

EXPO2005 GUIDELINES
FOR
OFFICIAL PARTICIPANTS

Guidelines for Handling of Lost Children and Others, and Lost & Found Items

(February 2005)



Japan Association for the 2005 World Exposition

Contents

Introduction	1
I. Handling of Lost Children and Others	2
1. Basic policy for handling lost children and others	2
2. Lost Person Centers	2
3. ID stickers.....	2
4. Facilities dedicated to the handling of Lost Persons	3
5. Protective custody of Lost Persons.....	3
6. Search for Lost Persons	3
II. Handling of Lost & Found Items	4
1. Basic policy for handling lost and found items	4
2. Definitions of terms	4
3. Lost & Found Center	5
4. Facilities dedicated to handling lost and found items	6
5. Handling of found items	6
6. Handling of lost items	7
 Attachment 1 ID Sticker.....	 8
Attachment 2 List of Facilities Dedicated to Handling Lost Persons and Lost & Found Items	9
Attachment 3 Location of Facilities Dedicated to the Handling of Lost Persons and Lost & Found Items	10
Attachment 4 Found Item Sheet/Participant Memo.....	11

Introduction

The Japan Association for the 2005 World Exposition (hereinafter referred to as the Association) has prepared the present Guidelines in compliance with Article 17 “Care of Lost Children etc.” and Article 18 “Rules regarding Conduct within the Exhibition Site” of Special Regulations No. 10 concerning general services. The provisions of Article 15 “Emergency Measures” of the same Regulations should also be consulted in connection with the present Guidelines.

The Association, police and related parties of local government have conducted deliberations on the handling of lost children and others, and lost and found items that are expected on the site of the 2005 World Exposition, Aichi, Japan (hereinafter referred to as “Exhibition”). The present Guidelines, a result of these deliberations, shall be applicable to the handling of lost children and others, and lost and found items by Exhibition-related personnel.

To ensure smooth, rapid and appropriate handling of lost children and others, as well as lost and found items, thereby to resume normal conditions of accompaniment or ownership, it is essential that understanding and cooperation be afforded by all related parties, including Exhibition Participants, in the related procedures.

We therefore ask that you read the present Guidelines carefully and cooperate in such eventualities, so as to realize a smooth Exhibition that is fully enjoyable to all visitors. Should you have any questions regarding the present Guidelines, please contact the Association’s Visitor Service Office.

(Contact)

Japan Association for the 2005 World Exposition
Visitor Service Office

Address : 1533-1 Ibaragabasama, Nagakute-cho, Aichi 480-1101 Japan

Telephone: 0561-61-7307

FAX : 0562-61-7602

Contact : (Ms.) Shinobu YAMADA

I. Handling of Lost Children and Others

1. Basic policy for handling lost children and others

All procedures for handling lost children within areas under the Association's management, including the handover of such children to the police, shall be conducted entirely by the Association.

To locate lost children and others, (hereinafter referred to as "Lost Persons" collectively when a distinction between the two is unnecessary) within areas under the Association's management in and outside the Exhibition Site and to resolve related problems as soon as possible, the Association shall store information on Lost Persons, protective custody and search requests in an information retrieval system so as to share such information with related parties via facilities dedicated to the handling of Lost Persons.

ID stickers mainly for children shall be widely distributed to Exhibition visitors to facilitate, in the eventuality of a problem, guardian identification and early resolution of related problems.

2. Lost Person Centers

Lost Person Centers have been established at the North Gate of Nagakute Area and the Seto Gate of Seto Area, as headquarters for handling matters relating to Lost Persons.

At the Lost Person Centers, search and protective custody information shall be gathered from facilities dedicated to handling Lost Persons, to be stored in a centralized information system, so as to enable rapid location of Lost Persons, ensure their safety and effect their appropriate and prompt handover to their guardians.

Lost Persons taken into protective custody in facilities dedicated to this function who are not reunited with their guardians or accompanying persons after a fixed period of time shall be transferred to one of the Lost Persons Centers, where they shall be kept in protective custody until the arrival of their guardians or accompanying persons. Lost Persons still failing to be reunited with their guardians or accompanying persons shall remain in the Lost Persons Centers until the daily closure of the Exhibition Site and, if their guardians or accompanying persons have not appeared by closing time, shall be transferred to the police on the Exhibition Site.

The Lost Persons Centers shall be permanently staffed with full-time personnel and volunteers tending to Lost Persons and shall be equipped with TVs, VCRs, toys, books etc. for Lost Persons' comfort, as well as a section reserved for visitors in search of Lost Persons.

