

SOP: Lost and Found Property Handling

This SOP details the **lost and found property handling** process, covering the identification, collection, documentation, storage, and return of lost items. It establishes clear protocols for reporting found property, safeguarding belongings, communicating with owners, and ensuring accountability throughout the handling process. The aim is to provide a consistent, secure, and efficient approach to managing lost and found items, minimizing loss and facilitating timely reunification of property with its rightful owners.

1. Purpose

To ensure lost and found items are managed securely, efficiently, and consistently.

2. Scope

This procedure applies to all staff and visitors within the facility or organization premises.

3. Responsibilities

- **All Employees:** Promptly report and surrender found property.
- **Designated Lost and Found Officer:** Manage documentation, inventory, storage, and claim processing.
- **Security Team:** Safeguard high-value property.

4. Procedure

- 1. Identification and Reporting**
 - Any person who discovers lost property must report it to the Lost and Found Officer or designated authority immediately.
- 2. Collection**
 - Lost items are to be collected by the Lost and Found Officer or their delegate.
 - High-value or sensitive items (e.g., wallets, electronics) should be collected and escorted by security personnel if available.
- 3. Documentation**
 - Each item must be recorded in the Lost and Found Log (see example below) upon receipt.
 - Key details: Item description, date found, location found, finder's name, and staff receiving the item.
- 4. Storage**
 - Items must be stored in a secure, designated Lost and Found area.
 - Valuables should be stored in a locked cabinet or safe.
- 5. Claim and Return**
 - Claimants must provide adequate description and, if necessary, proof of ownership.
 - Upon verification, have the claimant sign the Lost and Found Log before releasing the item.
- 6. Disposal of Unclaimed Items**
 - Items unclaimed after 90 days will be donated, disposed of, or handled according to company policy.
- 7. Record Retention**
 - Maintained Lost and Found Logs for a minimum of 12 months for auditing and accountability.

5. Lost and Found Log Example

Date Found	Description of Item	Location Found	Finder's Name	Staff Receiving Item	Date Returned	Name of Claimant	Signature	Disposal Method (if any)
2024-06-12	Black wallet, leather	Lobby	A. Jones	M. Smith	2024-06-14	B. Clark	Signed	N/A
2024-06-15	Umbrella, red	Conference Room	L. Reyes	K. Chen	N/A	N/A		Donated

6. Communication

- Display Lost and Found contact details at key locations.
- Notify potential owners when possible (e.g., via staff communication, bulletin boards).

7. Review and Training

- Review this SOP annually and update as needed.
- Train all relevant staff in Lost and Found procedures upon hire and during routine refreshers.