

| |
|--|
| IDC-LOST AND FOUND PROCEDURE/PROCESS |
|--|

A. Purpose

The purpose of this document is to provide a formal procedure for dealing with items lost or found within our office premises.

B. Definition

‘Lost and Found Property’ or ‘L&F Property’ means any unattended, abandoned, misplaced, or forgotten item including but not limited to office equipment issued to an associate and any personal items of anyone working in IDC or visitors/ vendors, which are found within the office premises, pending the identification of the rightful owner or appropriate disposal thereof.

C. Security Desk and L&F Register.

The Security Officer (SO) stationed at the reception of each of the IDC offices will receive and record all L&F Property in the lost and found register and follow the process mentioned below :

Lost and Found Procedure

- Upon receipt of the L&F Property the SO will log/record it in the L&F Register. The format of the L&F Register is at Appx A.
- This register should only be accessible to Security Manger and to nominated SO and Security Supervisor. The access list to be decided by Security Manager at IDC
- After completion of registration process, the L&F Property will be kept with the L&F Desk until the end of day
- All perishable items will be destroyed at the end of the day

D. Custody of L&F Property

- All L&F Property turned in but unclaimed before the end of the regular business day must be placed in the secure L&F cabinet
- All L&F Property should be put in a pouch/envelope with the tag giving the details of the item
- All L&F Property will be kept with the L&F desk until claimed by the loser or up to a max of 3 months except for company property which will be handed over to the ADE.

E. Claiming of Lost Property

- To claim a L&F Property, the claimant needs to provide reasonable details of the L&F Property to the SO based on which the SO may hand the L&F Property over to the claimant
- Thereafter present a valid photo ID and is required to sign off on the L&F Property on the L&F register

Guidance for SO for Receiving, Recording, Storing & Disposal of the L&F Property (Appx B)

Guidance for Finders and Claimants (Appx C)

F. Disposal

All unclaimed L&F Property will be disposed as mentioned below

i. Office IT Equipment

All IDC IT equipment not claimed by the end of the day to be handed over to ADE/IT section, with item description and signature of person accepting it with date.

ii. Personal Items

All other L&F Property will be kept with Security for a period of 3 months. If still not claimed within this period the items will be disposed as under :-

- Electronic items – To be handed over to ADE
- Bank Cards/ other Documents- To be destroyed
- All other items – To be handed over to the IDC Smile committee pursuant to which the Smile Committee shall dispose the articles and use the proceeds for charitable purposes in accordance with Walmart policies

The items handed over should be properly documented with signature of the person receiving it.

Appx A

L&F REGISTER

| Ser No | Date & Time | Description of Item | Date & Time of Find | Loc | Name of Finder | Sign of Finder | Sign of SO | Name of Claimant | Sign of Claimant | Remarks |
|--------|-------------|---------------------|---------------------|-----|----------------|----------------|------------|------------------|------------------|---------|
|--------|-------------|---------------------|---------------------|-----|----------------|----------------|------------|------------------|------------------|---------|

Appx B

Guidance for SO for receiving, recording, storing & disposal of the L&F Property

- SO receiving L&F Property should take cognizance of the undermentioned actions
- On receipt of the item SO should note its description and any contents in the presence of the finder
- If an item of jewelry is handed into do not record assumption of its composition. In the case of a person handing in what appears to be a gold and diamond ring it should be recorded as YELLOW METAL CONTAINING WHITE STONES etc. this should be the standard procedure. This is to ensure that there is no liability on staff for handing in or storing found items, an example of this is as follows
- Wallets / Purses containing cash MUST have the money counted and noted in the presence of another person and the finder.
- For mobile phones and other electronic items ensure all details including the brand, model & serial number is noted
- In case of a bag, it should be opened in presence of the finder and another person and all contents noted meticulously
- While handing over the items to a claimant, kindly ensure to get all details of the lost item and be convinced that the claimant is the rightful owner, in case of doubt refer the matter to the Security Manager
- Get signatures, details of the claimant’s ID and record it in the register

Appx C

Guidance for the Finders & Losers

Guidance for finders

- When an item has been found the finder should take this item as soon as possible to L&F Desk and hand it over
- Under no circumstances the finder try to locate the Loser and hand over the item to him/ her directly, it must be routed through the L&F Desk
- Ensure the item is recorded by the security staff and sign for it in the register
- In case of wallet/ bag , it should be opened and details of all contents noted in your presence

Guidance for the loser

- On discovering you have lost an item you should notify the L&F Desk
- While informing the desk include as much detail as possible about the item including where it was last seen, identifying marks etc.
- In the case of bank cards please notify your bankers immediately
- While receiving the item from the L&F desk check thoroughly and sign off for the property received