

SOP: Lost and Found Property Handling Procedures

This SOP details the **lost and found property handling procedures**, encompassing the reporting, recording, safekeeping, and return of lost items. It outlines the roles and responsibilities for staff, the process for logging found property, communication protocols with owners, storage guidelines, and the disposal of unclaimed items. The objective is to ensure efficient, secure, and transparent management of lost and found property to facilitate timely reunification with rightful owners and maintain organizational accountability.

1. Purpose

To establish standardized procedures for reporting, managing, storing, and returning lost and found property.

2. Scope

This procedure applies to all staff and visitors within the organization's premises.

3. Definitions

- **Lost Property:** Any personal item unintentionally left within organizational premises.
- **Owner:** The individual to whom the lost property rightfully belongs.
- **Finder:** The individual who discovers the lost property.

4. Roles and Responsibilities

Role	Responsibilities
All Staff	Immediately report and surrender found property; follow procedures as outlined.
Security/Reception	Log, store, and manage recovered property; contact owners where identifiable; maintain records.
Supervisor/Manager	Ensure compliance with SOP; provide guidance on disputes or escalations.

5. Procedures

1. Reporting and Collection

- Found items must be handed over to the designated lost and found location (e.g., security, reception).
- Details of finder, location, date, and time must be recorded.

2. Logging and Recording

- Relevant details of the found property (description, serial numbers, etc.) are logged in the Lost and Found Register.
- If the item contains identification, attempt to contact the owner according to the information provided.

3. Safekeeping and Storage

- Store property in a secure, designated area with restricted access.
- Maintain environmental and security conditions appropriate to the type of item stored.

4. Claim and Return

- Request claimants to describe the item and provide proof of ownership/identification.
- Record the return in the register, including claimant's details and return date.

5. Disposal of Unclaimed Items

- Unclaimed property will be retained for a defined period (e.g., 3 months).
- After the retention period, items shall be disposed of according to organization policy (e.g., donation, disposal, auction, or destruction).
- Record all disposal actions in the register.

6. Communication Protocols

- Reasonable efforts should be made to contact the rightful owner where possible.
- Confidentiality must be maintained throughout the process.

7. Documentation

- Maintain a Lost and Found Register, either physical or electronic, with all relevant transaction details.
- Update the register promptly for every lost, found, and returned/disposed item.

8. Review

This SOP will be reviewed annually or following significant incidents to ensure effectiveness and compliance with best practices.