Standard Operating Procedure (SOP): Lost and Found Management Process

This SOP details the **lost and found management process**, including the procedures for reporting, documenting, securely storing, and returning lost items. It aims to establish a systematic approach to efficiently handle lost property, ensure accountability, maintain clear communication with finders and owners, and minimize disputes or lost items through timely and organized management.

1. Purpose

To provide a clear, systematic process for the management of lost and found items, ensuring timely reporting, documentation, safeguarding, and return of property.

2. Scope

This SOP applies to all staff, students, visitors, and contractors within the premises.

3. Responsibilities

- **Lost & Found Coordinator:** Oversee the entire lost and found process.
- **Staff:** Report and submit found items promptly.
- **Security Personnel:** Secure and record items received after-hours.
- **Claimants (property owners):** Provide proof of ownership and collect items as per procedure.

4. Procedure

4.1 Reporting Lost or Found Items

1. Persons finding lost property must:
   - Report the item immediately to the Lost & Found office or designated collection point.
   - Provide details of where and when the item was found.
2. Individuals who have lost items should:
   - Notify the Lost & Found office as soon as possible.
   - Provide a detailed description of the lost item, including unique identifiers if possible.

4.2 Documentation

1. Every found item must be logged in the Lost & Found Register/database, including:
   - Date/time found
   - Description (brand, color, distinguishing marks, etc.)
   - Location found
   - Name and contact details of finder (if available)
   - Assigned item reference number
2. Claims for lost property are logged with claimant's details and item description.

4.3 Storage of Lost Property

- All items are stored in a secure, designated area accessible only to authorized personnel.
- Valuable or sensitive items (e.g. electronics, ID cards, wallets) are kept in locked storage.

- Items are tagged with reference number and date received.

4.4 Claiming Lost Items

1. Claimant must describe the item and provide identification.
2. Staff verifies the claim against register records.
3. If satisfied, claimant signs the release log acknowledging receipt.
4. Copy of claimant's ID may be retained, as appropriate.

4.5 Retention and Disposal

- Items unclaimed after **90 days** may be disposed of in accordance with company policy:
  - Donated to charity
  - Safely destroyed (sensitive/personal items)
  - Sold at a public auction (if applicable)
- Proper documentation is maintained for all disposals.

5. Records

- Lost & Found Register (physical or electronic)
- Claim forms and release logs
- Disposal records

6. Communication

- Regular reminders about procedural updates to staff and community.
- Clear signage at reception/entrances indicating lost & found process.

7. Review and Revision

This SOP shall be reviewed annually or in response to changes in regulations, policy, or incidents highlighting deficiencies in the process.

8. Appendix

Document Name	Description
Lost & Found Register Template	Log for tracking all lost and found items, including reference numbers and claimant signatures.
Claim Form Template	Form for individuals to claim lost property by providing required details and ID.
Disposal Record Form	Record of items disposed of, including method and date.