Prepared by:	Approved by:
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Position: Technician, Maintenance Facilities & Security	Position : Manager, Maintenance Facilities & Security

AMENDMENT RECORDS

No.	Date	Remarks	Revision No.	Approved by
1	26/07/18	Establishment	00	Manager, MFS
2	08/08/22	Review the whole contents	01	Manager, MFS
3	01/06/24	Revise abbreviation of SDSC	02	Manager, MFS
4	01/10/24	- revise the scope of the SOP - add 'SOP', 'UTS', 'HOP' & 'HOD' in definitions/abbreviations - revise 5.0 Responsibility - revise flow chart & 7.0 Description	03	Manager, MFS

1.0   OBJECTIVE

To ensure that lost/stolen items and incidents complaints is managed in a proper way.

2.0   SCOPE

The scope of this SOP applies to all staff and students in UTS.

3.0   REFERENCES

NIL

4.0   DEFINITIONS / ABBREVIATIONS

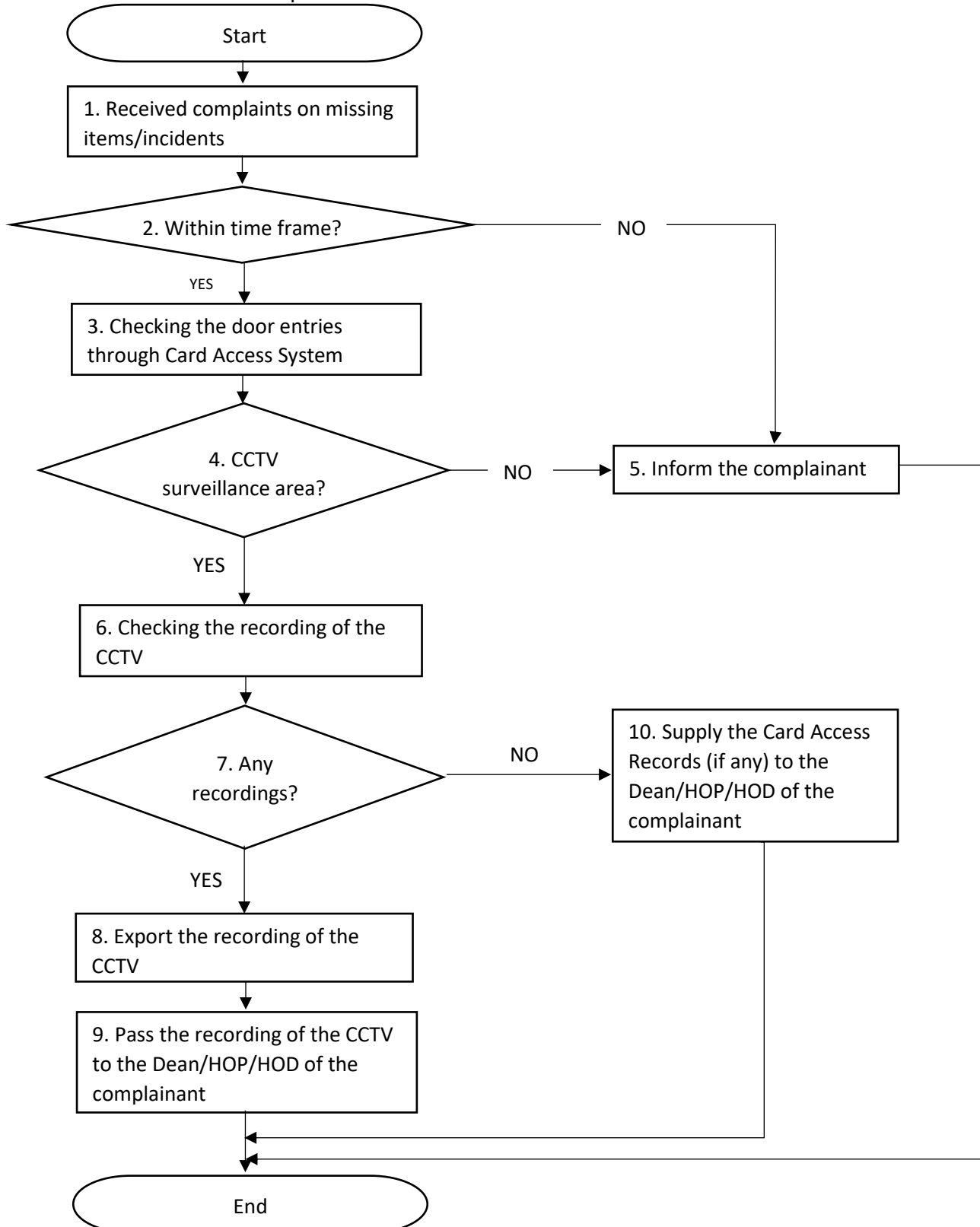| SDSC	:	Student Development & Service Centre
CCTV	:	Closed-Circuit Television
SOP	:	Standard Operating Procedure
UTS	:	University of Technology Sarawak
HOD	:	Head of Department
HOP	:	Head of Programme

5.0 RESPONSIBILITY

5.1   HOD is responsible to follow and adhere to this SOP.

5.2   Person-In-Charge of the CCTV is responsible to follow and adhere to this SOP.

6.0 PROCEDURE

6.1   Refer to the process flow chart.

7.0 DESCRIPTION

No	Description	Person in Charge	Document
1	1.1 Maintenance department will be notified on missing items/incidents from SDSC department (if complaints from students) and from staff by email.	SDSC staff, Staff & Technician	Email/Student Report Form
2	2.1 Technician will verify to check/retrieve recordings from the valid 2 weeks prior to the date of the incident. If Yes, proceed to Step 3 and inform the complainant that the process of reviewing and extracting relevant footage can take 2-3 days. 2.2 If No, proceed to Step 5.	Technician	Email/Student Report Form
3	3.1 If incidents/loss items occurred inside door access control room, technician will print out the door entries report from Card Access System to check on person went in/went out from the room. 3.2 If the incidents occurred outside door access control room, technician will proceed to step 4.	Technician	Door Entries Report
4	4.1 Technician will identify whether the incidents occurred in CCTV surveillance area or not.	Technician	NIL
5	5.1 Inform complainant that incidents older than 2 weeks will not be entertained. 5.2 Complainant will be informed by technician that the incidents occurred is not under CCTV surveillance.	Technician	NIL
6	6.1 Technician will start checking the recordings of CCTV according the details written in the report.	Technician	Email/Student Report Form
7	7.1 Technician will proceed to step 8 after finding the recordings of CCTV.	Technician	NIL
8	8.1 The export recordings will take times to be transferred in thumb drive depends on its duration of recordings.	Technician	NIL
9	9.1 The recordings of CCTV will be passed to Dean/HOP/HOD of the complainant by email or by hand.	Technician & Dean/HOP/HOD	Copy of CCTV Footage
10	10.1 Back to step 7, technician will supply Card Access Records (if any) to the Dean/HOP/HOD of the complainant.	Technician & Dean/HOP/HOD	Card Access Record's/Door Entries Report

8.0 RECORDS

No	Title / Records	Location / Responsibility	Retention Period
1	Student Report Form	SDSC/Executive	1 year
2	Door Entries Report	P1 Server/Technician	1 month