

# SOP Template: Incident Escalation for Cash Discrepancies and Theft

This SOP details the process for **incident escalation for cash discrepancies and theft**, including initial detection and reporting of discrepancies, immediate containment measures, notification of supervisory personnel, detailed investigation steps, documentation and evidence preservation, involvement of security and law enforcement if necessary, communication protocols with relevant stakeholders, and corrective actions to prevent recurrence. Its objective is to ensure timely, consistent, and effective response to protect company assets and maintain financial integrity.

## 1. Purpose

To establish a structured process for incident escalation in the event of cash discrepancies and theft, ensuring timely action, proper investigation, and effective resolution.

## 2. Scope

This SOP applies to all employees, supervisors, and managers responsible for handling, recording, and securing cash or accountable assets within the company.

## 3. Responsibilities

Role	Responsibility
All Employees	Detection, immediate reporting, and cooperation during investigation.
Supervisors/Managers	Initial assessment, escalation, documentation, and corrective action.
Security/Compliance	Assistance in investigation, evidence preservation, and law enforcement liaison.
HR	Support communication and disciplinary measures as appropriate.

## 4. Procedure

- Detection & Initial Reporting**
  - Immediately report any cash discrepancy or suspected theft to the supervisor on duty.
  - Fill out the Incident Report Form with all relevant details (amount, location, involved parties, time, circumstances).
- Immediate Containment**
  - Secure the area and restrict access to suspected staff only.
  - If possible, preserve the cash drawer, safe, or register in current state until reviewed by supervisor.
- Notification & Escalation**
  - Supervisor to immediately inform Operations Manager and Security/Compliance team.
  - Notify HR if an employee is suspected to be involved.
- Investigation & Evidence Preservation**
  - Conduct preliminary review (CCTV check, audit cash count, question witnesses).
  - Collect and preserve all relevant physical or digital evidence.
- Involvement of Law Enforcement (if applicable)**
  - If theft is confirmed or suspected to involve criminal activity, notify the relevant authorities as per company policy.
- Communication Protocols**
  - Limit information sharing to authorized personnel on a need-to-know basis.
  - Maintain documentation of all actions taken and communication made.
- Corrective and Preventive Actions**
  - Address identified control weaknesses.
  - Retrain staff and reinforce cash handling policies.
  - Implement additional controls if necessary to prevent recurrence.
- Documentation & Closure**
  - Ensure all investigation steps, evidence, findings, and actions are documented and filed per company records retention policy.

## **5. Supporting Documents & Forms**

- Cash Discrepancy/Incident Report Form
- Investigation Checklist
- Incident Log Book/Register

## **6. Review and Continuous Improvement**

This SOP should be reviewed annually or after any major incident to ensure effectiveness and identify process improvements.