

## SECURITY POLICY ON HANDLING AND DISPOSAL OF FOUND ONBOARD ITEMS

### 1. Introduction

#### a. Definition:

Found on board items, are those items that are discovered to have been left or forgotten by disembarked passengers in any part of the aircraft cabins accessible to the passengers. Such items are normally discovered by Cabin Crew on the cabin walk or by Security Screeners when they are doing post flight security search of the aircraft cabins. For this purpose, this definition will only be applicable for items that do not fall into the category of prohibited items.

From the records so far, the found-on board items will be grouped into the following

A. Reading Materials	B. Personal effects	C. Electrical and Electronic devices	D. Edible Materials	E. Miscellaneous Items
Books, Newspapers and Magazines, etc.	Clothes, caps and hats, jewelry, wallets (money), etc.	Mobile phones, tablets, laptops, speakers and headphones, chargers and adapters, etc.	Cookery, fruits, drinks, etc.	Bottles of water and milk, etc.

categories:

#### b. Purpose:

The purpose of this policy is to;

- Define the found-on board items
- Give guidance to the Company security Unit (personnel) on how to handle the found-on board items
- Give a legal foundation and guidance on when and how to dispose the found-on board items as necessary

### 2. Procedures

#### a. Handling of the Found-on Board items

Air Tanzania Company strives to ensure that utmost trust and effort are applied for every found-on board item to be returned to its respective owner. To achieve this goal, the following procedures shall be applied:

- i. Once an item is discovered in the aircraft cabin, the Cabin Crew or Security personnel shall note/record the specific area where the item is found for example the seat numbers around the item. Any item discovered by the Cabin Crew shall be handled over to a Security personnel
- ii. If operation circumstances allow, the security personnel shall announce the discovery of the items to the disembarked passengers at the airport baggage delivery point. If someone claims to be the owner of the item, the security personnel shall make vivid efforts to ascertain the ownership before handing over the item to such person. This shall include recording of the details of the flight, item, passenger (names & contacts) and signing of a dispatch book/Form
- iii. In case the disembarked passengers have already left the baggage delivery point or no passenger has claimed ownership of the item, the security personnel shall handover the item with respective seat numbers where the item was found to the Security Supervisor.
- iv. The Security Supervisor, Team Leader or Security Representative of the respective ATCL station shall keep record of all found on board items and serve as a temporary custodian until such items are forwarded to the ATCL AVSEC Officer – Standards, Training and Records who is the designated Custodian of all found on board items.
- v. All Security Supervisors or Representatives shall inform by phone the Officer in (iv) above of an item that has been discovered and remains unclaimed three hours after the discovery.
- vi. From all ATCL Stations, an item that remains unclaimed for a period exceeding four days must be forwarded and handled over to the AVSEC Officer – Standards, Training and Records in writing. Each part shall remain with a copy of the hand over record.
- vii. The AVSEC Officer – Standards, Training and Records shall be the general custodian of all the found-on board items until claimed or disposed. He/she shall be allocated with a special trunk accessible only to him/her for the secure storage of the items. He/she will be responsible for keeping a data base of all the items as they are forwarded to the office, delivered to respective customers or disposed of.
- viii. In the planned absence of not more than five days of the AVSEC Officer – Standards, Training and Records due to leave, training, duty travel or any other reason the officer will hand over in writing the custodianship of the items to the AVSEC Officer – Operations or as directed by the Chief Corporate Security Officer.

- ix. At all times, Security Supervisors, Representative and AVSEC Officer – Standards, Training and Records shall make effort to trace owners of the unclaimed found items even using seat numbers to establish the respective contacts.
- x. At all times, Security Supervisors, Representative and AVSEC Officer – Standards, Training and Records shall keep record of delivery and hand over of such items to passengers

**b. Disposal of Found-on Board items**

As stated above, Air Tanzania Company will make all the necessary efforts to ensure that each found on board item is returned to respective owner. In the case that all efforts have been made to trace the respective owners of the found-on board items, and a specific period as indicated in this policy has lapsed, Air Tanzania Company Limited shall have the right to dispose of such items in accordance with this policy.

All items as categorized in (a) above shall have a maximum storage time by Air Tanzania Company Limited and disposal means as indicated below:

Category	Maximum Storage period	Disposal
A. Reading Materials	<ul style="list-style-type: none"> <li>▪ Newspapers – 12 hours</li> <li>▪ Magazines – 7 Days</li> <li>▪ Books and Personal Documents – 90 Days</li> </ul>	<ul style="list-style-type: none"> <li>▪ Destruction (Newspapers)</li> <li>▪ Auctioning (Books, Magazines)</li> <li>▪ Charity</li> </ul>
B. Personal Effects	<ul style="list-style-type: none"> <li>▪ 30 Days</li> </ul>	<ul style="list-style-type: none"> <li>▪ Charity</li> </ul>
C. Electrical and Electronic	<ul style="list-style-type: none"> <li>▪ 180 Days</li> </ul>	<ul style="list-style-type: none"> <li>▪ Auctioning</li> <li>▪ Charity</li> </ul>
D. Edible Materials	<ul style="list-style-type: none"> <li>▪ 12 Hours</li> </ul>	<ul style="list-style-type: none"> <li>▪ Destruction</li> </ul>
E. Miscellaneous Items	<ul style="list-style-type: none"> <li>▪ 30 Days</li> </ul>	<ul style="list-style-type: none"> <li>▪ Auctioning</li> <li>▪ Charity</li> </ul>
F. Personal Documents (passport, academic certificates and medical records.	<ul style="list-style-type: none"> <li>▪ 7 Days</li> </ul>	<ul style="list-style-type: none"> <li>▪ Communication to appropriate authorities will be done to send the document</li> </ul>

Disposal of the found-on board items shall follow the below procedures:

- i. Approval for disposal of edible materials and Newspapers by destruction shall be given by the in charge AVSEC or person acting on behalf.
- ii. Approval for disposal of the reading materials (other than Newspapers), Body wears and Miscellaneous items by means as proposed above will be given by the Chief Corporate Security officer.
- iii. Disposal of the electrical and electronic devices shall be approved by the CEO.
- iv. The AVSEC Officer – Standards, Training and Records shall prepare a proposal for disposal of the items and seek for approval as indicated in (i, ii, & iii) above. He/she will only seek approval for disposal of items that are due for disposal as indicated in this policy. Disposal of the Newspapers and edible materials may be requested by the respective Station Security Supervisor.
- v. The AVSEC Officer – Standards, Training and Records shall keep records of the disposed items and the respective approvals for a period not below twelve months and dispose in accordance to the records disposal policy
- vi. For the items to be disposed by auctioning, personnel from Finance Department and Procurement shall be involved and take lead for the exercise
- vii. The Company Marketing team shall be involved for any items that are to be disposed by charity and they will take lead for the exercise. This shall involve a decision on any amount of money collected from auctioning of the items.

This Policy is endorsed by:



**Eng. Ladislaus E. Matindi**  
**Accountable Manager**