3. ID stickers

ID stickers shall be distributed to Exhibition visitors likely to require protective custody if they get lost, such as young children (approximately below seven years of age) and elderly people, as well as their guardians and accompanying persons. Each ID sticker and its mount are both printed with the same code; the sticker may be attached to the child's clothes while visiting the Exhibition Site, with the guardian or accompanying person keeping the mount handy. ID code collation will facilitate appropriate and rapid Lost Person location and guardian identification (see Attachment 1 "ID Sticker").

ID Stickers shall be distributed near the entrance gates by Exhibition Site service staff and volunteers; at seven information stations on the Exhibition Site; and by multi-function staff patrolling the Exhibition Site.

4. Facilities dedicated to the handling of Lost Persons

Refer to Attachments for the location of facilities dedicated to the handling of Lost Persons.

(See Attachment 2 “**List of Facilities Dedicated to the Handling of Lost Persons and Lost & Found Items**”)

(See Attachment 3 “**Location of Facilities Dedicated to the Handling of Lost Persons and Lost & Found Items**”)

5. Protective custody of Lost Persons

(1) Basic procedures

Participants (including Pavilion personnel), upon discovering a Lost Person, must check whether the person is injured or manifests any abnormality and, if no abnormality, remain on the spot with the person for a time (about 10 minutes), to wait for the guardian or accompanying person to appear. If the guardian or accompanying person fails to appear, the Lost Person must be taken to the nearest facility dedicated to the handling of Lost Persons. At the facility, a Lost Person’s Protective Custody Sheet shall be filled out, in which process the Participant who has located the Lost Person shall cooperate by providing relevant information (when and where the Lost Person was discovered etc.). If a person claiming to be the Lost Person’s guardian or accompany person appears, the handover shall be carried out in compliance with the provisions of “6. (2) Points to note in the handover of Lost Persons” (see below). If the Lost Person’s guardian or accompanying person comes to any of the facilities to look for the Lost Person, this fact must be communicated to the Lost Persons Centers.

(2) Handling of injured Lost Persons

If the Lost Person is found to be injured or to manifest other forms of physical abnormality, a clinic must be contacted for instructions, or the Lost Person must be taken to the nearest clinic or first aid station. In the latter case, the Lost Persons Centers must also be notified; Lost Persons Center personnel shall then come to the clinic or first aid station concerned, for necessary procedures.

6. Search for Lost Persons

(1) Basic procedures

A Pavilion or commercial facility, upon receiving a request from a guardian or accompanying person to search for a Lost Person, must immediately search within the facility. The Lost Person, if found, must be handed over in compliance with the provisions of “6. (2) Points to note in the handover of Lost Persons” (see below).

If the Lost Person cannot be found immediately within the facility, the guardian or accompanying person must be informed of the necessary procedures for an Exhibition Site-wide search, including the submission of a Lost Person Search Notice to one of the

facilities dedicated to the handling of Lost Persons. The Lost Persons Centers shall then register the search information obtained via the designated facility, and immediately notify the Director's Office and the General Supervision Center. Site service directors, multi-function staff and security guards receiving search information by radio shall begin the search.

If a person corresponding to the sought person is found within the facility after the above procedures have already been effected, the Pavilion or commercial facility concerned must also notify the Lost Persons Center at the extension number.

(2) Points to note in the handover of Lost Persons

Before handing over a Lost Person, the utmost care must be taken to confirm that the Lost Person, as declared by the person claiming to be the guardian or accompanying person, is in fact the individual found or in protective custody, by comparing the guardian's description of the Lost Person against the found individual, for example. If ID stickers are used, ID codes must be collated. The Lost Person must recognize the guardian or accompanying person before handover. If guardian identification is problematic, the Lost Person and handover procedures must be transferred to one of the facilities dedicated to the handling of Lost Persons.

II. Handling of Lost & Found Items

1. Basic policy for handling lost and found items

All procedures for handling items lost and found within areas under the Association's management, including notification and other formalities involving the police, shall be conducted entirely by the Association in compliance with Japan's Law concerning Lost and Found Items.

In compliance with the provisions of Article 10 of the Law concerning Lost and Found Items, the "Supervisors" (Association personnel, Pavilion personnel etc.; see below for definition) shall not be considered the finders of lost items; all rights concerning found items shall belong to the "Occupants" (see below for definition).

