Example business · DEMO-SITE

Lost Property

Standard operating procedure · SOP CS-SO-08

NOT FOR OPERATIONAL USE · RE-APPROVAL REQUIRED. This is the complete text equivalent of the anonymised full design proof. Its original review status is retained.

Document details

Business	Example business	**Site**	DEMO-SITE
Version	1.0	**Source effective date**	20 Sep 2026
Review date	20 Sep 2027	**Prepared by**	[anonymised]
Approved by	Pending re-approval	**Department**	Store Operations
Applies to	All Store Staff	**Source status**	RE-APPROVAL REQUIRED

1. Purpose

To provide a consistent, practical process for lost property that protects people, customers, product, assets and business records.

2. Scope

Applies to staff who perform, supervise or review lost property at the site.

3. Responsibilities

Site Manager	Customise, approve and keep this SOP current for the site.
Authorised Staff	Complete the selected tasks and keep required records.
All Staff	Report exceptions, hazards or issues promptly and follow escalation instructions.

4. Required equipment and resources

- POS System
- Site Checklist
- Customer Policy
- Communication Device
- Store Equipment
- Issue / Handover Log

5. Procedure

1 Receive item without unnecessary handling

Handle the item only enough to make it safe and identify obvious external details; record date/time/location found and finder, then place it in secure lost-property storage.

Form / record reference: FRM-027 - Lost Property Register

2 Record date, place and description

Record date, place and description with the date/time, location or system reference, actual result/quantity where relevant, staff member and any exception or corrective action. Keep enough factual detail for a manager to reconstruct what happened.

Form / record reference: FRM-027 - Lost Property Register

3 Secure item appropriately

Secure item appropriately against customer or unauthorised access, verify locks/controls are effective and record any missing key, damaged lock or access exception immediately.

Form / record reference: FRM-027 - Lost Property Register

4 Protect personal information on devices / documents

Keep phones, wallets, IDs and documents out of public view and locked where possible. Do not copy, photograph or browse personal information unless necessary to identify an owner and permitted.

5 Do not search private contents except under approved policy

Do not unlock devices or search bags/wallets beyond the minimum needed for safety or lawful owner identification. Refer valuables, weapons, drugs or sensitive items to the manager/police as appropriate.

6 Verify claimant before release

Ask the claimant to describe identifying features/content or provide proof of ownership before showing/releasing the item; record the claimant name/contact or signature only to the extent needed for the handover record.

Form / record reference: FRM-027 - Lost Property Register

7 Record return / disposal

Record return / disposal with the date/time, location or system reference, actual result/quantity where relevant, staff member and any exception or corrective action. Keep enough factual detail for a manager to reconstruct what happened.

Form / record reference: FRM-027 - Lost Property Register

8 Escalate suspicious or dangerous items

Pause the affected activity, notify the duty manager with the facts, immediate risk, customer/product/equipment impact and action already taken, then record the decision and person responsible for follow-up.

Form / record reference: FRM-027 - Lost Property Register

6. Related documents

- Opening / Closing Checklists
- Customer Service Policy
- Shift Handover Log

7. Forms checklists and records

- FRM-007 - Shift Handover & Issues Log
- FRM-027 - Lost Property Register

8. Approval and review

Version	1.0
Effective	2026-09-20
Prepared by	[anonymised]
Approved by in source	[anonymised]

Digital approval and sign-off

RE-APPROVAL REQUIRED. A previous approval exists, but the operator-adopted procedure or one of its approval dependencies (selected forms, linked controlled documents or separately recorded review guidance) has changed since it was signed. It may be generated for assessment, but StoreOps will watermark the SOP until it is re-approved.

Previous approval details withheld in this anonymised public example.

CS-SO-08 · v1.0 | Source: StoreOps manual pp 106–107 of 291

Anonymised design example · Not for operational use