



April 23, 2020

AREA VICE PRESIDENTS

SUBJECT: Arrow Key Standard Work Instructions

The Postal Service uses arrow locks to secure collection and relay boxes, apartment panels, outdoor parcel lockers, as well as neighborhood delivery and collection boxes. Therefore, accountability of the unique locks and keys assigned is critical. Arrow key accountability is paramount, both on the street and in the office; it's a matter of the sanctity of the mail, public safety, and our brand.

The U.S. Postal Service and Office of Inspector General has initiated several Arrow key audits Nationwide. These initiatives assessed the effectiveness of the Postal Service's management of controls surrounding arrow lock keys. The findings indicated, we have opportunity to improve our key accountability. The following represents our opportunities observed in some of our reviews.

1. Arrow keys were missing, no record of reporting missing key(s) and no inventory log.
2. Arrow key did not match the daily logs, ineffective key distribution process.
3. Arrow keys were found in carriers/supervisor drawers.
4. Arrow key keys were not on chain and separated from other keys.
5. Units did not maintain master inventory key log for assigned, spare and broken.
6. Internal audits were not always maintained.

The Arrow Key Standard Work Instruction is a reinforcement of current policies and must be used to ensure our process is fully implemented. During the next several weeks Postmasters, Managers, Supervisors and 204B's will certify they have reviewed the entire Arrow Key Standard Work, through the following certification link provided below and will include components such as the Standard Operating Procedures (SOP), Standard Work Instructions (SWI), and the Arrow key video. Additional information will be shared with the Areas regarding the certification site and suspense dates.

It is expected that by ensuring these steps are taken and adhered to, we will see immediate improvements to arrow key accountability process.

Communication is the key! Every employee must be made aware of the importance of Arrow key security and the reasons for these policies and procedures.

The certification link is <https://hqcsopps.usps.gov/certification/arrowkey/index.cfm>

A handwritten signature in blue ink, appearing to read "Kevin L. McAdams", written over a circular stamp or seal.

Kevin L. McAdams

Attachments

cc: David E. Williams



Arrow Key Standard Work Outline

The Scope: The Arrow key Standard Work objective is to bring awareness and re-inforce quality control procedures and to ensure everyone follows the policy going forth and ensure accountability.

Targeted Audience: Postmasters, Managers, and Supervisors to include Acting Supervisors (204B's) and all craft employees.

The Outline: the Policy gives details on the following:

- Issuing, returning, losing and what do with broken keys (page 3).
- Employee duties and responsibilities (clerks, carriers, postmasters, Managers and supervisors (page 4).
- Standard Operating Procedure (page 5). (Needs to be communicated and posted).

Service Talks:

Provided to increase employee awareness (all employees must be given service talk, video and Standard Work Instructions) and certify all have been given.

Attachments:

- #1 Arrow key security depend on aware employees (page 6)
- #3 Arrow key video <https://blue.usps.gov/corpcmm/uspstv/training/arrow-keys.htm> (page 8)
- #4 Arrow key Standard Work (page 9 & 10)
- #5 Carrier Arrow key Standard Work (page 11)

Attachments:

- **Forms to be used**
 - #6 Record of Entry (page 12)
 - #7 Building key Entry (page 13)
 - #8 General Purpose (page 14) **(consult your local district)**

References manuals: <https://blue.usps.gov/cpim/hbkid.htm>

- POM, Postal Operations Manual (Page 16 & 17)
- M-41, City Delivery Carrier Duties and Responsibilities (Page 17)
- ASM, Administrative Support Manual (Page 17 & 18)
- Handbook DM-902 (page 18)
- Additional reference manual (page 18)

****** Semi-Inventory audits must be conducted by Installation Head during the months of January and July and keep on file for a period of 2 years. (Electronic and paper certification needs to be submitted)******

USPS Arrow Key Standard Work

March 2020



NOTE: Immediately report any lost or stolen Arrow/Modified Arrow Lock (MAL) key to the Inspection Service by phone at 1-877-876-2455, then press 5; follow up with this written account within 24 hours of the incident to:

United States Postal Inspection Service (USPIS) Physical Security Specialist (PSS) – Washington Division

**** If the keys are found or returned, notify the Inspection Service immediately ****

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Purpose

- The Postal Service uses Arrow/MAL (Modified Arrow Lock) keys to gain access to relay boxes, apartment panels, outdoor parcel lockers, and neighborhood delivery and collection boxes. Therefore, accountability of the unique locks and keys assigned to an office is critical.

