





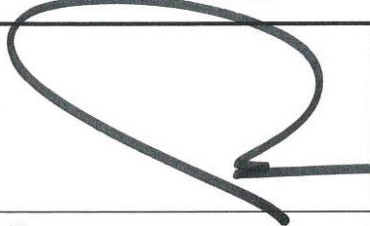
CONVENTION & EXHIBITION (PUTRAJAYA) SDN. BHD.


LOST & FOUND

Co-X/CDS/SOP05

Revision No.: 00

Effective Date: 1st November 2022

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1.0 OBJECTIVE

The objective of this procedure is to provide a means to hold lost items in order to return them to their rightful owner and to ensure that lost and found items should be stored in a secure area.

2.0 SCOPE

This procedure is applicable to Customer Service Section (CSS) and Security Department, who are involved in the Lost & Found Management Report, analysis and related activities at Co-X and its premises.

3.0 DEFINITION

- 3.1 Co-X : Convention & Exhibition (Putrajaya) Sdn. Bhd.
- 3.2 PICC : Putrajaya International Convention Centre
- 3.3 CSS : Customer Service Section
- 3.4 HOD : Head of Department
- 3.5 QHSE : Quality, Health, Safety & Environment
- 3.6 MR : Management Representative
- 3.7 FBMS : Facility Booking Management System


4.0 RESPONSIBILITIES

4.1 The CSS is responsible to :

- 4.1.1 Handling lost and found report and items / property.
- 4.1.2 All found item or property are kept in secure storage within the Business Centre or at Reception Counter and remain the item or property until claimed.
- 4.1.3 After CSS end shift, all found item or property must be given to Security Department.
- 4.1.4 Items or property found in Co-X and its premises area will be kept in a designated lost and found area for a period of three (3) months for perishable item and six (6) months for non-perishable item.


4.2 The Security Department is responsible to:

- 4.2.1 All found item or property received after CSS end shift should be notify and hand over to CSS on the next day together with report until claimed.
- 4.2.2 Do investigation on reported lost and found cases by CSS.
- 4.2.3 Receive items and property found that has been stored with CSS after three (3) months for perishable item and six (6) months for non-perishable item.
- 4.2.4 To charge with the responsibility of disposing of all unclaimed lost and found items or property received from CSS.

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5.0 REFERENCE


- 5.1 ISO 9001:2015 Clause 8.5.3 – Property belonging to customers or external providers

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6.0 PROCEDURE

6.1 Receive Lost and Found Report

- 6.1.1 CSS shall be responsible to receive any report on lost or found items from either customer or Co-X personnel and make sure all reported items are recorded in the **Lost & Found Report Form (Co-X/CDS/SOP05-R01)**.
- 6.1.2 After CSS end shift, all lost and found items must be given to Security Department to kept in secure storage until hand over to CSS on the next day.
- 6.1.3 CSS shall be responsible in recording all details of founder / claimant and details of item lost / found in Lost & Found Log Book.
- 6.1.4 Staff handling the lost or found case shall be responsible in reporting and giving a copy of Lost & Found Report Form to the Shift Leader of Security Department for record and further action. If an item contains details of identification, CSS shall be responsible in notifying the owner by telephone or email as soon as possible.
- 6.1.5 Security Department shall be responsible in investigating case of item lost or found that reported by CSS.
- 6.1.6 Security Department shall update CSS as soon as possible once the reported lost items or property has been found.
- 6.1.7 When the owner's details is known, unless CSS knows the owner by sight, the person picking up the item will be required to show identification. If the owner's name is not known, the person claiming and picking up the item will be required to describe the item.
- 6.1.8 CSS personnel handling the lost or found case shall refer to item description and reference number before giving the item to customer.
- 6.1.9 Once item have been claimed, it is considered as closed case and CSS personnel handling the case shall be responsible in reporting to the Shift Leader of Security Department along with the copy of Lost & Found Report Form.
- 6.1.10 CSS personnel shall update the Lost & Found Log Book and kept all record for filing.
- 6.1.11 Head of Customer Service shall prepare a monthly report on lost and found items / property report for to be updated in the Management Meeting (if necessary).

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6.2 Unclaimed Lost and Found Items / Property


- 6.2.1 Items unclaimed after three (3) month for perishable item and six (6) for non-perishable item will be labelled as closed case under CSS, thus Security Department shall be responsible with the reported cases.
- 6.2.2 Customer shall understand that items unclaimed after three (3) months for perishable and six (6) months for non-perishable will be discarded by Security Department.
- 6.2.3 Head of Customer Service shall handover the unclaimed lost and found items / property to Security Department to be discarded.
- 6.2.4 Head of Customer Service shall fill-up **Unclaimed Lost and Found Items / Property Handover Form (Co-X/CDS/SOP05-R02)** and transfer all the unclaimed items / property to Security Department.
- 6.2.5 Security Department shall receive the unclaimed lost and found items / property for further action.

