



POLICY & GUIDELINES

PVR Lost & Found Policy

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ISSUING DEPARTMENT
Security

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Preamble

This policy lays down the procedure to be followed in case items belonging to patrons are found in the cinemas premises.

Scope:

This policy is applicable to all the items that are lost and found in the premises of PVR.

Standard Guidelines:

Accounting and disposal of Lost and Found items shall be done keeping in mind their value and usage and as per below mentioned guidelines:

- a. All items found will be handed over to the security officer of the shift (AMS/CSO/ASO/DO) for recording in the Lost & Found register and handing over to the storekeeper immediately. Contents of Lost and Found register are given in **Annexure 1 (Register No. 8)**. The signature of the finder will invariably be taken in the register and his/her name written.
- b. If a patron comes to claim the same, it will be handed over to her/him after Due verification of antecedents and receipt obtained in the log book only. Hand over will be done in the presence of DM & security officer of the shift (AMS/CSO/ASO/DO). The mobile no of the claimant will be confirmed by making a call. Columns given in register no.8 will be filled accordingly.
- c. In case of **Non-perishable Goods**: The items will be kept with storekeeper for 60 days and if still not collected their disposal will be as under:
 - (i) **Credit/Debit Cards**. Due to sensitive information on these cards these will be sealed in envelope immediately on finding by the DM and Security officer of shift and the name of the card holder will be written on the envelope. These will then be handed over to the storekeeper. They will be destroyed by the Audit team during their visit in presence of the CM/CGM and security officer and record maintained.
 - (ii) **Electronic Equipment other than mobiles**. These items will be handed over to audit team during the next visit.
 - (iii) **Mobiles**. On finding a mobile it will be ensured that it is **NOT SWITCHED OFF**. If a call is received on it then correct information will be given to the patron and she/he will be requested to come immediately to collect the same. Entry in lost and found register will invariably be made and procedure of handing over followed. In case no call is received, the security officer of the shift will try and confirm ownership by making a call on few numbers stored in the cell. The mobile will be kept on till battery lasts. In case it is not claimed within next 30 days the same will be handed over to the Audit team who will destroy it under a CCTV and in presence of CM and security officer. A record will be maintained of the same.

(iv) **Cash.** In case cash is found it will be kept with the accountant after making entry in the lost and found register. If not claimed by patron then it will be handed over to audit team during the next visit. Audit team will hand over **20%** of the amount recovered to the finder as incentive. **40%** of the amount recovered will be given to CM/CGM for welfare of staff at site and Balance **40%** will be handed over to audit team for depositing with accounts managers at under mentioned region.

- a) Mumbai
- b) Ludhiana
- c) Ahmedabad
- d) Bangalore
- e) Hyderabad
- f) Kolkata
- g) Delhi

The amount will be intimated to HOD – Security & Safety and OIC Audit. The cash will be sent to AMS security at corporate through anyone coming to corporate office.

(v) **Jewellery.** Details of jewellery recovered will be entered in the lost & found register. No valuation of the jewellery will be done at site. 3 Photo of the jewellery will be taken and kept.

- Audit team will collect all the jewellery as it is from site on non-returnable gate pass and picture should be taken and printout of same should be signed by CM, CSO, Accountant and audit personal.
- One copy of signed picture print out should be kept with CM/CSO for their records and necessary entries to be done as per policy in defined registers.
- Audit team will hand over the collected jewellery and signed picture copy to authorized account personal as per given para (iv) above for keeping in safe custody.
- Jewellery should be showed to authorized accountant to cross verify with picture and then the jewellery and printed picture copy should be sealed in the envelope in presence of audit team member. Audit team will keep the copy of printed picture for their own record also.
- As and when some one travels to corporate office, will bring the same sealed envelope and handover the same to AM security at corporate office.
- Authorized account personal should share monthly cumulative statement of cash/ valuable items and jewellery to RM Accounts/ RM operations/ RM security and corporate audit team. RM accounts to make sure that it should be a part of handover format in case any authorized account personal leave or get transferred.