Specification

- Every office must maintain an up-to-date list of all Arrow keys and follow proper procedures when dealing with broken and missing keys. (Reference # 273.461 ASM and Helping Hand #23). To access Helping Hand # 23 use link below
(<https://blue.usps.gov/search.htm?Ntt=helping+hand+%2323&No=0&Nr=OR%28Site%3ABlue%29>)
- Arrow key inventory is required twice a year (January and July) by the Installation Head

Policy and Procedures

Issuing of Keys

- All Arrow keys remain the property of (Name of facility).
- Key inventory log must be used daily.
- All keys shall be properly authorized by signature or key check if applicable before issuing to individuals.
- Keys should be issued only to individuals who have a legitimate need for the key.

Returning Keys

- Turn in Arrow keys in exchange for assigned key check or signature clearance.
- All returning Arrow keys should be deposited in a secure location, for instance, a designated storage box. Also supervisor/clerk must verify all keys have been returned and accounted for daily.
- All lost Arrow keys shall be reported immediately to the Inspection service. If Arrow keys are found or returned notify Inspection Service immediately.

Lost Keys

- If Arrow key is missing/lost immediately report to your supervisor, supervisor must report missing/lost US Postal Inspection Service (1-877-876-2455) (ASM 223.32).
- If keys are found or returned, notify the Inspection Service immediately.

Broken Keys

- Broken Arrow keys must be maintained on the key inventory log until returned to the vendor.
- Use Helping Hand #23 program for broken Arrow keys and use signature confirmation for tracking purposes. (To access Helping Hand #23 use link below)

(<https://blue.usps.gov/search.htm?Ntt=helping+hand+%2323&No=0&Nr=OR%28Site%3ABlue%29>)

Employee Responsibilities

All employees must sign out or use (key check if applicable) for Arrow/MAL keys. All employees must secure the key to their person using the approved chain. **(Ref POM 633.52, 633.53)**

Registry Clerk Duties and Responsibilities

- Sign registry cage log in and out. **(Ref POM 633.9)**
- Ensure all Arrow keys are accounted for in the am. **(Ref.ASM 273.461)**
- Ensure employee print and sign in and out or use (key check if applicable) for all issued Arrow keys on the Arrow key inventory log. **(Ref. POM 633.9)**
- Keys should only be issued by a designated individual. **(Ref. POM 633.9)**

Carrier Duties and Responsibilities

- Print and sign (name) and or use (key check if applicable) for Arrow key-**(Ref. M-41 Sec-261.21)**
- Keep Arrow key on a chain attached to their clothing at all times while on duty. **(Ref. POM-633.42 and M-41 261.21)**
- If your Arrow key is taken, immediately contact police, Postal Inspectors, (1-877-876-2455) and your supervisor. - **(Ref ASM273.471)**
- If you lose Arrow key, immediately report to your supervisor. **(ASM 273.471)**
- Turn Arrow key in daily, at the completion of your assignment. **(Ref. M-41 261.21)**

Postmaster/ Manager/Supervisor Duties

- Ensure all keys are stored in a locked cabinet. **(Ref. POM 633.42)**
- Ensure all Arrow keys are accounted for in the am. **(Ref. ASM 273.461)**
- Maintain a master key inventory of ALL facilities, Arrow, MAL, and vehicle keys. **(Ref. ASM 273.461)**
- If Arrow keys are stored in a registry cage, make sure the registry sign-in and out log is used daily. **(Ref. 633.52 and 633.53)**
- The Key Control Authority must utilize an effective key control management program and assign the appropriate individual (s) to maintain its use. **(Ref. ASM 273.11, 273.461)**
- Ensure all keys are accounted for at the end of every day. **(Ref. ASM 273.462)**
- Conduct semi-annual audits of Arrow keys and retain for two (2) years. **(Ref. ASM 273.464 Key Survey)**

Safe & Secure: Postal Employee Crime Prevention

- When you issue keys, record the keys' numbers and maintain a record control log. **(Ref. Pub. 302)**
- Immediately report any lost keys to your supervisor. **(Ref. Pub. 302)**
- Ensure all assigned keys are returned immediately upon employee separation. **(Ref. Pub. 302)**
- Always keep your arrow key out of view when not in use. **(Ref. Pub. 302)**
- If someone demands your Arrow key, do not attempt to resist. Give them the key! **(Ref. Pub. 302)** Remember: Arrow key accountability is paramount — both on the street and in the office. **(Ref. Pub. 302)**

STANDARD OPERATION PROCEDURE

September 10, 2019

Standard Operation Procedure- Ordering Arrow Locks and Key

The Postal Service uses Arrow locks to secure collection and relay boxes, apartment panels, outdoor parcel lockers, neighborhood delivery and collection boxes, therefore accountability of the unique lock and keys assigned to an office is critical. Every Office must maintain an up-to-date list of all Arrow keys and follow proper procedures when dealing with broken and missing keys.

The following procedure for ordering Arrow locks and keys goes into effect immediately.

