

## **VI. Macro View of Users (*Snap Shot of User Silos*)**

As you ponder the stories in the prior two chapters, the importance of a solid key control program becomes quite clear. Eliminating the security risk from lost keys is paramount in so many industries and environments. Below is a snap shot of some of those silos. I hope it will put into perspective for you how critical it is for the entire industry to recognize the risk associated with master key loss. It's time to stop the hush, hush. Everyone has an expectation that where they live, work, do business or are just visiting, the security of the building is sound. The people that have full access are supposed to make sure that they are not the cause of a breach.

### **Commercial buildings –**

When you think about it, it's amazing how many industries are required to use and issue sets of master or sub master keys. One of the larger markets that I provided security services to is the Class-A multi-tenant office buildings. Some buildings had over one hundred tenants. And some of those had very "high risk" tenants; from top-tier law firms to government offices to high tech companies. Essentially a commercial high-rise is a city standing on its end with a population of thousands. From the standpoint of securing that kind of building, the exterior perimeter doors are the most vulnerable. Now-a-days, janitorial staff and their supervisors typically carry a floor master or multiple floor masters. These sets of keys open everything within their area of responsibility. Engineers of the building also carry masters and in some cases, grand master keys, so they could have access anywhere on the property at any time. Security people typically