At the Exhibition, all "Occupants" as well as those who are unclearly situated in terms of Occupant-Supervisor employment relations, Event Organizers, volunteers and all other members of the general public who are engaged in Exhibition-related activities and who enter the Exhibition Site on the presentation of service entry permits, shall renounce all rights concerning items found within areas under the Association's management during the Exhibition period, in view of the spirit of the World Exposition and its Participants' mission, hospitality toward visitors, and the need for uniformity in treatment.

2. Definitions of terms

(1) "Occupants"

The term "Occupants" shall refer to parties who occupy for their own benefit a facility or facilities on the basis of ownership, surface rights, right of lease or other authorized rights. Owners of vehicles, vessels, buildings, or any other facilities and owners of the

surface rights and right of lease thereof, as well as those who occupy, partially or entirely, such facilities, based on the right of lease or other authorized rights of use, shall correspond to “Occupants.”

In Exhibition, the Association and corporations, national governments, international organizations, commercial firms, and other groups involved in Exhibition as Official Participants, Non-official Participants and Concessionaires, shall be considered “Occupants.”

(2) “Supervisors”

The term “Supervisors” shall refer to all parties who are in an employment relationship with an “Occupant” and who are charged with duties related to maintaining and supervising the concerned Occupant’s buildings, facilities, etc. In other words, “Supervisors” shall include, not only building superintendents who are employed principally for the duty of physically supervising the building concerned, but also all those whose duties, whether clerical, accounting, sales and so on, include some aspects of maintaining and supervising the concerned facilities.

In Exhibition, all Association personnel, Pavilion personnel and employees of the Concessionaires shall be considered “Supervisors.”

(3) Rights concerning found items

1) Right to claim reward money

Japan’s Law concerning Lost and Found Items invests the individual who has found an item has the right to claim reward money from the item’s owner, if the owner has been identified and has received the item within the legally specified period (6 months and 14 days), the reward being within the range of 5% to 20% of the value of the item. In case of items found on the Exhibition Site, however, the right to claim reward money shall be evenly divided between the concerned “Occupant” and the actual finder of the item; therefore, the latter shall have the right to claim reward money corresponding to 2.5% to 10% of the value of the item found.

2) Right to claim the found item

The person who has found an item may claim its ownership if the owner is not identified within the legally specified period (6 months and 14 days) following presentation of the found item to the chief of police. In the case of items found on the Exhibition Site, the concerned “Occupant” may have the right to claim ownership of a found item if its finder renounces his or her right to claim the item.

(4) Renouncement of rights

Those who have found lost items may renounce their rights to claim reward money and the ownership of found items. The renouncement of these rights by minors must be accompanied by their guardians’ consent.

3. Lost & Found Center

Lost & Found Centers have been established at the North Gate of Nagakute Area and at Seto Gate of Seto Area, as headquarters for handling matters relating to items lost and found on the Exhibition Site.

4. Facilities dedicated to handling lost and found items

Refer to Attachments for the location of facilities dedicated to handling lost and found items.
(See Attachment 2 “**List of Facilities Dedicated to Handling Lost Persons and Lost & Found Items**”)

(See Attachment 3 “**Location of Facilities Dedicated to Handling Lost Persons and Lost & Found Items**”)

5. Handling of found items

(1) Basic procedures

Pavilion or commercial facility visitors reporting found items must be informed of their rights concerning the found items. Visitors claiming such rights should be shown to the nearest facility dedicated to the handling of lost and found items, to enable the Association to undertake the necessary procedures. If visitors wish to renounce their rights, information such as name and address, date, time and place items were found must be entered on a Found Item Sheet/Participant Memo (see Attachment 4) for each item found, with the finder’s signature to confirm his or her renouncement of rights. These Sheets and actual items must be temporarily retained in the Pavilion or commercial facility concerned and submitted later to the nearest facility dedicated to the handling of lost and found items. Note that these facilities receive found items and Sheets from 9:00 to 21:30; items found after 21:30 must be reported between 9:00 and 10:00 on the following day.

If finders leave found items without any word, this fact must be entered in the “Remarks” column on the Found Item Sheet/Participant Memo (e.g. “finder left without communication”), together with as much information as possible about the item (where found etc.) and the finder (clothes, personal traits etc.)

Visitors reporting items found outside the Pavilion or commercial facility must be shown to the nearest facility dedicated to the handling of lost and found items. If they refuse to go to the designated facility, the Pavilion or commercial facility personnel must complete the procedures as per items found within the Pavilion or facility.