The postmaster, manager or supervisor requesting new Arrow locks and/or keys must submit an eBuy with the following:

The title of the eBuy report must state "Arrow Lock", "Arrow Key" or " Arrow Lock and Key".

Justification must include the reason for the need to order.

- For **new keys** not being ordered due to damage or loss, an explanation for the request must be added to justify increasing the number of keys at the facility.
 - If additional locks is due to new deliveries, the addresses where the locks will be installed must be included.
- For **broken key** replacement, indicate disposition of the broken key per the Arrow/ Mail Key accountability Guide and National Materials Customer Service Helping Hand #23 informational sheet.
- For **lost keys**, reference the attached guide and indicate in the justification who contacted the Inspection Service and when that occurred and provide the series of the key, serial number, and ZIP Code served by the key, as well as the person to whom the key was last assigned.

Please note the eBuy requisitioner will need to manually add additional approvers to fulfill this requirement. The eBuy requisition routing must include the following:

- Immediate manager
- United States Postal Inspector or Physical Security Specialist assigned to the immediate region
- Manager, Operations Program Support-District
 - District Finance ManagerAny requisitions that do not have all of the above included in the approval chain must be declined and resubmitted.

Mandatory Stand-Up Talk

Arrow key security depends on aware employees

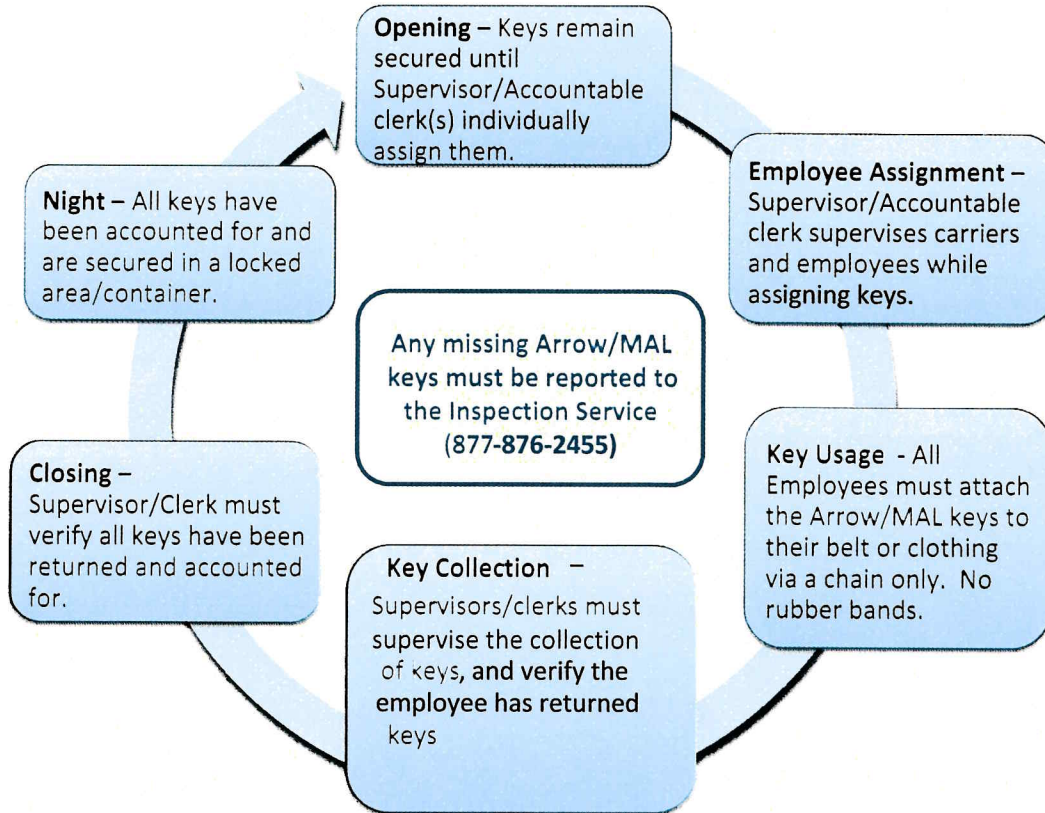
The Postal Service's best security force is the people who work here.

The Postal Inspection Service has documented the fact that lost or stolen arrow keys can and have been used to steal mail from collection boxes, apartment mail boxes, and NDCBUs (neighborhood delivery collection box units). These thefts damage the USPS' reputation as the protector of the sanctity of the mail and diminishes the valuable public trust in the nation's mail system to our customers.

