



LOST PROPERTY HANDLING PROCESS

Objective: To ensure all lost property within the Universal Athlete Centre (UAC) is managed securely, efficiently, and transparently, maintaining member trust and operational integrity.

Scope:

This SOP applies to all UAC clubs and covers the procedures for finding, logging, storing, and disposing of lost property items.

Procedure Overview

All found items within the club premises must be logged, stored securely, and retained for a defined period before disposal or donation.

Responsibilities

- Centre Manager: Overall oversight of lost property management and monthly reminders.
- Front Desk Team: Logging, tagging, and storing found items.
- Franchise Support Officer: Review during audits to ensure compliance.

Lost Property Handling Process

Step 1 – Finding and Logging

1. Any staff member who finds an item must immediately:
 - Bring it to the Front Desk.
 - Record the item in the Lost Property Logbook (date, time, location found, description, staff initials).
2. If the item is of high value (phones, wallets, jewelry, watches, etc.), it must:
 - Be placed in a lockable drawer or cabinet labeled “Valuable Lost Property”.
 - Logged separately under the “Valuables” section in the Lost Property Log.

Step 2 – Storage

- Non-Valuable Items:
- Store in the designated Lost Property Box at the front desk.
- Valuables:
- Keep in the lockable drawer accessible only to the Centre Manager and Assistant Manager.
- Items should be organized and labeled by month found for easier tracking.

Step 3 – Communication

- A Monthly Lost Property Email Blast is sent to all active members:
- Subject: “Lost Something? Check Our Lost Property Collection This Month!”
- Include photos or descriptions of unclaimed items (excluding valuables for privacy).
- The reminder should also be posted on the club’s community board or WhatsApp group if applicable.

CLUB OPERATIONS STANDARDS

Step 4 – Claiming Lost Items

Members claiming lost property must:

1. Describe the item accurately or present proof of ownership.
2. Sign the Lost Property Claim Form (digital or paper) confirming receipt.
3. The staff member logs the claim date, name of claimant, and initials of the releasing staff.

Step 5 – Retention and Disposal

- All items are retained for 60 days from the date logged.
- After 60 days:
 - Usable items → Donated to a local charity or community partner.
 - Unusable or unhygienic items → Properly discarded.
- All disposals or donations must be recorded in the Lost Property Log and signed off by the Centre Manager.

Documentation

- Lost Property Logbook (digital or hardcopy)
- Lost Property Claim Form
- Monthly Lost Property Email Template
- Disposal/Donation Record Sheet

Compliance

- Audit checks by the Franchise Support Officer every quarter.
- Breaches of this SOP (e.g., missing logs or unsecured valuables) must be reported immediately.

Storage Equipment

- Lockable Drawer or Safe for Valuables
- Lost Property Box (clearly labeled)
- Lost Property Logbook / Google Sheet (recommended for centralized tracking)