE ON COMPANY LETTERHEAD**

**DESIGNATION OF AUTHORIZED KEY REQUESTORS**

**DATE:** \_\_\_\_\_

**Dear Work Order Desk:**

To fulfill the requirements of the Airport Security Program and Orders and Instructions (O&I) IAD 10-0-2, as amended, the following individual(s) are designated as Authorized Key Requestor(s) as of the date of this letter, are vested with the authority request key and lock services on behalf of the company, and are authorized and empowered to legally bind the company by their signature.

NAME	BADGE #	PHONE #	EMAIL ADDRESS

The above-named individuals(s) are familiar with the applicable O&Is and will ensure that all employee's who are issued Airport keys comply with the rules and regulations. Furthermore, they will ensure that a strict accounting of all Airport issued keys is maintained, to include prompt reporting of any lost keys and return of keys upon termination or transfer of any employee.

I understand that all Airport Locks and Key are and remain property of the Metropolitan Washington Airports Authority and that failure on the part of my company or employees to abide by Airport rules and regulations may result in penalties including but not limited to fines, revocation of access privileges, confiscation of Airport ID Badges, or other penalties as identified in the Orders and Instructions.

I certify that I have authority to legally bind my company to this agreement.

**Sincerely,**

**Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**FOR REFERENCE ONLY – ACTUAL FORM MAY VARY**

ATTACHMENT 4 – SAMPLE IAD Controlled Key Request Form



**METROPOLITAN WASHINGTON AIRPORTS AUTHORITY**  
**CRITICAL INFRASTRUCTURE AND SECURITY CONTROLLED KEY REQUEST FORM**  
**WASHINGTON DULLES INTERNATIONAL AIRPORT**

**Applicant Information**

Applicant Name: \_\_\_\_\_ Airport ID Badge #: \_\_\_\_\_

Current Residency Address Street: \_\_\_\_\_

City/State/ZIP: \_\_\_\_\_ Phone: \_\_\_\_\_

Company: \_\_\_\_\_ Job Title: \_\_\_\_\_

Washington Dulles International Airport (Airport) Orders and Instructions IAD 10-0-2, current series, and IAD 6-4-1, current series, hold each individual responsible for their actions as it pertains to the possession and use of keys issued by the Airport. Following is a summary of those responsibilities and obligations as contained in the applicable Orders and Instructions (O&I) applicable to my possession of such key(s).

1. I will not to loan, transfer, give possession of, misuse, modify or alter the key(s).
2. I will not cause, allow or contribute to the making of any unauthorized copies of the key(s).
3. I return all keys upon completion of my employment or termination of my work at Washington Dulles International Airport.
4. Any keys I find or have been given that were not issued to me by the Airport will be returned to the Pass & ID Office within 72 hours of receiving the key(s).
5. I understand and agree that violation of this agreement and IAD O&I 10-0-2, current series, will render me responsible for the expenses of a relock for the affected areas.

I certify that I have read the above responsibilities, am aware of the Orders and Instructions applicable to my possession of an Airport issued key and been provided the opportunity to have my questions answered. I further understand that failure to comply with any applicable security procedure may result in revocation of my Identification Badge or key(s).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Authorized Key Requestor:**

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Phone number: \_\_\_\_\_ Email: \_\_\_\_\_

As the Authorized Key Requestor for the entity identified above, I hereby request that the following keys be made for this individual:

**CRITICAL INFRASTRUCTURE KEY**

- MT Key (Specify rooms below)
- 2CDC6 Key
- 2DAAB4 (Electrical Vaults)
- 2DAAB3 (Int. / Ext. Electric Shared Access)
- 2CC7 (Firing Range)
- 2D (Eng. Master)
- 1A1 (Roof Access)
- 2CGA through 2CGE (Cargo 1-6) indicate below
  - Cargo  1 |  2 |  3 |  4 |  5 |  6

**SECURITY CONTROLLED KEY**

- ELECTRONIC KEY ("CLIQ KEY")  
Note: An Electronic Key Access Request form must accompany this request form.
- GRAND MASTER ("Z") KEY – Restricted to MWAA Personnel only.  
Note: A Memo of Authorization signed by the Airport Manager must accompany this request form.

I certify that there is a specific operational need for the applicant to have the key(s) as marked to perform his/her duties as noted below:

\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Airports Authority Use Only - Security Controlled Key Request approval	
Approved by: _____	Date: _____

Version 05/2020

**FOR REFERENCE ONLY – ACTUAL FORM MAY VARY**

Attachment 5 – IAD Electronic Key Access Request Form



**METROPOLITAN WASHINGTON AIRPORTS AUTHORITY**

**ELECTRONIC KEY (CLIQ KEY) REQUEST AND ACCESS REQUEST FORM  
WASHINGTON DULLES INTERNATIONAL AIRPORT**

Company Name \_\_\_\_\_

Date: \_\_\_\_\_

Authorized Key Requestor:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Phone number: \_\_\_\_\_ Email: \_\_\_\_\_

As the Certification Official / Authorized Key Requestor for the entity identified above, I hereby request that an Electronic Key with the access requested be:

( ) Created

( ) Modified

For the individual(s) identified

Individual Name	Badge Number	CLIQ Key # (if issued)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Sponsor approval**

Required for all new entity establishments. Required for modifications by Contractors and Sub-Contractors.