- All keys are accountable property and subject to strict controls. A code number, series number, and a key number are stamped into the head of each arrow key. That key number is used for accountability. Carriers must sign for arrow keys issued to them or use the key check system.
- Arrow keys assigned to carriers and collectors must be secured by attaching the keys to their belts or clothing as required by *POM, (Postal Operations Manual)* which states: "Carriers must keep Arrow lock keys attached to their clothing by a chain at all times while on duty."
- Do not leave the keys unsecured inside your vehicle or in your pocket. The chain is there to protect the key from being left in a lock or dropped.
- If keys are lost or stolen, report immediately to your supervisor so the Postal Inspection Service can be notified by telephone.
- If you see anyone other than an employee opening a collection or relay box, an apartment mail box, or NDCBU while on your route, *immediately* call your supervisor. Local police should be notified by calling 911, and the supervisor must notify the Postal Inspection Service.
- Provide a complete report, including a physical description of the suspect and clothes he or she is wearing, as well as the make, model, color and license plate number of any vehicle used by the thief. However, NEVER place yourself in jeopardy by attempting to apprehend the person yourself.

Attachment #1

Key Accountability Process



INDIVIDUAL ARROW/MAL KEY ACCOUNTABILITY AT ALL TIMES

Arrow Key Video

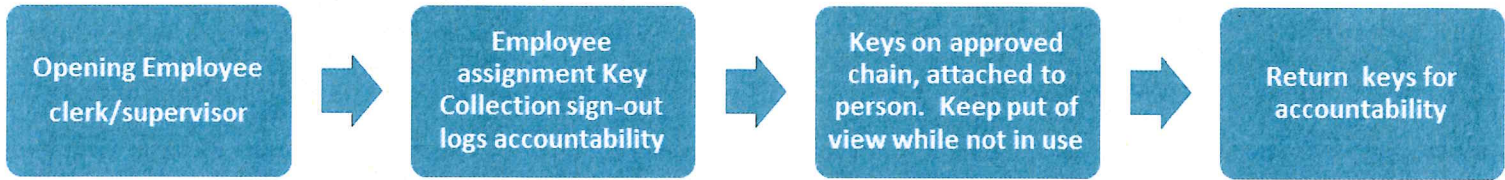
Arrow Keys

**Accountable
Items**

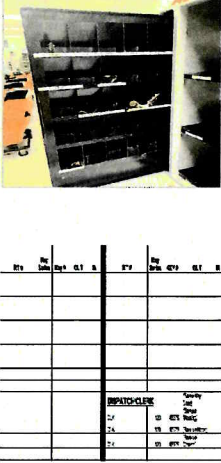
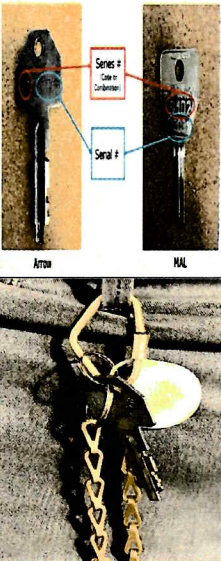
ID Number





<https://blue.usps.gov/corpcomm/uspstv/training/arrow-keys.htm>



Standard Work: Arrow key Accountability

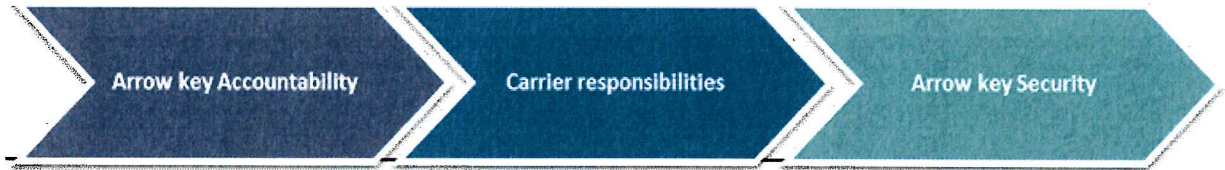
Visual	Important Steps	Key Points	Reason for Key Points
	<p>Opening Employee (clerk/supervisor) Employee Assignment</p> <ul style="list-style-type: none"> Keys are to be verified and given out by accountable clerk or mgmt. Employees must sign out for their keys 	<ul style="list-style-type: none"> Keys remain secured until Supervisor/Accountable clerk(s) individually assign them. Supervisor/Accountable Clerk supervises all employees while signing out keys on the inventory logs Unassigned keys (spares) MUST be listed on the inventory log. <p>Any missing keys must be reported to the US Postal Inspection Service (877-876-2455) immediately.</p>	<p>Unassigned keys MUST be secured (locked) in a place accessible only to the Postmaster or designated alternate. ASM 273.463.</p> <ul style="list-style-type: none"> They MUST be listed on the key inventory log. POM 633.51 and ASM 273.461. <p>To ensure individual accountability, there must be a sign out sheet where the keys are secured. ASM 273.461.</p> <p>(POM 633.42, 633.52, 633.53)</p>
<p>What does an arrow key look like?</p> 	<p>Key Usage Responsibility</p> <ul style="list-style-type: none"> Keys are signed out Immediately attach chain to belt loop or person Keys are to be kept in pocket, out of site while not in use. Broken/lost keys are to be reported immediately 	<ul style="list-style-type: none"> All Employees must attach the Arrow/MAL keys to their person (belt or clothing) via approved chain only. Broken keys must be maintained on key inventory log until returned to the vendor. All employees... This includes clerks and management, not just carriers. ...attach the Arrow/MAL keys securely on their belt or clothing at all times... Use the brass chain available through eBay, item # D1217A and keep it attached to your belt/clothing. ...when the keys are assigned: When you are assigned the arrow key and remove it from the secured, locked container, it is immediately attached to your belt. 	<ul style="list-style-type: none"> Always keep out of view when not in use Securely fasten arrow key chains to a belt to prevent loss Lanyards or wrist-wraps are not approved substitutes. Short chains which must be removed from your clothing in order to reach the lock are a violation of "at all times." Use the brass chain, attached to your clothing Do not place it on top of the safe "for later," hang it on a hook, leave it on the counter, or place it in

