

## CityHive Key Policy

**Purpose:** *To create a secure and safe work space for members, hosts and the other tenants of the building.*

**Scope:** To ensure all CityHive Tenants follow all required steps and are aware of all the responsibilities and implications of having key access to CityHive outside its usual open hours. It is also to demonstrate the ramifications and actions that need to be taken if the Key Policy is not followed.

If you need to access the building outside of the normal hosted office hours (8-6pm, Monday to Friday) then Pollinators may issue you a set of keys.

- Pollinators reserve the right to refuse to issue keys or request return of the keys at any time.
- Prior to accepting a set of keys, the "Key Issue Form" (online) must be completed
- By signing the "Key Issue Form" you are accepting complete responsibility for the security of the building - this applies both when you open and close the office
- If you lose the set of keys you have been issued, you must contact a Pollinators host by phone, immediately.
- Keys are not to be shared or copied.
- If you lose the set of keys you will be liable to pay **the full cost** of any actions taken by Pollinators and the landlord to ensure the building remains secure. This may mean the cost of changing the locks and re-issuing all other tenants with new keys.
- If your contact information changes at any time it is your responsibility to notify Pollinators staff and ensure the Key Holder Register is updated.
- When opening and closing the building, you must follow the Opening and Closing procedures (published online and hard-copy at CityHive). The CityHive Host will walk you through the Opening and Closing Procedures upon issue of the keys.
- Upon return of the keys, it is your responsibility to request your security deposit from the CityHive Host and ensure the Key Issue Form is updated.
- Keys must be signed back in before they can be allocated to anyone else or at the end of a tenancy period.
- You must not let anyone into the building with your keys after hours. That is, if someone has forgotten their keys the person who has forgotten / lost them should contact the host and arrange a way to access the building.