(2) Handling of cash (¥500,000 or more), valuables and items with period-specific validity

Found items such as cash amounting to ¥500,000 or more, valuables and items with period-specific validity, such as commuter passes and lottery tickets, must be immediately reported to one of the facilities dedicated to the handling of lost and found items.

(3) Handling of found items prohibited on the Exhibition site

Found items that are prohibited on the Exhibition site must be immediately reported to one of the facilities dedicated to the handling of lost and found items, where this discovery shall be communicated to the General Supervision Center for instructions.

* Regarding prohibited items, refer to Attachment 2 “Treatment of Prohibited Acts and Items on the Exhibition Site” of the “GL 10-7 Guidelines for the Security and Surveillance of Participants etc.”

- (4) Handling of found items that are illegal and/or are suspected of being crime-related
Found items that are illegal and/or suspected of being crime-related must be immediately communicated to the General Supervision Center for instructions. The cooperation of their finders should be solicited, in case the police come to the Pavilion or commercial facility to investigate. If the finder leaves before the police arrive, information on the finder's personal traits and so on should be noted for later reporting to the police.
* "Illegal items" refers to items whose possession is prohibited under Japanese law, such as firearms, swords and the like, gunpowder, narcotics etc.
- (5) Found items reported by Exhibition-related personnel ("Supervisors")
"Supervisors" must be informed of the precondition that they are to renounce their rights concerning found items.
- (6) Found Item Sheet/Participant Memo
An original Found Item Sheet/Participant Memo is attached to the present Guidelines; photocopy it for actual use.
(See Attachment 4. "Found Item Sheet/Participant Memo.")

6. Handling of lost items

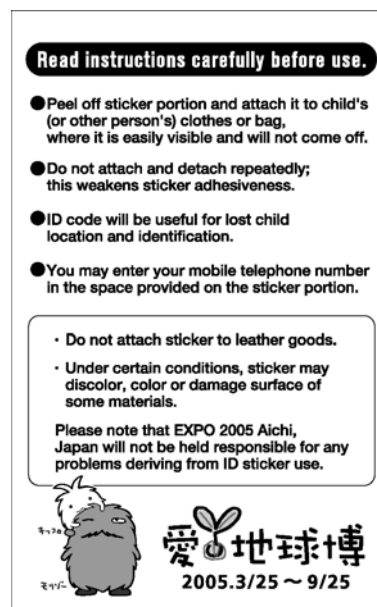
- (1) Basic procedures
A Pavilion or commercial facility, upon receiving a request from a visitor to search for a lost item, and confirming that a found item currently retained corresponds to the lost item, must return the item to its owner. If no found item is at hand, the visitor requesting the search must be shown to the nearest facility dedicated to the handling of lost and found items.
- (2) Points to note regarding the handover of lost items
Before handing over a lost item in a Pavilion or commercial facility, it must be confirmed with the utmost care that the item reported lost is in fact the found item retained in the Pavilion or commercial facility, by, for example, comparing the visitor's description of the lost item with the actual found item, without showing the item to the visitor beforehand. Handover of the found item to its claimed owner shall be completed with the owner's signature on the "Reception" column on the Found Item Sheet/Participant Memo.

