**SOP 58 – Incident Involving Lost, Stolen, or Misused Access Credentials (Gate Codes, Keys, Badges)** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If a guest, staff member, or work camper reports a lost, stolen, or misused access item (e.g., gate code, facility key, security badge), notify the General Manager or on-site lead immediately.
2. If unauthorized individuals are suspected of using the access, treat the report as a potential security breach. Review camera footage and access logs as needed.
3. Disable or deactivate the lost or compromised code or credential as soon as possible. Post signage at affected access points if relevant.
4. If the situation involves a lock or physical key:  
   * Secure the area
   * Re-key locks or change combinations if access cannot be controlled
   * Do not issue replacement keys or codes without management approval
5. Record:  
   * Time and date of the report
   * Identity of the person who lost the item
   * Last known time it was used or seen
   * Any suspected misuse or suspicious behavior
6. If criminal intent is suspected (e.g., break-in attempt, key theft), call police and preserve all evidence.
7. Complete an Incident Report including:  
   * Type of access compromised
   * Action taken to secure property
   * Names of individuals issued new credentials (if applicable)
8. Management will determine if further steps are needed, including policy changes, guest fines, or restricted access privileges.
9. All credentials issued must be logged, tracked, and returned or disabled upon checkout, termination, or incident report.
10. Repeated incidents involving lost access tools may result in charges or restricted facility use.