7.0 RECORDS

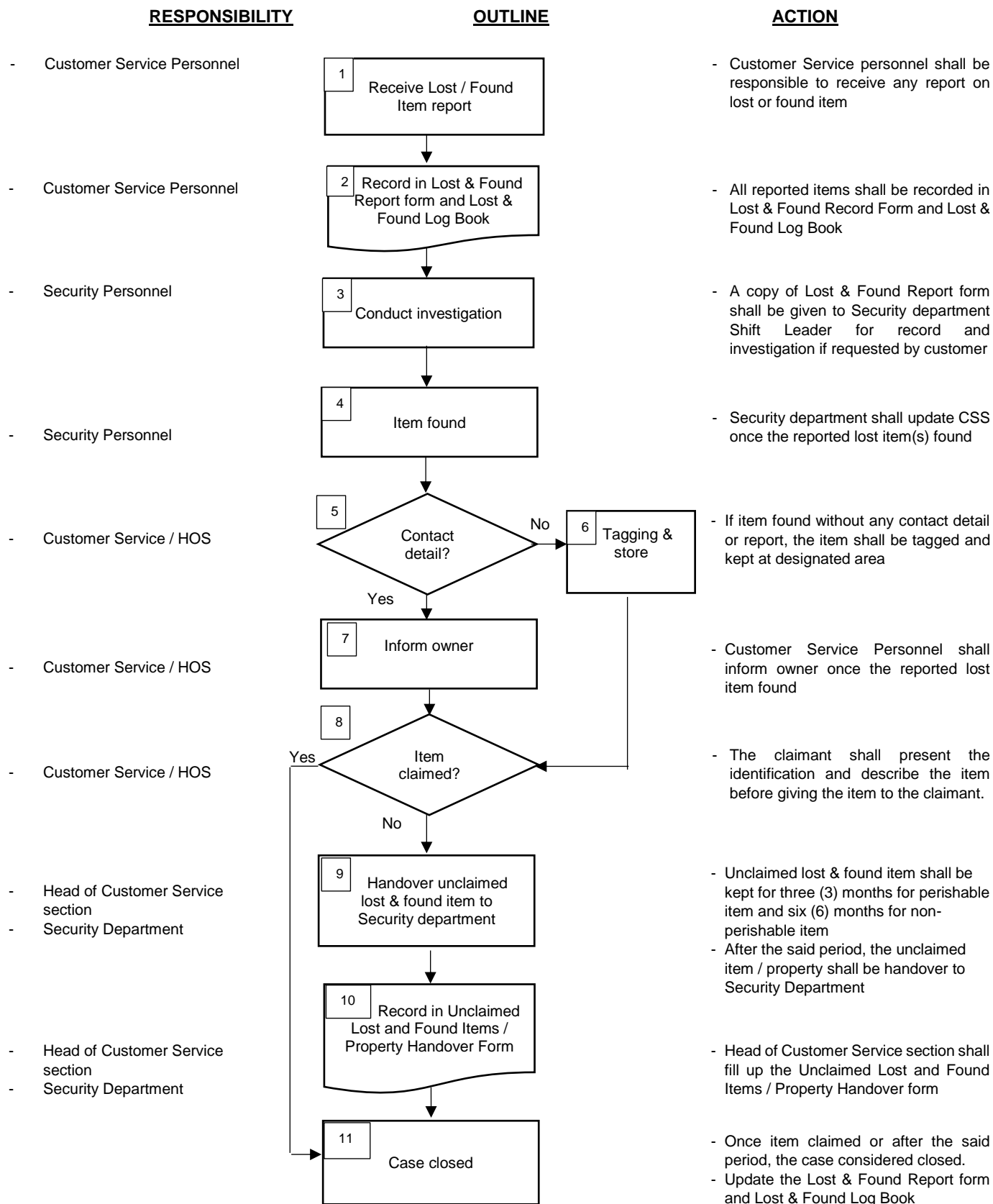
- 7.1 Co-X/SOD/SOP05-R01 Lost & Found Report Form
- 7.2 Co-X/SOD/SOP05-R02 Unclaimed Lost and Found Items / Property Handover Form


8.0 APPENDIX / ATTACHMENT

- 8.1 Process Flow

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PROCESS FLOW



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