- (vi) **Other items.** All items costing less than 1000/- will be disposed off by the CM/CGM by auction. **30%** of the amount received will be handed over to finder as incentive and **70%** of the amount will be used by CM/CGM for welfare activity at site and record will be maintained for audit. **Register No.8B** will invariably be maintained.
 - (vii) **Other costly Items.** All other items costing more than 1000/- will not be disposed off by CM/CGM but will be handed over to audit team for handing over to AMS Security & Safety as per procedure given in sub para (iv) above. Register **No.8A** will invariably be maintained at site. One copy of extract of register **No. 8A** will be handed over to Audit team along with items during their next visit.
- d. **All items being handed over to audit team** will be transferred from the respective cinemas on a non returnable gate pass (Triplicate). Two receipted copies of the gate pass shall be sent back to the site for record after handing over the items. Since the Audit Teams are now region based, these items will be carried to AMS Security & Safety at the Corporate Office in Gurgaon by anyone travelling from these places given in para (iv) above.
 - e. Audit team will hand over all the items in a proper receipt to AMS Security & Safety at Corporate office who will account for same till disposed off.
 - f. A committee chaired by Senior Vice President – Liasoning and comprising the u/m members shall authorize disposal of unclaimed items:
 - i. **HOD - Security and Safety**
 - ii. **Sr. Gen Manager Commercials.**
 - iii. **OIC Audit Team**
 - g. The committee shall publish a list of items (with details) mentioning the reserve price through email to everyone at corporate, giving the date, time and venue of auction.
 - h. Employees desirous of participating in the auction may seek prior permission from their respective managers to attend the same.
 - i. Auction will take place at the corporate office every six months or when deemed fit.
 - j. The money earned from this auction will be distributed as under:
 - i. 20% to the finder of the item.
 - ii. 40% to the site concerned for use by CM/CGM/OH for welfare of the staff.
 - iii. 40% to be put in welfare fund of the company for use for welfare of staff and for allotting to PVR Nest.

Review / Amendments / Modifications / Withdrawal

- a) Any exception/deviation shall be approved by COO.
- b) The management reserves the right to modify/amend/alter and/or withdraw the same at its discretion.
- c) This document supersedes all previous policies / guidelines on this subject.

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Registers to be maintained at the sites

Lot & Found Register No: 1																		
On finding																		
Sr.#	Date	Time	Description of item found	Qty/Amount	Location where found	Finder's Name & designation	Received by name & signature (CV/ABC/000)	Time	Handover to Name & Sign (Handoverer / Amount in case of cash)	IF CLAIMED								
										Signature of Finders	Amount	Signature of Store In-charge	Person's Name & Address	Contract No.	Signature	Signature of DM/CSM/OP/AM	Remarks	

Lot & Found Register No: 2 A

Register for medical items & Cash at site

Sr.#	Date	Description of item found	Qty/Receipt No. (same as mentioned in register recd)	Value of the item assessed by name & designation & signature	Name and designation of the Recipient with date	Name and signature of the Recipient to be handed over to the Recipient with date (CV/CSM/OP/AM/AS)	Name and signature of the Recipient with date	In case of cash amount handed over to the audit team (AM) for staff welfare at	Name and signature of the Recipient with date	Name of cash recipient handed over to the audit team (AM) for staff welfare at	Name & Sign of Audit team member to whom the item is handed over/ mentioned (date)	Name & Sign of Cash recipient	Signature of DM/OP/CON/AM/AM	Remarks

Lot & Found Register No: B 1

Auction Register of the site (for item value less than Rs. 1000/-)

Sr.#	Date	Description of item found	Qty/Amount	Sly/Receipt No. (same as mentioned in register recd)	Value of item	Amount for the services after Auction	Amount for the bidder (20%)	Name and signature of the Recipient	Amount given for staff welfare at the site for DM/CON/OP/AM/AM 20%	Name and signature of the Recipient	Handover by name & Signature	Remarks