

Standard Operating Procedure (SOP): Lost and Found Item Handling Procedures

This SOP details **lost and found item handling procedures**, including the process for reporting, logging, storing, and returning lost items. It ensures a systematic approach for managing lost property, maintaining accurate records, safeguarding items until claim, and providing clear guidelines for employee responsibilities and claimant verification to promote accountability and customer satisfaction.

1. Purpose

To provide clear and consistent guidelines for the handling, logging, storage, and return of lost and found items.

2. Scope

This SOP applies to all employees who may encounter lost property within the organization's premises.

3. Definitions

Term	Definition
Lost Item	Any personal property found unattended or misplaced within the premises.
Claimant	Individual seeking to reclaim a lost item.

4. Responsibilities

- **All Employees:** Report and submit found items to the designated lost and found representative or department.
- **Designated Representative/Department:** Maintain records, store items securely, verify claimant identity, and oversee the return of property.
- **Supervisors/Managers:** Ensure compliance with SOP procedures.

5. Procedures

5.1 Reporting Lost and Found Items

1. Any employee or customer discovering a lost item should immediately report it to the designated lost and found location or staff member.
2. Obtain details regarding where, when, and by whom the item was found.

5.2 Logging Lost and Found Items

1. Enter item details into the Lost and Found Logbook (physical or digital), including:
 - Date and time found
 - Description of the item
 - Location found
 - Name of person who found the item
 - Assigned log or reference number
2. Photograph the item if possible, and attach image to record.

5.3 Storage of Items

1. Store all items in a secured, access-controlled area.
2. Valuable, perishable, or hazardous items should be handled with additional safeguards according to company policy.

5.4 Claiming Procedure

1. Claimants must:
 - Identify and describe the item accurately
 - Provide valid identification

2. Record claimant's details in the Lost and Found Log upon return of item.
3. Obtain claimant signature upon return of item.

5.5 Unclaimed Items

1. Store items for a retention period of **XX days** (specify according to company policy).
2. After the retention period, dispose of or donate items according to local regulations and company guidelines. Document the disposition in the log.

6. Documentation

- Lost and Found Logbook or digital record
- Claimant verification forms
- Removal/disposal documentation (if necessary)

7. Training

All relevant personnel must be trained on these procedures annually and upon hire.

8. Review and Revision

This SOP will be reviewed annually and updated as necessary to ensure ongoing effectiveness and regulatory compliance.