

I. Why This Book? Who Cares?

The purpose of this book is to review and discuss various methodologies and protocols for issuing, tracking, retrieving and mitigating the loss of critical facility/building hard keys and access cards. It is about physical security and the steps that can and should be taken to prevent unauthorized access from lost or misplaced keys. More importantly, **it's about sharing what's been the missing link to key control ever since I began in this industry in 1977.**

If you are a janitor, security officer, building engineer, or property manager, then this book is for you. If you are in charge of the physical safety and security of others, then this book is **especially** for you.

The process for accounting for keys is age old - as is the risk of keys becoming lost or misplaced. Not too long ago the answer to lost keys was "cutting" new ones. Today, given heightened levels of security and awareness, most facility owners/managers move quickly to rekey. This is done to ensure the safety and security of the property's employees, tenants and guests. This book explores various procedures and technologies that keep our facility keys secure.

Having spent more than 35 years in the physical security space, I have many stories to share. It starts for me in late 1977, as a part-time security officer at a 43-acre resort hotel, and continues through 2015 as president & CEO of Northwest Protective Service. Even after NW Protective was acquired by Universal Protection Service, many of my headaches came from keys. The worry over when the next set of keys would be lost and what the consequences would be was akin to a migraine. But before I tell you about the best headache medicine ever