Purpose:To provide a Procedure to ensure that all property that is found within the PUMA Store that is not Company owned is handled in a consistent and appropriate manner and is returned to its rightful owner whenever possible.

Policy

All Lost and Found items, regardless of whether found by an Associate or brought to an Associate by a Customer, must be immediately brought to the attention of the Manager on Duty.

The Manager on Duty must log the item onto the **q03.** Lost and Found Log and secure the item either in the Office or Safe dependent upon perceived value. Attempts should be made for one week, from the date the article was turned in, to contact the owner.

At the end of one week, if the original owner cannot be located or contacted, then the item will be disposed off according to the Procedure.

Any member of PUMA, who does not turn in lost and found articles or who if found not following the Policy and Procedure, will face disciplinary action, up to, and including termination.

Procedure

The Manager on Duty musts document the item by creating an Incident Report at the earliest possible opportunity.

The item(s) musts be stored in the office in the designated area. If the item has a perceived value over €15 or equal to local currency, it should be placed in the Safe.

The Store should retain the item for one week from the day it was turned in, to allow time for a Customer to contact the Store.

* If the PUMA Store is in a Mall, Mall Security should be notified in case the owner contacts the Mall directly looking for the item.
* If a Customer does contact the Store, the Manager on Duty should speak with the Customer.
* The Manager on Duty will request that the Customer describe the lost item.
* If the Manager on Duty determines that the Customer appears to be the owner who lost the item, an appointment should be made for the Customer to come in when the Manager on Duty is available to retrieve the item.

After one week, if the Store is located in a Mall, the Store should contact the Mall Security Office and inquire as to whether they will accept the Lost and Found item.

If the Mall will accept the item, a member of the Management Team should bring the item to the Mall Security Office.

If the Store is not located in a Mall or the Mall will not accept Lost and Found items, the Store should retain the item for one additional week. At the end of the week, if the item has a perceived value of less than €15.00 or equal to local currency, it must be destroyed and discarded.

If the item has a perceived value over €15.00 or equal to local currency, it should be forwarded to Area/District Manager or Operations(if possible).

* If the item is large and would result in a larger shipping cost, Area /District Manager or Store Operations must be contacted to authorize shipping of the item.
* Under no circumstances are any Lost and Found items to be distributed to any Employee of PUMA as a gift, prize, and or other reward, unless explicitly instructed to do so, in writing, by Stores Area/District Manager or Operations.

Credit Cards/Personal Information

If the item is a Credit Card or other personal, private, or potentially financial information the Customer or Merchant Services must be called immediately.

* Merchant Services will notify the Customer that the Credit Card was left at the PUMA Store.
* The Credit Card must be placed in the Store Safe until the Customer comes to retrieve the card.
* If the card holder does not contact the store or come to claim the card within 48 hours the card must be destroyed in the presence of another member of Management, then discarded.
* The item must be destroyed before placing in the trash with destroying the card.