



## The Associated Locksmiths of America Technical Standards Policy

ver. 2.3, 05/01/2005

1. **Ethics:** The locksmith will, at all times, abide by the Associated Locksmiths of America Code of Ethics.
2. **Identification/Authorization:** For all service orders involving physical security, the following information will be obtained before providing service.
  - a. Make positive identification of the ordering party.
  - b. Establish and record the client's basis of authorization for ordering such work.
  - c. Obtain signature on authorization/work order whereby signatory assumes full responsibility and liability for ordering the work specified.
  - d. Retain records for 3 years.
3. **Proprietary Monitoring:** The technician will never perform work on occupied premises without the client or client's authorized agent in attendance.
4. **Disputes:** The technician will not become a party to disputes of ownership or authority.
  - a. When an authorization dispute is deemed likely to arise, the technician will pre-advise the law enforcement agency in jurisdiction and request a uniformed officer to be present.
  - b. The technician will not provide service when there is a dispute of ownership involved without further authorization such as a court order, and law enforcement presence\*.
5. **Service Quality Control:** The technician will follow industry and manufacturer standards and insure random, complete and qualified recombination of cylinders, combination locks and access control systems for optimal security maintenance.
6. **Authorized Agents:** Security information and devices, such as keys, access cards and codes will be delivered only to the person for whom authorization has been determined in the work order. Positive identification will be obtained for such agents.
7. **Do Not Duplicate Keys:** Orders for keys stamped "Do Not Duplicate" or similar wording will be handled in the same manner as any unrestricted key (see 8). ALOA members should inform the consumer that the use of keys stamped "Do Not Duplicate", or similar wording, is not effective security, and further that the use of such words is deceptive because it provides a false sense of security. Consumers who desire effective security should purchase a patented key control system rather than rely on a "Do Not Duplicate" marking. This does not apply to keys protected by law.

8. **Assumption of Authority:** For individual, personal property or unrestricted locks, keys, or other qualifying device, the possession of a the qualifying device itself establishes the authority to order duplicates or recombine cylinders operated by such devices, unless the cylinders or systems are found to be master keyed (see 10) or of a restricted type (see 12), or unless the service technician suspects some wrongful intent. (See 9).
9. **Wrongful Intent:** If the technician suspects some wrongful intent or misrepresentation, he or she will refuse service and notify the law enforcement agency in jurisdiction.
10. **Master Keyed Systems:** No attempt will be made to originate a key for a master keyed lock unless positive ownership of the master key system can be established. Further, the work must be authorized in writing by the manager of the master key system, and ALOA positive I.D. policies must be followed.
11. **Master Key System Integrity:** No attempt will be made to expand any master keyed system without first obtaining a valid key biting array and list of all key bittings currently in use. If this is not possible, the lock shall be keyed SKD or a new master key system generated.
12. **Restricted/Patented Key Control and High Security Key System Policies:** Procedures for servicing and key duplication of Restricted/Patented Key Control and High Security Key Systems will be in accordance with the manufacturer's policy and will be established at the time of purchase.
13. **Keys by Code:** Orders for keys by code will be handled in accordance with ALOA's Positive ID Policy.
14. **Key Cards, Digital Key Codes, Smart Key and Other Electronic Access Control Qualifying devices:** Procedures for servicing and providing additional cards, codes and other qualifying devices will be in accordance with the manufacturer's policy and will be established at the time of purchase. If there is no manufacturer's policy then the procedure for Master Keyed Systems (see 10) shall be followed.
15. **Access Control System Integrity:** Customers shall be advised that, without a qualifying device distribution list (card, code, smart key etc.) the secure expansion of an access control system cannot be guaranteed. Expansion of an access control system without a qualifying device distribution list will not be undertaken.
16. **Lock-Out Services:** Emergency entry service orders will be processed according to ALOA's Positive ID Policy as follows:

### ALOA's Positive ID Policy

*ALOA locksmiths are instructed to use the following positive identification policy when providing keys by code or servicing lockouts:*

- a. **Notify Caller-** When a call comes in requesting keys by code or lockout services, ask the caller if he/she has identification and authority to order the key or open the lock.
  - b. **Complete Form-** When the customer arrives to pick up code keys or upon arrival at the job site, the locksmith should complete an Authorization Form that asks for the name, address, phone number, identification number and property description from the customer.
  - c. **Verify I.D.-** Verify the customer's photo-identification card and compare it to the information provided by the customer. If no photo-ID card is available, ask for some other reasonable form of ID.
  - d. **Verify Authority-** The locksmith should inquire as to what authority the customer has to order the key or open the lock, and request to see any reasonable and appropriate evidence that could verify the authority.
  - e. **Ask for Signature-** Ask the customer to sign the Authorization Form, which should contain a statement that (a) the information given by the customer is correct, (b) the customer has the authority to order the code key or open the lock, and (c) the customer shall indemnify and hold harmless the locksmith against liability.
  - f. **Optional Last Resort-** If you have any suspicions that the customer is giving false information or does not have authority to order the code key or open the lock, say that you will be happy to provide the service with a law enforcement officer present. If the customer agrees, call the police; if not, leave and notify the police.
  - g. **File the Form-** Keep the Authorization Form on file for a reasonable period of time. (Minimum of three years)
- 17. Security System Records Management:** The TMK register, End User Register, Progression & Biting Lists, Authorization and Inventory Records, File Keys, Access cards and or other qualifying devices and all client information shall be maintained in a secure and confidential manner at all times. Computer master key and card key systems shall be password protected and back up media stored in an appropriate UL labeled security container.
- 18. Safe & Vault Service:** Safe combining and recombining will be performed in a professional manner as follows:
- a. Record of combination will be provided to customer with complete operating instructions.
  - b. If safe's contents are not removed while technician works on container, an authorized agent for client must be present at all times\*.
- 19. Bonding & Insurance:** The locksmith will have necessary bonding and insurance for the protection of his clients.
- 20. Hazardous Conditions:** If any service conditions exist which pose potential risk or lockout hazard, the client will be notified and recommended action proposed.
- 21. Codes & Ordinances:** No lock or security device will be installed or recommended for any application which will violate ICC, UBC, NFPA, ADA or any local code or ordinance or pose a threat to life safety.

*\*If these conditions cannot be met, a signed authorization must be secured in which the client assumes full responsibility and absolves the locksmith from any and all claims arising from the execution of the work.*