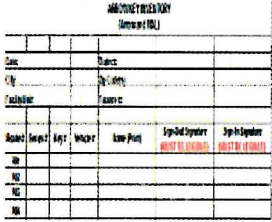
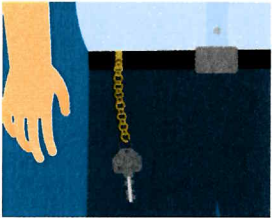


			<p>a drawer whether or not that drawer is locked.</p> <ul style="list-style-type: none"> Keep the chain for your mailbox keys securely fastened to your belt loop and place the keys and chain in your pocket when you are not using them. Dangling, swinging keys and chains can be dangerous.
	<p>Key Collection Lost Keys <u>counterfeit</u> Arrow/MAL keys</p> <ul style="list-style-type: none"> Arrow keys are to be attached to approved gold chain, while in use or in your pocket. 	<ul style="list-style-type: none"> Supervisors/clerks must supervise the collection of keys and verify the keys (serial numbers) match with the key inventory log. Facility should make attempt to locate key. Any missing/lost or stolen key must be reported to the US Postal Inspection Service (1-877-876-2455) (ASM 223.32) 	<ul style="list-style-type: none"> Arrow/MAL keys or keys to rooms that secure Arrow/MAL keys should never be stored unsecured. Unassigned (spare keys)
	<p>Closing</p> <ul style="list-style-type: none"> Keys and chains are to be removed from person only while in office and turning them in as an accountable. Keys are to be verified by accountable clerk or mgmt. <p>All keys are to be secured daily</p>	<ul style="list-style-type: none"> Night All keys must be verified and are accounted for each night Supervisor/Clerk must be accounted for and are secured in a locked area/container 	<ul style="list-style-type: none"> Lost and stolen keys could be used for misuse, theft, and destroying the Brand!!

Attachment #4

Arrow lock key procedures

Standard Work: City and Rural Letter Carriers



Visual	Important Steps	Key Points	Reasons for Key Points
	<p>1. Arrow Key assignment</p>	<ul style="list-style-type: none"> • Verify Arrow key number before signing Inventory log. <ul style="list-style-type: none"> ○ Carrier print and sign for Arrow key or use (key check if possible) 	<ul style="list-style-type: none"> • Ensures all employees are aware of the process • Maintains accountability
	<p>2. Carrier duties.</p>	<ul style="list-style-type: none"> • Keep Arrow key on an approved chain attached to their clothing at all times while on duty. • Keep Arrow key separated from other keys. 	<ul style="list-style-type: none"> • Keeps Arrow key secure
  <p>UNITED STATES POSTAL INSPECTION SERVICE</p> <p>1-877-876-2455</p>	<p>3. Arrow key security</p>	<ul style="list-style-type: none"> • Keep Arrow key out of view when not in use. • If someone demands your Arrow key, do not attempt to resist. Give them the key! • If Arrow key is taken immediately contact the following: <ul style="list-style-type: none"> ○ police, ○ Postal Inspectors, (1-877-876-2455) ○ Supervisor • If you lose Arrow key, immediately contact your supervisor. • If Arrow key is broken notify your supervisor immediately. • Turn Arrow key in daily at the completion of your assignment (If a clearance clerk is not available, Arrow lock keys should be returned to supervisor for clearance.) 	<ul style="list-style-type: none"> • It's a Federal offense to use Arrow keys for illegal activities, and individuals can be held criminally responsible for their misuse. • Arrow key accountability is paramount both on the street and in the office



