

# SOP Template: Lost and Found Property Handling Process

This SOP describes the **lost and found property handling process**, covering the steps for reporting, recording, storing, and returning lost items, as well as the protocols for unclaimed property disposal. The purpose is to ensure efficient management and accountability of lost and found items, safeguarding personal belongings and facilitating their prompt return to rightful owners.

## 1. Scope

This procedure applies to all employees and visitors within the premises where the lost and found process is implemented.

## 2. Responsibility

- **Employees:** Must report and submit found items to the designated Lost and Found Custodian.
- **Lost and Found Custodian:** Responsible for receiving, recording, storing, returning, and disposing of lost property.
- **Security/Management:** Oversees the overall process and ensures compliance.

## 3. Procedure

- Reporting Lost Property:**
  - Individuals who lose an item should report it to the designated office/desk, providing a description and any identifying details.
- Receiving Found Property:**
  - Staff or visitors who find a lost item must promptly submit it to the Lost and Found Custodian or specified location.
  - The custodian logs the found item and issues a receipt to the finder, if requested.
- Recording Lost and Found Items:**
  - Create a record for each item, including:
    - Date and time found/received
    - Description of item
    - Location where found
    - Name and contact details of individual reporting/finding the item
    - Assigned reference/ID number
    - Storage location
  - Maintain these records securely and confidentially.
- Storing Lost Property:**
  - Store items securely in the designated Lost and Found area.
  - Valuable items (e.g., wallets, electronics) should be stored in locked containers or safes.
  - Perishable or hazardous items must be handled according to health and safety guidelines.
- Returning Property to Owner:**
  - Verify claimant's ownership through description, proof, and documentation.
  - Record the handover, including:
    - Date and time of return
    - Name and signature of claimant
    - ID verification details (if applicable)
- Unclaimed Property Disposal:**
  - Property unclaimed after the retention period (e.g., 90 days) will be disposed of according to policy:
    - Valuable items may be donated to charity or turned over to authorities.
    - Personal data should be erased from electronic devices prior to disposal.
    - Document and retain a record of all dispositions.
- Record Keeping:**
  - All records related to lost and found property must be retained for at least one year (or as per organizational policy).

## 4. Lost and Found Register (Sample Format)

| ID | Date Received | Description | Found At | Finder/Reporter | Claimant | Date Returned/Disposed | Storage Location | Remarks |
|----|---------------|-------------|----------|-----------------|----------|------------------------|------------------|---------|
|----|---------------|-------------|----------|-----------------|----------|------------------------|------------------|---------|

|     |            |                       |            |          |          |            |           |                   |
|-----|------------|-----------------------|------------|----------|----------|------------|-----------|-------------------|
| 001 | 2024-06-12 | Black wallet, leather | Main lobby | John Doe | Jane Roe | 2024-06-14 | Cabinet A | Returned to owner |
|-----|------------|-----------------------|------------|----------|----------|------------|-----------|-------------------|

## 5. Related Documents

- Lost and Found Register
- Property Claim Form
- Disposal Authorization Form

## 6. Revision History

| Version | Date       | Description of Change | Author |
|---------|------------|-----------------------|--------|
| 1.0     | 2024-06-12 | Initial SOP release   | Admin  |