
	<b>STANDARD OPERATING GUIDELINE</b>			
	EQUIPMENT			
	KNOX BOX KEY SYSTEMS			
	Effective: 25/Oct/2020	Revised: 01/Nov/2020	S.O.G. #: E-223	

**1.0 Purpose**

- 1.1 The purpose of this guideline is to establish the proper operating procedures for the secure use and operation of a key retention system for the Highland Park Fire Department. The City of Highland Park requires Knox Box key box systems on all commercial structures and residential structures with monitored alarms.

**2.0 Responsibility**

- 2.1 It is the responsibility of all Department personnel to understand the procedures documented in this Standard Operating Guideline.

**3.0 Overview**

- 3.1 The Knox Box key box system allows for rapid, non-destructive entry into structures without causing unnecessary damage.

**4.0 Authority**

- 4.1 The Fire Chief or a designated person appointed by the Fire Chief shall serve as the Knox Box Coordinator for the Highland Park Fire Department. Additional Knox Box keys and other Knox Box related equipment needed must be authorized by the Knox Box Coordinator.

**5.0 Responsibilities**



- 5.1 The Knox Box Coordinator will designate the locations of all master key retention devices. A master key retention device will be located in front-line emergency response vehicles, and other designated locations as determined by the Knox Box Coordinator. The Knox Box Coordinator shall retain a record to identify all authorized locations of master key retention devices.
- 5.2 The City of Highland Park Community Development Building Division manages the Knox Box key box installation and distribution instructions by means of application and permitting processes.
- 5.3 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.
- 5.4 Personnel accessing the Knox Box master keys from the master key retention device are responsible for the proper use and return of the Knox Box master keys.

**6.0 Key Access**

- 6.1 Highland Park Fire Department maintains Knox Box master keys on front-line apparatus utilizing a Knox Box master key retention device.
- 6.2 The Knox Box Coordinator assigns a personal security code to designated personnel allowing the removal and re-securing of the key during events and/or incidents. Dates and times of master key removal is documented within the unit and available to be retrieved for auditing.

**7.0 Procedure**

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

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- 7.1.1 Perform fire suppression/investigation activities
- 7.1.2 Investigate and mitigate an elevator emergency
- 7.1.3 Investigate an activated fire alarm system
- 7.1.4 Investigate a gas leak or other odor investigation
- 7.1.5 Lock-out with residence verification
- 7.1.6 Event or incident with shift commander approval

- 7.2 Highland Park Fire Department personnel may access and utilize a Knox Box solely for fire department operations.
- 7.3 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.
- 7.4 At the conclusion of the incident or event, all keys shall be re-secured inside the Knox Box.
- 7.5 The Highland Park Police Department is authorized to access to the Knox Box system.
  - 7.5.1 The Highland Park Police Department shift commander has a Knox Box master key utilizing a Knox Box master key retention device. The Knox Box Coordinator assigns a personal security code to designated police personnel allowing the removal and re-securing of the key during events and/or incidents. Dates and times of master key removal is documented within the unit and available to be retrieved for auditing.
  - 7.5.2 The City of Highland Park Fire Inspectors have Knox Box master keys utilizing Knox Box master key retention devices. The Knox Box Coordinator assigns a personal security code to designated fire inspection personnel allowing the removal and re-securing of the keys during inspection and maintenance activities. Dates and times of master keys removal is documented within the unit and available to be retrieved for auditing.

**8.0 Documentation**

- 8.1 Documentation that the Knox Boxes utilized on the incident or event to gain access to a structure shall be provided on the incident report.

**9.0 Loss of Keys**

- 9.1 In the event of a lost Knox Box key, the shift commander shall be notified immediately and a narrative report shall be sent to the fire 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 fire chief and the Knox Box Coordinator.

**10.0 References**

Highland Park Fire Department  
Knox Box Company

Approved:  Fire Chief