As the Sponsor for the entity identified above, I hereby approve the requested access as indicated on the following pages.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Phone number: \_\_\_\_\_ Email: \_\_\_\_\_

**Airport Pass and ID Office Only**

Date Received: \_\_\_\_\_ By: \_\_\_\_\_ Date Approved: \_\_\_\_\_ By: \_\_\_\_\_

Date Change Made: \_\_\_\_\_ By: \_\_\_\_\_

Comments: \_\_\_\_\_

**PLEASE SELECT THE AREAS YOU DESIRE TO HAVE ACCESS.**

**Airport Gate/Fence Access**

- Northside Airport  
 Outer Fence/Gate Access \*\*  
 AOA Fence/Gate Access ++  
 All Fence/Gate Access ++
- Southside Airport  
 Outer Fence/Gate Access \*\*  
 AOA Fence/Gate Access ++  
 All Fence/Gate Access ++
- Westside Airport Access  
 Outer Fence/Gate Access \*\*  
 AOA Fence/Gate Access ++  
 All Fence/Gate Access ++
- Eastside Airport Access  
 Outer Fence/Gate Access\*\*  
 AOA Fence/Gate Access ++  
 All Fence/Gate Access ++  
 All AOA Vehicle Gate ++  
 All Fence Gates & Doors ++  
 All Outer Fence ++  
 All Interior Fence ++  
 Main Terminal Gate Access\*\*

**Concourse Z**

- All Doors  
 Mechanical Doors ++  
 HVAC Doors ++  
 Electrical Vault Doors ++  
 Sprinkler Doors  
 Roof

**Concourse A**

- All Doors  
 Mechanical Doors  
 HVAC Doors  
 Electrical Vault Doors  
 Sprinkler Doors  
 Roof

**Concourse B**

- All Doors  
 Mechanical Doors  
 HVAC Doors  
 Electrical Vault Doors  
 Sprinkler Doors  
 Roof

**Concourse C**

- All Doors  
 Mechanical Doors  
 HVAC Doors  
 Electrical Vault Doors  
 Sprinkler Doors  
 Roof

**Concourse D**

- All Doors  
 Mechanical Doors  
 HVAC Doors  
 Electrical Vault Doors  
 Sprinkler Doors  
 Roof

**Restricted Access Areas**

**\*\*Additional Approvals Required\*\***

- MWA IT Comm Rooms ++  
 Storm Monitor Facility  
 MWA Warehouse ++  
 Shops 1&2  
 MWA Lost & Found  
 State Police ++  
 Fuel Tank Facility  
 DTR Soundwall  
 DTR Main Building  
 ARFF Station 303 ++  
 ARFF Station 304 ++  
 Police Impound Lot ++

**Specific Key Locations**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\*\* = Please Specify  
 ++ = Restricted

<p><b>In the block below, please explain in detail why the requested access is needed</b></p>	<p align="center"><b>***** Airport Pass &amp; ID only *****</b></p> <p align="center">Restricted Area Approvals received as follows:</p> <p>Name: _____ Date : _____</p> <p>Name: _____ Date : _____</p> <p>Name: _____ Date : _____</p> <p>Name: _____ Date : _____</p>
---	--

**FOR REFERENCE ONLY – ACTUAL FORM MAY VARY**

Attachment 6 – Unaccounted Key Form

□



METROPOLITAN WASHINGTON AIRPORTS AUTHORITY

REPORT OF UNACCOUNTED KEY

Please print clearly

NAME: \_\_\_\_\_ (LAST) (FIRST) (MI)

ADDRESS:

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_ AIRPORT BADGE #: \_\_\_\_\_

EMPLOYER: \_\_\_\_\_ SUPERVISOR: \_\_\_\_\_

I, the undersigned in accordance with Orders and Instructions 10-0-2, current series, do hereby declare to the Airport Security Coordinator (ASC) for (Check all that apply)

( ) Ronald Reagan Washington National Airport and/or ( ) Washington Dulles International Airport, that the key I was issued is unaccounted for because of the following:

\_\_\_\_\_ Lost – Provide an explanation of the circumstances of the loss in the area below.

\_\_\_\_\_ Stolen – Provide the Police agency to whom the theft was reported along with the Report Number in the area below and attach a copy of the police report.

\_\_\_\_\_ Otherwise unaccounted for – Provide an explanation in the area below of the circumstances which led to the key being unaccounted for.