RECORD OF ENTRY



Record of Entry into Registry Section

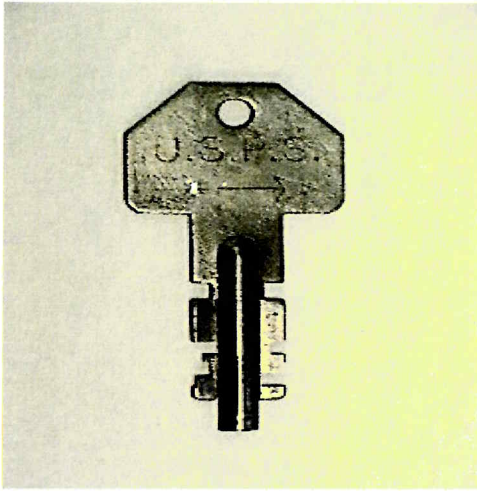
Check Applicable Box

Window City Valuable

Signature	Date	Time		Signature	Date	Time	
		In	Out			In	Out
				Checked by (Supervisor)			

Attach

Arrow Key Visuals



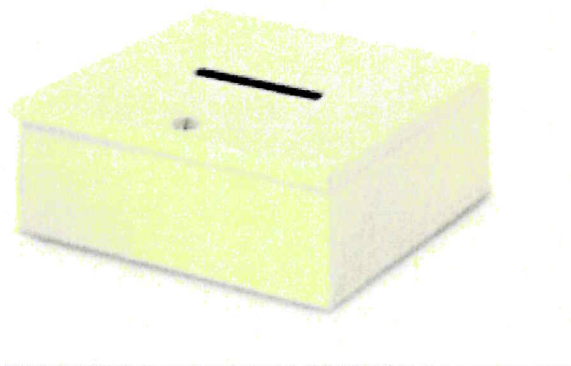
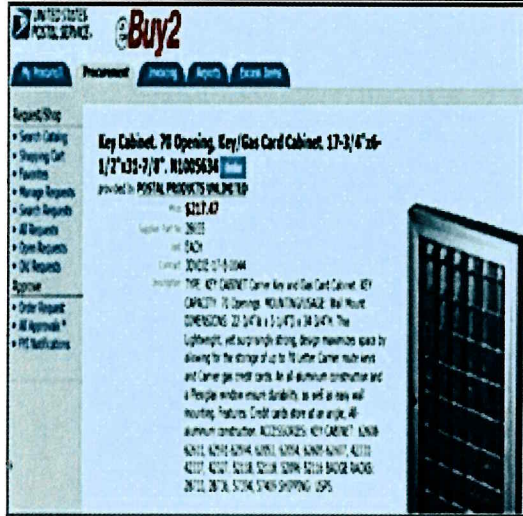
Arrow Key



Mal Key



Arrow key chain-eBuy #(D1217A)



Arrow Key Cabinet- eBay # (N1005634)

Security Lock box-eBay # (N1017415)

Attachment #9

Attachment #11

References

POM- Postal Operations Manual

632.2 Keys to Customer's Private Mail Receptacle

632.21 General

- Carriers are prohibited from accepting keys for locks on private mail receptacles, buildings, or offices, except where an electromechanical door lock system or a key keeper box located within convenient reach of the door is used. Both devices must incorporate an Arrow lock to access the key or device needed to gain entry to the building. If customers place locks on their receptacles, the receptacles must have slots large enough to accommodate their normal daily mail volume so that delivery may be made by the carrier without using a key.

633.42 Arrow Lock Keys

- Employees must turn in Arrow lock keys daily on completion of duty. Carriers must keep Arrow lock keys attached to their clothing by a chain at all times while on duty. If a clearance employee is not available, Arrow lock keys (and any other postal keys in temporary use, such as for vehicles) should be deposited in a secure location, for instance, a designed storage box.

633.52 Keys Assigned to Carriers

Have each carrier receipt mail keys issued to them. To eliminate the need for the carrier to repeatedly sign the key record book or PS Form 1628, use one of the following plans:

- Make up sets of keys for each route and enter the number of each key in the key record book. Opposite the key number, place the number of the route to which the key is assigned. Issue metal or fiber key checks, each bearing a different number, to both regular and substitute carriers and obtain a receipt from the carriers. When a carrier calls for a set of keys assigned to the route the carrier is serving, have him or her surrender his or her key check. Place the check in the separation in the key case. Return the check to the carrier when he or she returns the key.
- Make up sets of keys for each route and attach a tag bearing a serial number to each set. Enter this number, in addition to the route number, in the key record. This number will identify the set of keys and may be entered on the receipt to be signed by a substitute carrier for any set the carrier draws. The sets of keys may be issued to regular carriers upon surrender of key checks issued to them.