迷子ワッペン ID Sticker

<表面>
<Front>



<裏面>
<Back>



Attachment 2

Lost Child / Lost and Found Reception Desk List

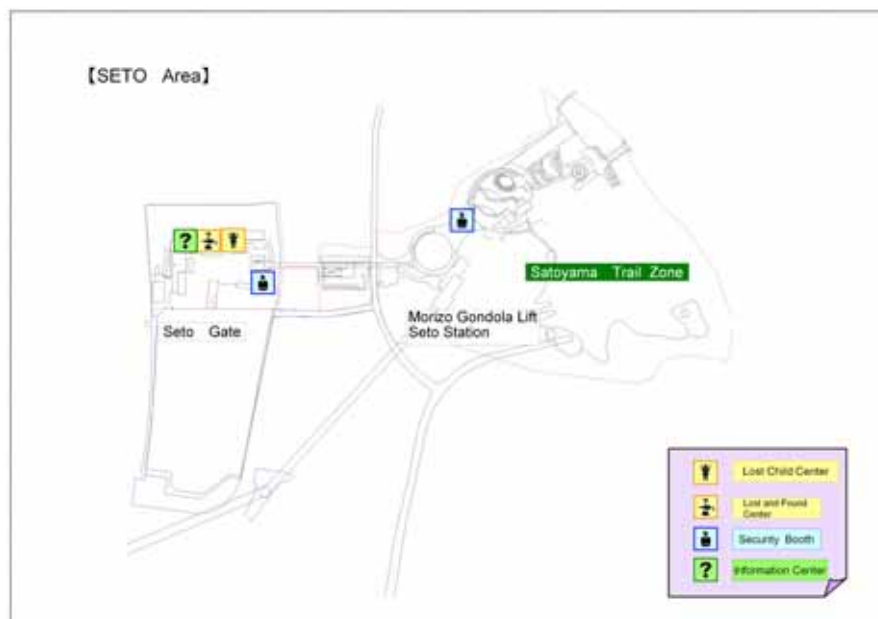
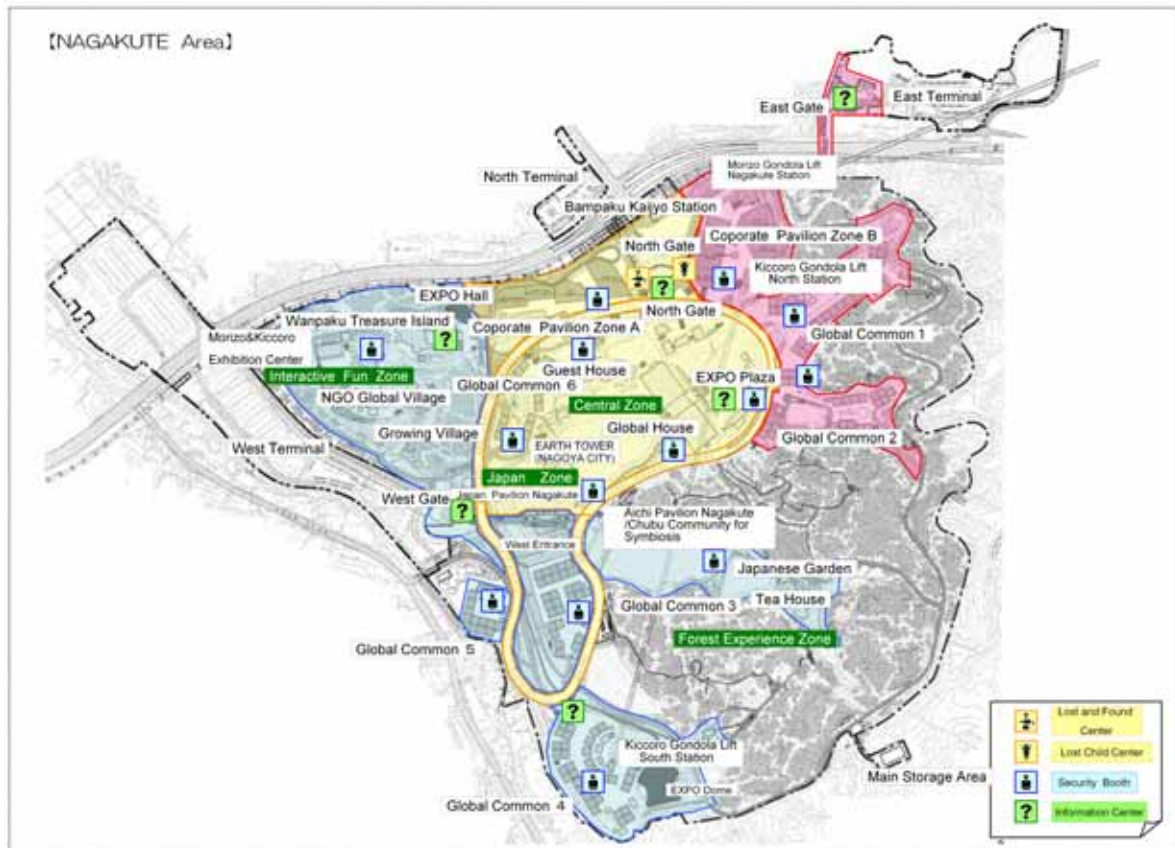
(1) Inside Area(NAGAKUTE&SETO)

