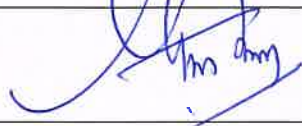


E L C I T A

**STANDARD OPERATING PROCEDURE
FOR
LOST AND FOUND ITEMS**

Date: 16 Dec 23	Authorised By 
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EPA

STANDARD OPERATING PROCEDURE FOR LEAD AND COPPER TESTS

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CONFIDENTIAL

Item	Description	Quantity	Unit Price	Total Price
1	Item 1	10	100	1000
2	Item 2	5	200	1000
3	Item 3	2	500	1000
4	Item 4	1	1000	1000
5	Item 5	1	1000	1000

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1. PURPOSE

The following policy and procedures are intended to ensure that items reported lost or found are properly accounted for and, in the case of items found, returned to their rightful owners, or disposed off by ELCITA. Once the found items are turned in to the ELCITA Security Control Room, reasonable efforts will be made to ensure that they are returned to their rightful owners.

2. DEFINITION AND CLASSIFICATION

In this policy, “lost and found property” means any unattended, abandoned, misplaced, or forgotten item, including, but not limited to, equipment, cash, jewellery, books, documents, or personal identification paper - which is found within the boundaries of ELCITA, pending the identification of the rightful owner, or appropriate disposal of by ELCITA management.

Lost and found items are classified as Valuable items, Non-valuable items and Perishable items.

3. POLICY

Every lost and found item is dealt with in accordance with the category of the item specified. All lost and found items should be handed to the Control Room for safe keeping and further disposal.

3.1 Valuable items: Items having intrinsic value including, but not limited to, cash, backpacks, cell phones, laptops, tablets, jewellery, watches, keys, wallets, equipment and personal identification documents like license, passport, credit cards, etc.

3.1.1 All valuable lost items should be handed over to the SSO/ Security Manager for safe keeping. A safety locker is placed in the Security Control Room for lost and found items with access only given to the SSO and Security Manager.

3.1.2 These category items will be kept for three months only.

3.1.3 Brief description of found items will be displayed in ELCITA web site for three months to enable losers to identify their property and claim them.

3.1.4 People who have lost these items should check ELCITA website and contact the control room to claim their lost property.

3.1.5 Unclaimed items will be disposed off as per directions CASO/CEO.

3.2 Non-valuable items: Items deemed to have no intrinsic or significant resale value including, but not limited to clothing, uniform, shoes, stationeries, eyeglasses, and miscellaneous personal possessions.

3.2.1 These category items will be kept for one month only.

3.2.2 Brief description of found items will be displayed in ELCITA web site for three months to enable losers to identify their property and claim them.

3.2.3 People who have lost these items should check ELCITA website and contact the control room to claim their lost property.

3.2.4 Unclaimed items will be disposed off as per directions CASO/CEO.

3.3 Perishable Items: Items deemed to have short shelf life including, but not limited to, food, milk, flowers etc.

3.3.1 Perishable lost and found items will be saved for a day only.

3.3.2 Only in exceptional circumstances, will they be kept for longer period, if approved by CASO.

3.3.3 Unclaimed perishable items to be disposed off by Security Manager after informing CASO or handed over to SWM facility.

3.4 Documentation: One separate register is maintained for each category of items. Details of the lost & found item, finder, location, claimer, and disposal will be recorded in the registers.

4. LOST ITEM PROCEDURE

Persons who lose any item should report the details, as soon as they become aware of the loss, to the Security control room, who shall immediately report the same to the Assistant Security Officer (ASO) on duty/ Security Officer (SO) / Security Manager (SM).

4.1 Losses may be reported by phone to control room or physically.

4.2 ASO on duty/ SO will check for the lost items in the Lost & Found Registers at the control room. If item resembles a found item, the loser will be informed to claim the item from the Control Room by establishing ownership in accordance with the Claims Procedure.

4.3 If there is no match with the found items, ASO/SO will inform the guards on duty in the area where the item was lost to report if any such item is observed.

4.3 The security manager will investigate the claim and hand over the item to claimant if ownership is established.

4.4 Details of the claimant will be recorded in the register and signature of the receiver will be obtained.

5. FOUND ITEM PROCEDURE

Persons finding any lost property shall inform the ELCITA control Room as soon as possible and hand over the found item within 24 hours from the time of finding along with the following information:

- Finder's name and contact number.
- Description of the items found.
- Date and time of finding.
- Precise location where the item was found.
- Details of witness to the finding, if any.

5.1 The Security Control Room staff will take the following actions:

5.1.1 Inspect the item(s) in the presence of the person handing in the property, covering all contents including money, credit cards, or other valuables.

5.1.2 Recording the Lost & Found register.

- Enter details of the found items in the Lost & Found register of the appropriate category.
- If owner identification (name, phone number, etc.) is available from the found property, record the owner's information also in the Lost & Found register and inform the owner as soon as possible.

5.2 Once the found items are turned in to the ELCITA, reasonable efforts will be made to ensure that they are returned to their rightful owners.

5.3 When the found item contains the identification of its owner, an attempt to reach said owner shall be made on the same day.

5.4 General description of items found will be published on ELCITA website, in accordance with the Policy at Para 3 above. Specific details like make & model will not be published.

6. CLAIMING AND COLLECTION OF FOUND ITEMS

Losers of items need to visit ELCITA website to look for Lost & Found items. If they wish to claim any found item as theirs, they need to visit ELCITA Security Control room along with proof of ownership. When persons claim any found item as theirs, the security control room shall:

6.1 If satisfied that the claimant is the rightful owner of a found item that is of perishable or non-valuable category, the control room staff can hand over the item after informing the ASO/SO/SM.

6.2 If the claimed item is of valuable category, the control room staff shall refer the claim to SM. SM will investigate the claim and obtain approval of CASO for handing over the valuable item, if ownership is verified.

6.3 Claimant who is receiving the Lost & Found item shall provide proof of his/her identity, sign in the lost & found register and collect the item.

6.4 A copy of receiver's ID card will be attached to the rest of the documents.

6.5 In all cases, means of disposal, shall be noted in the register of lost and found items and receipts filed.

7. DISPOSAL OF UNCLAIMED FOUND ITEMS

Unclaimed items will be disposed off in accordance with the direction of CASO/CEO as follows:

- 7.1 Unclaimed cash will be used for the purposes of charity or incentivising finders of items. Receipts will be shown to CASO/CEO and filed.
- 7.2 Unclaimed items having resale value will be handed over to charity organisations or needy persons by SM in the presence of a witness. Photographic evidence of the transfer of items will be shown to CASO/CEO.

- 7.3 Unclaimed non-valuable items having little or no resale value will be disposed off as waste material by SO/ASO after informing SM.
- 7.4 Perishable items will be disposed off as waste material by SO/ASO after 24 hours.
- 7.5 In all cases, means of disposal, shall be noted in the register of lost and found items along with evidence.