Additional information as required above (attach separate pages as necessary):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Key Holder Signature \_\_\_\_\_

Date \_\_\_\_\_

I, the undersigned Certification Official, hereby acknowledge that the above individual has reported to me that the badge is unaccounted due to the reason indicated. I further certify and attest that the individual does have a valid need to have their badge reissued and hereby request that the Washington Dulles International Airport ASC approve reissuance.

Authorized Key Requestor Signature \_\_\_\_\_

Date \_\_\_\_\_

Authorized Key Requestor Printed Name \_\_\_\_\_

Badge #: \_\_\_\_\_ Key #s: \_\_\_\_\_ | \_\_\_\_\_ | \_\_\_\_\_

( ) First Replacement ( ) Second Replacement ( ) Third Replacement or Unusual circumstances – ASC approval required

Pass & ID Tech Name: \_\_\_\_\_ Date: \_\_\_\_\_

ASC (or designee) Determination ( ) Approved ( ) Denied

ASC (or designee) Signature: \_\_\_\_\_ Date: \_\_\_\_\_

FOR AGENT CASHIER USE:

CASH ( ) CHECK → ( ) COMPANY OR ( ) PERSONAL ( ) FEE WAIVED – REQUIRES ASC/DESIGNEE APPROVAL

MONEY ORDER ( ) CREDIT CARD → ( ) COMPANY OR ( ) PERSONAL RECEIPT # \_\_\_\_\_

Attachment 7 - Deposit/Claim Payment Request Form, AC-06

Metropolitan Washington Airports Authority  
**Refund/Claim Payment Request**

PART A. TO BE COMPLETED BY APPLICANT			
I am applying for refund/payment of fees or property deposited with the Authority. Checks should be sent to (Please Print):			
NAME			
ADDRESS		CITY, STATE, ZIP CODE	
ATTN:	CONTACT PERSON	DAYTIME PHONE	
PART B. TO BE COMPLETED BY APPLICANT			
1. Description of fees or property refund is requested for ( <i>Check one</i> ):			
<input type="checkbox"/> Return of Lost Badge	<input type="checkbox"/> Return of Parking Permit	Parking Permit Number(s)	
<input type="checkbox"/> Lost & Found Property	<input type="checkbox"/> Other ( <i>Describe Below</i> ):		
<input type="checkbox"/> Overpayment	_____		
<input type="checkbox"/> Claim Payment for	_____		
2. Calculation of amount due:			
a.	_____ credentials returned @	_____ per credential =	_____
b. Other ( <i>Describe</i> )	_____	Other =	_____
_____	_____	Total =	_____
I certify that the information above is correct and that payment has not already been received.			
SIGNATURE OF REQUESTER ( <i>If applicable</i> ) Please type/print name below signature			DATE
PART C. TO BE COMPLETED BY AUTHORITY REPRESENTATIVE			
The above property (has been):			
<input type="checkbox"/> Returned	<input type="checkbox"/> Other	_____	
The refund will be issued as:			
<input type="checkbox"/> Cash Disbursement	<input type="checkbox"/> Credited to Credit/Debit Card	<input type="checkbox"/> Check to be processed by Accounts Payable (MA-22B)	The amount due is _____
AUTHORITY REPRESENTATIVE SIGNATURE	DATE	ROUTING SYMBOL	PHONE
PART D. TO BE COMPLETED BY ACCOUNTING			
ACCOUNTING CODE		DATE PROCESSED	INITIALS

FOR REFERENCE ONLY – ACTUAL FORM MAY VARY



## Attachment 8 – Violation Severity Table

VIOLATION	Severity Level
Tampering or interfering with, compromising, modifying, attempting to circumvent, or causing a person to tamper or interfere with, compromise, modify, or attempt to circumvent any security system or locking device.	3
Sharing a Dulles key with another person.	3
Duplicating or altering a Dulles key.	3
Failing to ensure that any access point that is controlled for security purposes is closed securely, and that no unauthorized person(s) are allowed to enter.	2
Leaving a key in an unattended lock.	2
Using another person's Dulles key.	2
Failing to immediately report any security equipment malfunction to the ASC or Airport Operations (after normal business hours).	1
Failing to immediately report any security violations to the ASC, Airport Operations, or the Airports Authority Police.	1
Failing to immediately report the loss or theft of a Dulles key to the Pass & ID Office, the ASC, or Airport Operations Center.	1
Failing to immediately return issued Airports Authority keys in accordance with the O&I.	1
Failing to Safeguard and maintain Dulles keys in good working condition.	1
All other violations will be assigned a minimum severity level as determined by the issuing officer.	Minimum level 1



## Orders and Instructions

Subject: Key Control at Dulles International

Effective Date: May 11, 2021

Number: IAD 6-4-2A

OPI: Airport Operations/Security

Date: 5/6/2021

DocuSigned by:  
*Mike Stewart*  
F4C8CA3865C5402...

Vice President and Airport  
Manager, Dulles International