Building	Site	Name
Lost Child Center	North Gate	North Gate Lost Child and Baby Center
	Seto Area	Seto Area Lost Child and Baby Center
Lost and Found Center	North Gate	North Gate Lost and Found Center
	Seto Area	Seto Area Lost and Found Center
Information Center	North Gate	North Gate Information Center
	West Gate	West Gate Information Center
	East Gate	East Gate Information Center
	Interactive Fun Zone	Interactive Fun Zone Information Center
	Center Zone	EXPO Plaza Information Center
	Global Common 4	Global Common 4 Information Center
	Seto Area	Seto Area Information Center
Security Booth	Nagakute Area	1 4 Spots
	Seto Area	2 Spots

(2) Outside Area (NAGAKUTE&SETO)

Site	Name
Terminal	West Terminal Administration Office
	NorthTerminal Administration Office
	East Terminal Administration Office
	Seto Terminal Administration Office
Parking [Park-and-Ride]	Nagakute Parking Administration Office
	Nagakute-minami Parking Administration Office
	Owariasahi Parking Administration Office
	Fujioka Parking Administration Office
	Miyoshi Parking Management Office
	Nagoya-kuko Parking Administration Office
Transit Station	Fujigaoka Station Administration Office
	Bampaku Yakusa Bus Terminal Administration Office
	Bampaku Yakusa Terminal Control Room


Lost Child / Lost and Found Reception Desk Location Map



Attachment 4

別添4

拾得物原票(参加者備忘用) / Found Item Sheet (Participant Memo)

		整理番号 Reference No.	
拾得日時/Found on (date) at (time) 平成 17 年 月 日 (午前・午後) 時 分頃 2005 MM DD a.m./p.m. about HR MN			
拾得場所(会場:ゾーン:施設) Found in (Area/Zone/Facility)		会場 Area : ゾーン Zone :	
受付場所(会場:ゾーン:施設) Handled at (Area/Zone/Facility)		会場 Area : ゾーン Zone :	
現在保管場所(会場:ゾーン:施設) Currently retained at (Area/Zone/Facility)		会場 Area : ゾーン Zone :	
現金/Cash		現金(総額) Cash (total sum)	
10,000 札 枚 ¥10,000 bill(s)		500 貨 枚 ¥500 coin(s)	
5,000 札 枚 ¥5,000 bill(s)		100 貨 枚 ¥100 coin(s)	
2,000 札 枚 ¥2,000 bill(s)		50 貨 枚 ¥50 coin(s)	
1,000 札 枚 ¥1,000 bill(s)		10 貨 枚 ¥10 coin(s)	
品名/Article (name)		色/Color	
材質/Material		点数 No. of articles	
寸法・特徴等(全角) Dimensions, characteristics etc.		備考 Remarks	
カード名義(氏名)(全角カナ) Card holder's name		拾得者氏名/Finder's name	
拾得者区分 Finder		保護者氏名 Guardian's name (for minor finder)	
拾得者住所/Finder's address		拾得者電話1 Finder's telephone number 1	
拾得者電話2 Finder's telephone number 2		権利の有無/Claim rights?	
受理日時/Report received on		取扱担当者/Report received by	
平成 17 年 月 日 (午前・午後) 時 分頃 2005 MM DD a.m./p.m. about HR MN		取扱所(氏名) Handled at (Name)	

権利放棄書/Renouncement of finder's rights

上記の物件に関する一切の権利を放棄します。

I, the undersigned, renounce all rights concerning the above-mentioned item that I have found.

財団法人 2005年日本国際博覧会協会 殿

Attention: Japan Association for the 2005 World Exposition

平成17年 月 日

Date: MM /DD /2005

住所

Address:

氏名

Signed:

(Personal seal, if applicable)

受領書/Reception

上記の物件を受領しました。なお、報労金については説明を受けよく分かりましたので、拾得者である
様と話し合いをいたします。

I have received the above-mentioned item. I have been informed of my legal obligation regarding reward money and intend to discuss it with (), who has found the item.

財団法人 2005年日本国際博覧会協会 殿

Attention: Japan Association for the 2005 World Exposition

平成17年 月 日

Date: MM /DD /2005

住所

Address:

氏名

Signed:

(Personal seal, if applicable)

処理 Processing	1. 遺失者返還 (月 日) Returned to owner: MM /DD	返還 Returning	確認方法 Identification 返大博覧会協 号 Processing No.	<input type="checkbox"/> 運転免許証 Driver's license	<input type="checkbox"/> 健康保険証 Health Insurance Certificate	<input type="checkbox"/> その他 () Other ()
	2. 警察署送付 (月 日) Forw arded to police: MM /DD					
				取扱者 Handled by		

※ この用紙をコピーしてご利用ください。* Photocopy this form for use.