 Savan Resorts	POLICY AND PROCEDURE	
	Department: Human Resources	
	Section: General Administration	
SR.HR.P.01.004	Policy: Lost and Found	
Supersedes Policy No: <u>n/a</u>	Issued on: 24 <sup>th</sup> September 2018	Effective Date: 27 <sup>th</sup> September 2018

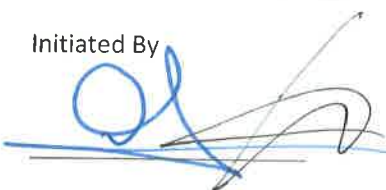
**Purpose:**

One of four Company Core Values is 'Integrity'. This Policy is to provide the guideline to the employee when any property is found within the company premises including offsite offices and to ensure the found property is recorded and kept in a secure storage until claimed by the right owner or otherwise disposed of in accordance with this policy.

**1. Procedures:**

- 1.1 Any item(s) found in the Company premises whether guestrooms or public area must be handed in immediately to the Security Office. Only if it is found when guest is checking out, the staff (FO/HK) must return to guest before leaving the premise. FO/HK would take record of guest name and stayed room.
- 1.2 Any item(s) found with guest laundry given to laundry department must be recorded and reported to Security and returned to guest without undue delay.
- 1.3 A lost and found record must be issued for all found items and the items registered in a lost and found register book, which is maintained by the Security Department.
- 1.4 It is the responsibility of the Security Shift Leader to manually record and document in the "**Lost and Found Register Book**" containing the following details:
  - 1.4.1 Name of the finder and witness (if applicable)
  - 1.4.2 Description and/or quantity of items found
  - 1.4.3 Reference number
  - 1.4.4 Place found
  - 1.4.5 Time & date found
- 1.5 Claimer shall fill up the form before collecting the lost and found item.
- 1.6 The finder shall not keep the found item. Any employees in possession of such an item will be subject to disciplinary action according to company's policy and procedure. Keeping found property is considered theft and will result instant termination of employment.
- 1.7 Employee activity fund box shall be set up at Cage Department.

Initiated By



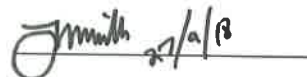
Assistant Manager – HR

Verified By




Chief Financial Officer

Approved By



President

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## 2. Retaining Period:

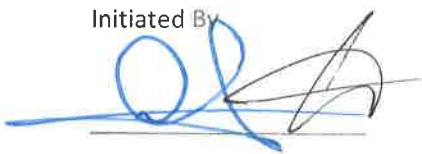
Item(s) should be retained for the following duration of time as the following detail:

- 2.1 Perishables or low value item(s) should be retained for a period of maximum 48 hours or up to one week and should be inspected by Security Shift Leader and then destroyed or disposed of as approved by the Security Director/Manager.
- 2.2 Clothing, jewelry, cameras, mobile phone, wallet or non-value items such as identity card, driver license, passport, document and etc. should be retained for six months.
- 2.3 Medicine and alcoholic drink if no claim in the period of 3 months, item will be automatically destroyed.
- 2.4 Cash attached with receipt will be dropped in employee activity fund box. Retained period shall be referred to point 2.2
- 2.5 Gaming chip/Cash-out from slot machine should be returned to cage cashier. If no claim for the period in point 2.2, it is deemed to the company property.

## 3 Unclaimed item(s):

- 3.1 Security will submit monthly report of unclaimed items to the President, Chief Operating Officer, Chief Finance Officer and Director - Human Resources.
- 3.2 Owner is required to sign for the unclaimed/lost and found item(s) stated in Article 2, point 2.1 upon a receipt.
- 3.3 Valuable item(s) stated in point 2.2 will be sold and/or auctioned to employees every quarter of each year and that fund will go to employee activity fund.
- 3.4 Valuable item(s) stated in point 2.4 will go to employee activity fund.
- 3.5 Non-value item(s) will be written off/destroyed after completion of the retained period stated in point 2.2.

Initiated By



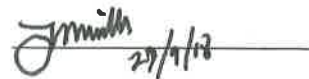
Assistant Manager – HR

Verified By



Chief Financial Officer

Approved By



President

**Lost and Found Item(s)**  
**ແບບຟອມຜູ້ພົບເຫັນເຄື່ອງສູນຫາຍ**



Ref. No (ເລກທີອ້າງອີງ).....

ID (ເລກບັດພ/ງ):.....Name (ຊື່):..... Position (ຕຳແໜ່ງ):.....

Department (ພະແນກ):.....Location found (ສະຖານທີ່ພົບເຫັນ):.....

No. (ລ/ດ)	Q't (ຈຳນວນ)	Description of found item(s) (ລາຍລະອຽດເຄື່ອງທີ່ພົບເຫັນ)	Remark (ໝາຍເຫດ)

Please describe detail of finding the item(s)

ກະລຸນາລະບຸລາຍລະອຽດໃນການພົບເຫັນສິ່ງຂອງດັ່ງກ່າວ.....  
.....  
.....

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Finder (ຜູ້ພົບເຫັນ)

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Shift Manager - Security  
(ຜູ້ຈັດການຜຽນ - ຮັກສາຄວາມປອດໄພ)

☐ Received by owner (ຮັບໂດຍເຈົ້າຂອງ)

ID (ເລກບັດພ/ງ):.....Name (ຊື່):.....

Received on date (ຮັບເຄື່ອງໃນວັນທີ):.....Time (ເວລາ):.....

Received by (ຮັບໂດຍ):

Verified by (ກວດສອບໂດຍ):

Approved by (ອະນຸມັດໂດຍ):

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Claimer  
(ຜູ້ຮັບເຄື່ອງ)

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Shift Manager - Security  
(ຜູ້ຈັດການຜຽນ - ຮັກສາຄວາມປອດໄພ)

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Director/Manager – Security  
(ອຳນວຍການ/ຜູ້ຈັດການ-ຮັກສາຄວາມປອດໄພ)

**Disposal of Unclaimed Property**

**ໃບທຳລາຍ/ກຳຈັດເຄື່ອງສູນຫາຍທີ່ບໍ່ມີຜູ້ອ້າງສິດ**

Date of Disposal (ວັນທີທຳລາຍ/ກຳຈັດ):.....

Method of disposal (ວິທີທຳລາຍ/ກຳຈັດ):.....  
.....  
.....

Verified by (ກວດສອບໂດຍ):

Approved by (ອະນຸມັດໂດຍ):

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Shift Manager - Security  
(ຜູ້ຈັດການຜຽນພະແນກຮັກສາຄວາມປອດໄພ)

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Director/Manager – Security  
(ອຳນວຍການ/ຜູ້ຈັດການ-ຮັກສາຄວາມປອດໄພ)

Description: White – Attached with lost item/Pink – Security Register/Blue – Keep in booklet