633.53 Keys Assigned to Other Employees

Keys assigned to other employees for collection purposes must be accounted for as prescribed above.

633.9 Receipt and Control

- Receipt and control all mail keys and locks according to the instructions in ASM 273.

M-41- City Delivery Carrier Duties and Responsibilities

261.2 Receipting for Accountable items

261.21 Keys

- A numbered check is issued to each employee. When you surrender the check, you will be given an Arrow key. (In some instances, a signature is used in place of a numbered check.) The keys are on a chain which must be securely fastened to a belt or clothing. Keys must be returned at the end of the tour of duty.

ASM- Administrative Support Manual

273.46 Key Accountability

273.461 Key and Access Control Device Accountability

- Postmasters must keep an accurate inventory (including serial number and brand name of lock, total number of keys available, location of lock by door and/or room number, how and when disposed of) of all building keys and signed receipts for all assigned keys. When keys are assigned, personnel receiving the keys must sign a copy of PS Form 1628, *Individual Key Record*. If the facility has a card access control system, postmasters must maintain an accurate inventory of assigned access control devices.

273.462 Return of Keys

- When an employee's duties no longer require the use of an assigned key or the employee leaves the service, the key must be returned immediately. The date of return is then entered on Form 1628 as the release of accountability. If keys used to operate exterior doors to the facility are not returned, the locks must be replaced or rekeyed when disposed of all assigned keys.

273.463 Unassigned Keys

- Store all unassigned keys in a secure place accessible only to the postmaster or a designated alternate.

273.464 Key Survey

- Conduct a semiannual physical survey of all building keys

273.471 Procedures

- Immediately report a lost or stolen key or access control card to the Inspector in charge. Describe in detail the key or access control card, case, or key chain. If the key is lost to an outside door, immediately exchange the lock cylinder on the entrance door with one from the interior of the building that is not operable by the building master key.

Handbook DM-902**4-2.2 Clerk-in-Charge of the Vault, Safe, or Security Cage**

- Employees in charge of or working in the valuable cage or vault must sign and note their times of entering and leaving the valuable cage or vault each time. Use a PS Form 1625 for recording the times.

REFERENCES-MANUALS**Publication 302 - Safe & Secure: Postal Employee Crime Prevention****Handbook DM-902****M-41-City Delivery Carriers Duties and Responsibilities****POM- Postal Operations Manual****ASM- Administrative Support Manual****ELM- Employee and Labor Relations Manual****EL-901-Agreement between USPS and National Association of Letters Carrier, AFL-CIO****EL-902- Agreement between USPS and National Rural Letter Carrier, Association****EL-903- Agreement between USPS and the National Postal Mail Handlers Union****EL-912- Agreement between USPS and American Postal Workers Union**
<https://blue.usps.gov/cpim/hbkid.htm>

Arrow Key Certification

1. Manager/postmaster certified that all EAS including 204B's have review the entire Arrow Key reference guide (completion date by (May 2nd-May 8th) Date certified_____.
2. Manager/postmaster certified that all supervisors/including 204B presented the Arrow key video, the (2) Standard Work Arrow key instructions to all employees and posted them. (completion date by May 09-May-15th) Date certified_____.
3. Offices has completed the Arrow key Accountability Process items and emailed certification to District Ops by (May 22nd) Yes___ No___. Any negative answers must be abated within 60 days and recertification sent back to District Ops with 100% compliance.
4. Arrow key last semi-annual inventory audit conducted on _____, If not conducted in last 6 months must be performed within the next 30 days. Date schedule_____.

Arrow key Accountability Process Items:

1. The certifying office has documented and have on file a current arrow key inventory. Yes___ No___. (Updates should be done each July and January)** If Inventory was not completed in January-update and maintain July and January moving forward.***
2. The certifying office has been made aware and briefed on the existing arrow key accountability policies. Yes___ No__ Abatement date completion_____
3. The certifying office has established an arrow key accountability process for the AM, PM, and Sunday (if applicable). Yes___ No__ Abatement date completion_____
4. The certifying office requires arrow keys to be signed out and/or use key check (if applicable) (with supervision) in the morning. Yes___ No__ Abatement date completion_____
5. The certifying office requires arrow keys to be signed in and surrender key check (if applicable) (with supervision) in the evening. Yes___ No__ Abatement date completion_____
6. The certifying office locks and secures arrow keys in a container that is not easily stolen (safe, accountable room, registry cage or locked security carts). Yes___ No__ Abatement date completion_____
7. The certifying office never leaves arrow keys unsupervised after the container storing them is unlocked. Yes___ No__ Abatement date completion_____
8. The certifying office requires carriers to keep arrow keys on their person separate from any other keys (vehicle keys, personal keys) and secured to their belt or clothing via chain while keys are checked out. Yes___ No__ Abatement date completion_____
9. The certifying office has been made all the employees and management aware of the procedure to report a broken arrow key. Yes___ No__ Abatement date completion_____
10. The certifying office has been made aware all employees and management aware of the procedure to report a lost and/or stolen arrow key. Yes___ No__ Abatement date completion_____

CERTIFICATION

Arrow Key Accountability Process

Certification

I, (insert full name), the installation head of (insert office name) located in the _____ **District**, certify that the office named above and any subordinate offices are in compliance with the ten (10) arrow key accountability items listed below.

