



The Hong Kong University of Science and
Technology (Guangzhou)
Lost and Found Management Regulations

Document No.	OSA-OSSC-01
Document Version	V1
Compiled by	Office of Student Affairs
Approved by	University Executive Committee
Effective Date	January 14, 2025

Chapter 1 General Provisions

Article 1 In order to clarify and standardize the process and management of lost and found at our University, promote the traditional virtue of honesty, and provide timely and accurate assistance to staff and students in retrieving lost items, this regulation is hereby established to provide high-quality and efficient services to the community of staff and students.

Article 2 For items accidentally lost by staff and students, the procedures of picking up, registering, publishing information, safekeeping, claiming, and handling should be followed.

Article 3 Lost items specifically refer to those that are accidentally lost within the campus, picked up by others, and remain unclaimed; this includes items found outside the campus that are believed to belong to staff and students of our University.

Article 4 The ONE STOP SERVICE CENTER, established under the Office of Student Affairs of the University, is responsible for receiving, registering, safekeeping, and claiming of lost items.

Chapter 2 Lost Item Receiving Process

Article 5 Finders may choose to hand over lost items to the ONE STOP SERVICE CENTER or log into the lost item platform [LOST & FOUND](#) using their University account to publish a claim announcement.

Article 6 Lost items handed over to the ONE STOP SERVICE CENTER will be registered by staff, and a claim announcement will be published on the lost item platform. The announcement will include the item's name, image, type, time/location of finding, details, contact information, and claiming location.

Article 7 Finders can log into the lost item platform with their University account to publish a claim announcement stating “I found” (including item name, image, type, time/location of finding, details, contact information, claiming location, etc.). After clicking “Submit” and awaiting approval, they can publish the claim information and should properly safekeep the item while waiting for the owner to contact them.

Chapter 3 Reporting Lost Items

Article 8 If an item is accidentally lost, the loser can first search for the lost item information on the lost item platform or log into the platform with their University account to publish a lost item announcement stating “I lost” (including item name, image, type, time/location of loss, details, contact information, etc.). After clicking “Submit” and awaiting approval, they can publish the lost item announcement and wait for the finder to contact them.

Chapter 4 Claiming Process

Article 9 Losers can visit the ONE STOP SERVICE CENTER (or library) to inquire about lost item information or to claim items. The claiming hours are from 10:00 to 17:00 on working days (excluding public holidays).

Article 10 When claiming a lost item, the loser must provide valid identification and relevant evidence proving their ownership of the item, and fill out the "Claim Registration Form" as a record of the claim, ensuring the item is returned to its rightful owner. In the event of a dispute, the University will conduct verification.

Chapter 5 Safekeeping and Handling Lost Items

Article 11 When an individual or unit finds a lost item, they should properly safekeep the item until it is handed over to the SERVICE CENTER.

Article 12 The SERVICE CENTER will categorize, number, and properly store each lost item.

Article 13 The University will safekeep lost items for a period ranging from one month to one year based on their attributes or characteristics (perishable or hazardous items will be disposed of immediately). Lost items that remain unclaimed beyond the safekeeping period will be handled by the University according to the following principles:

Unclaimed Item	Safekeeping Period	Handling Method
Computer, USB Drive	One year	Formatted and donated
Tablet, Mobile Phone, Smartwatch, Camera, Keys	One year	Disposed of as waste
Valuable Items	One year	Donated
ID Card, Passport, Hong Kong and Macau Pass	Immediately handed over to police office	Handle according to the police's recommendations
Campus Card, Student ID Booklet	One month	Recovered by University department
Bank Card	Timely	Handed over to the respective bank
Clothing, Umbrella, Bag, Cup, Tote Bag, Bluetooth Headphones, Glasses, Books, etc.	Three months	Disposed of as waste

Chapter 6 Supplementary Provisions

Article 14 The above management measures are interpreted by the Office of Student Affairs.

Article 15 These measures take effect from the date of publication.

In case of any discrepancies, the Chinese version shall prevail.