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| ***REPLACE WITH YOUR MASTHEAD*** | | |
| **VFIS logo black JPG** | **SOG Title:** | |
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| **ABC Fire Department General Operating Guideline** | | |

**Knox Box Key Systems**

***This is a sample of a standard operating guideline (SOG) on this topic. You should review the content, modify as appropriate for your organization, have it reviewed by your leadership team and if appropriate your legal counsel. Once adopted, make sure the SOG is communicated to members, implemented and performance monitored for effective implementation.***

**Purpose:**

This procedure provides a policy for the secure use and operation of a Knox Box Key Retention System by the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fire Department in all locations within \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

**Procedure:**

The Knox Box Key System allows for rapid, non-destructive entry into structures without causing unnecessary damage. The Knox Box Key System reduces department liability when handling individual occupancy keys with no accountability.

**Authority**

The fire official or a designated person appointed by the fire official shall serve as the Knox Box Coordinator for the \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fire Department. Approval for initial Knox Box installation can only be granted by the Knox Box Coordinator.

Additional Knox Box keys and other Knox Box related equipment needed must be authorized by the Knox Box Coordinator

**Responsibilities**

The \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fire Department retains the only keys to access Knox Boxes and other Knox related devices (padlocks, etc.) that have been manufactured for \_\_\_\_\_\_\_\_\_\_\_\_\_\_ use. Therefore, it will be necessary for a \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fire Department representative to be present any time access is needed into a Knox Box.

The Incident Commander of the emergency incident shall be responsible for the use and security of the Knox Box at the scene of an emergency incident in \_\_\_\_\_\_\_\_\_\_\_\_\_\_.

**Key Access**

Knox Box master keys will be maintained on \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fire Department apparatus utilizing a Sentra Lock Master Key Retention Device. This box has been permanently mounted to selected \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fire Department apparatus to secure Knox Box keys until they are needed for emergency use.

A personal security code assigned to designated personnel will allow the removal and re-securing of the key during emergency incidents. Dates and times of key removal is documented within the unit and available to be retrieved for auditing.

Upon arrival at an occupancy that features a Knox Box, the device can be opened and utilized in order to:

* Perform fire suppression/investigation activities
* Investigate and mitigate an elevator emergency
* Investigate an activated fire alarm system

The Knox Box shall only be accessed and utilized for \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fire Department operations. Law enforcement, EMS, etc., are not to be given access to a Knox Box without approval by the Chief of the \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fire Department.

The incident commander shall ensure that an emergency contact person assigned for the occupancy was notified to respond. Most Knox Boxes have been connected to the occupancies burglar alarm system and will activate an alarm signal when opened.

If possible, a law enforcement officer should be present during the fire department's entry into a structure utilizing a Knox Box key and while fire department crews are inside performing an investigation.

Once a key is removed from the Knox Box to be used to gain entry, the Knox Box shall be re-secured and locked. The Knox Box shall not remain open if other keys are present in the device.

At the conclusion of the incident, all keys shall be re-secured inside the Knox Box. If possible, the emergency contact on location or management from the occupancy should witness fire personnel re-securing the keys in the Knox Box.

**Documentation**

Documentation that the Knox Boxes utilized on the incident to gain access to a structure shall be provided on the incident report for the assignment.

**Loss of Keys**

In the event of a lost Knox Box key, a narrative report shall be sent to the department chief and the Knox Box Coordinator within 24 hours. Should the loss be due to theft, a police report shall be required and notification shall be made immediately to the department chief and the Knox Box Coordinator.

***This is a sample guideline furnished to you by VFIS. Your organization should review this guideline and make the necessary modifications to meet your organization’s needs. The intent of this guideline is to assist you in reducing exposure to the risk of injury, harm or damage to personnel, property and the general public. For additional information on this topic, contact your VFIS Risk Control representative.***

**References:**