1	The certifying office has documented and have on file a current arrow key inventory. (Updates should be done each July and January)** If Inventory was not completed in January-update and maintain July and January moving forward.** Yes <input type="checkbox"/> No <input type="checkbox"/>
2	The certifying office has been made aware and briefed on the existing arrow key accountability policies. Yes <input type="checkbox"/> No <input type="checkbox"/>
3	The certifying office has established an arrow key accountability process for the AM, PM, and Sunday (if applicable). Yes <input type="checkbox"/> No <input type="checkbox"/>
4	The certifying office requires arrow keys to be signed out and /or use key checks (if applicable) (with supervision) in the morning. Yes <input type="checkbox"/> No <input type="checkbox"/>
5	The certifying office requires arrow keys to be signed in and surrender key check (if applicable) (with supervision) in the evening Yes <input type="checkbox"/> No <input type="checkbox"/>
6	The certifying office locks and secures arrow keys in a container that is not easily stolen (safe, accountable room, registry cage or locked security carts). Yes <input type="checkbox"/> No <input type="checkbox"/>
7	The certifying office never leaves arrow keys unsupervised after the container storing them is unlocked. Yes <input type="checkbox"/> No <input type="checkbox"/>
8	The certifying office requires carriers to keep arrow keys on their person separate from any other keys (vehicle keys, personal keys) and secured to their belt or clothing via chain while keys are checked out. Yes <input type="checkbox"/> No <input type="checkbox"/>
9	The certifying office has made all the employees and management aware of the procedure to report a broken arrow key. Yes <input type="checkbox"/> No <input type="checkbox"/>
10	The certifying office has made all the employees and management aware of the procedure to report lost and/or stolen arrow key. Yes <input type="checkbox"/> No <input type="checkbox"/>

Any negative answers must be abated within 60 days and re-certification must be submitted with 100% compliance*

Date: _____

Office Name: _____

Installation Head Signature: _____

Please submit completed and signed certifications to your POOM designee by Thursday, April 30, 2020

Arrow Key Certification

Full name of the EAS employee completing this certification:

By completing this certification, you are asserting that:

- All EAS employees, including 204bs, have reviewed the entire Arrow Key reference guide. Completion date:

- Arrow Key Video and both Arrow Key Standard Work Instructions documents have been presented to all employees, and these documents are posted. Completion date:

- This office has completed the Arrow Key Accountability Process items (see below) and e-mailed certification to district ops. No Yes. If no, issues must be abated within 60 days. After abatement, return to this site and update this certification.

When was the last semi-annual Arrow Key inventory audit conducted?

If it has been more than six months, the next audit must be performed within the next 30 days. When is the next audit scheduled?

Arrow Key Accountability Process Items

No Yes Abatement date: 1. This office has documented and has on file a current Arrow Key inventory. (Inventory should be updated each July and January. If inventory was not completed in January, complete inventory immediately and maintain January and July schedule moving forward.)

No Yes Abatement date: 2. This office has been made aware and briefed on the existing arrow key accountability policies.

No Yes Abatement date: 3. This office has established an Arrow Key accountability process for the AM, PM and Sunday operations (if applicable).

No Yes Abatement date: 4. This office requires Arrow Keys to be signed out (with supervision) in the morning.

No Yes Abatement date: 5. This office requires Arrow Keys to be signed in (with supervision) in the evening.

No Yes Abatement date: 6. This office locks and secures Arrow Keys in a container that is not easily stolen (safe, accountable room, registry cage or locked security carts).

No Yes Abatement date: 7. This office never leaves Arrow Keys unsupervised after the container storing them is unlocked.

No Yes Abatement date: 8. This office requires carriers to keep Arrow Keys on their person separate from any other keys (vehicle keys, personal keys) and secured to their belt or clothing via chain while keys are checked out.

No Yes Abatement date: 9. This office has been made aware of the procedure to report a broken Arrow Key.

No Yes Abatement date: 10. This office has been made aware of the procedure to report a lost or stolen Arrow Key.

Certification status will be 'Complete' when:

- All questions are answered 'yes'.

- All dates are filled in.