

When locksmith services are required, please follow the process outlined in this document for placing a request. Locksmith services include the installation of a physical lock to a door or the replacement of a broken or jammed lock. The request will fall under one of the following categories:

- Tenant Enter/Exit
- Maintenance and Repair
- Airline or Agency Request
- Facility Project
- Other Request

After identifying the appropriate category for the request, fill out the Locksmith Service Request Form and send it to [locksmithrequest@yyc.com](mailto:locksmithrequest@yyc.com). All requests will be reviewed by the Manager of Security and will be sent to the Locksmith once approved. A notification will be sent to both verify request approval as well as confirm the completion of a request. The Locksmith will reconcile requests with invoices. Locksmith service requests can be made by YYC employees or Project Managers; a P.O. number must accompany all requests made by Project Managers.

#### **1. Tenant Enter/Exit**

The Security Department pays for locksmith costs associated with the changing of locks when an airport tenant is beginning or ending a lease agreement.

The Security Department does not pay for locksmith services involved with a new project initiated by the tenant or if a lock is changed. These costs are the responsibility of the tenant or, in some cases, a PID can be requested by the Commercial & Retail Department.

#### **2. Maintenance and Repair**

The Security Department will pay for maintenance on or repair of existing hardware, these requests are typically dealt with by the Structural Facilities Department.

#### **3. Airlines or Agencies**

The Security Department does not pay for locksmith services required by Agencies or Airlines, these requests should be dealt with via a PID requested by either Commercial & Retail or Terminal Operations.

Any requests made by an Airline or Agency are to be sent to [locksmithrequest@yyc.com](mailto:locksmithrequest@yyc.com) and must include a P.O. number.

#### **4. Facility Projects**

The Security Department does not pay for locksmith services associated with Facility Projects. Project budgets include the costs estimated for the job and Project Managers are responsible for these costs.

Any requests made by a Project Manager are to be sent to [locksmithrequest@yyc.com](mailto:locksmithrequest@yyc.com) and must include a P.O. or project number.

*NOTE: There is also cost associated with the use of any locks or related materials that have already been stocked as these items need to be replenished.*

#### **5. Other Requests**

Requests that don't fall into the first four categories will be examined on a case-by-case basis.

# LOCKSMITH SERVICE REQUEST FORM

## TO BE COMPLETED BY THE REQUESTING INDIVIDUAL

REQUESTER		
<b>NAME</b> (First, Last)	<b>COMPANY</b>	<b>DEPARTMENT, DIVISION OR CONTRACTOR NAME</b>
<b>PHONE</b> (Including area code)	<b>EMAIL</b>	<b>DATE OF APPLICATION</b> (YYYY-MM-DD)

SERVICE REQUESTED	
<b>Commercial &amp; Retail will work with requesting individual and YYC Security to have appropriate lock mechanisms installed. (see Policy instructions)</b>	
<b>SERVICE REQUESTED</b> (Check all boxes that apply)  <input type="checkbox"/> <b>Tenant Enter/Exit</b>  <input type="checkbox"/> <b>Maintenance and Repair</b>  <input type="checkbox"/> <b>Airline or Agency Request (P.O. required)</b>  <input type="checkbox"/> <b>Facility Project (P.O. required)</b>  <input type="checkbox"/> <b>Other Request (Describe)</b>	<b>SERVICE DETAILS/SPECIAL INSTRUCTIONS</b> (Service required or any special instructions for accessing the space)
	<b>P.O. or Project Number</b>
<b>SERVICE LOCATION</b>	<b>KEYS REQUESTED</b> (Key type and quantity)
<b>DATE SERVICE REQUIRED BY</b> (YYYY-MM-DD)	<b>SIGNATURE</b>
APPROVAL	
<b>SECURITY MANAGER APPROVED</b>	<b>SIGNATURE</b>
<b>LOCKSMITH'S COMMENTS</b>	
<b>WORK ORDER NUMBER</b>	<b>DATE SERVICE COMPLETED</b> (YYYY-MM-DD)