

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

This SOP details **lost and found item management**, including procedures for logging, storing, and returning lost property, roles and responsibilities of staff, and communication protocols to ensure efficient recovery of items. The objective is to maintain an organized system that facilitates quick identification and return of lost belongings, enhancing customer satisfaction and operational efficiency.

1. Purpose

The purpose of this SOP is to establish a standardized process for handling items that are lost and found on the premises to maximize the chance of returning belongings to their rightful owners efficiently and securely.

2. Scope

This SOP applies to all staff members responsible for handling, recording, and facilitating the return of lost and found items.

3. Roles and Responsibilities

Role	Responsibility
Front Desk/Reception	Initial receipt of lost items; logs details; communicates with owner where possible.
Security/Designated Staff	Secures item in lost and found storage; ensures items are logged correctly; oversees claim process.
Facility Manager	Monitors compliance with SOP; reviews records regularly; manages unclaimed property disposal.

4. Procedure

4.1 Logging Lost Items

- Upon finding an item, staff complete the Lost and Found Item Log with the following details:
 - Date & time found
 - Description of item
 - Location found
 - Name/contact of finder (if applicable)
 - Unique reference number
- Take photographs of the item for identification purposes, if applicable.
- Store the item in the designated secure lost and found storage area.

4.2 Storage of Items

- All items must be placed in the secure lost and found cabinet/room.
- Valuables (e.g. wallets, electronics) must be stored in a locked compartment.
- Perishable goods are to be disposed of within 24 hours.

4.3 Claiming Lost Items

- Owner must provide identification and a detailed description of the item.

2. Staff verify claim details against the log and stored item.
3. When satisfied, have the claimant sign and date the release form.
4. Update the log with claimant's name, contact details, and date of return.

4.4 Communication and Follow-Up

- Respond promptly to all lost and found enquiries within one business day.
- Notify potential owners if contact information is known.
- Regularly update management on unclaimed items.

4.5 Disposal of Unclaimed Items

- Items unclaimed after **90 days** (or per company policy) will be donated, discarded, or disposed of securely.
- Record disposal method and date in the Lost and Found Item Log.

5. Documentation

- Lost and Found Item Log (physical or electronic record)
- Claim/Release Forms
- Photographic records (if applicable)
- Disposal records

6. Review and Training

- This SOP will be reviewed annually or as needed.
- All relevant staff will be trained on lost and found policies and procedures.

7. Appendix

Lost and Found Item Log Template

Date & Time Found	Item Description	Location Found	Logged by	Reference #	Owner Claim Details	Date Returned/Disposed
yyyy-mm-dd HH:MM	e.g. Black wallet	e.g. Lobby	Staff Name	001	Name/contact/signature	yyyy-mm-dd