Standard Operating Procedure (SOP)
Lost and Found Item Handling Procedures

This SOP details the **lost and found item handling procedures**, including the process for reporting, collecting, documenting, storing, and returning lost property. It ensures proper management and accountability of lost items, helps safeguard personal belongings, and establishes clear guidelines for staff to follow in order to efficiently reunite items with their rightful owners while maintaining transparency and security.

1. Purpose

To establish standardized procedures for the management of lost and found items, ensuring effective tracking, security, and return of personal property.

2. Scope

This SOP applies to all staff responsible for the management of lost and found property on the premises.

3. Roles & Responsibilities

Role	Responsibility
Frontline Staff	Initial collection and reporting of found items, documentation support.
Lost and Found Coordinator	Receipt, documentation, secure storage, verification for item claims, and coordination of returns.
Security Personnel	Assistance with valuable or sensitive items, investigation if required.
Management	Oversight, policy updates, handling of unclaimed items as per policy.

4. Procedure

1. **Reporting Lost or Found Items**
   a. Individuals should report lost items to the designated Lost and Found location or staff.
   b. Staff who find an item must immediately inform the Lost and Found Coordinator and complete a found item report.
2. **Collection of Found Items**
   a. All found items are to be collected by the appropriate staff and delivered to the Lost and Found area without delay.
   b. Items should not be kept by individuals or left unattended.
3. **Documentation**
   a. Complete the Lost and Found Log with all relevant information (see section 5 below).
   b. Assign a unique reference number to each item for tracking purposes.
4. **Storage**
   a. Safely store items in a secure and clearly labeled area.
   b. High-value or sensitive items must be stored in a locked facility or safe.
   c. Maintain separation between perishable, hazardous, and regular items.
5. **Claiming Lost Items**
   a. Individuals claiming property must present identification and provide a detailed description of the item.
   b. Coordinator must verify the claim against the log before release.
   c. Obtain recipient's signature and contact details upon return.
6. **Unclaimed Items**
   a. Retain items for a specified period (e.g., 60 days) as per policy.
   b. Notify owners if contact details are available.
   c. Disposition of unclaimed items is managed by management in accordance with company policy (e.g., donation, disposal, or transfer to authorities).

5. Lost and Found Log Requirements

Reference Number	Date/Time Found	Item Description	Location Found	Finder's Name	Owner (If Known)	Date/Time Claimed	Recipient Name & Signature	Disposition
0001	2024-06-15 10:30	Black wallet, leather	Main lobby	A. Smith	John Doe (if identified)	2024-06-18 13:45	John Doe [signed]	Returned

Add new rows for each found item.

6. Security and Confidentiality

- Ensure personal information is only accessible to authorized staff and protected in accordance with privacy laws.
- Do not publicly disclose details of lost items or claimants.
- Report any suspicious activity or security concerns directly to management.

7. Training & Review

- Staff to be trained on this SOP as part of onboarding and annually thereafter.
- Review SOP at least once per year or after a notable incident for updates.

8. Related Documents

- Lost and Found Item Report Form
- Privacy and Confidentiality Policy
- Incident Reporting Procedure