

# Lost & Found Property Policy & Procedures

All property found on the mall or within the Centre limits and passed to Centre Staff will be processed as follows:-

## 1. Receipt procedures:-

- 1.1 The Centre Staff member (CSM) receiving the item will offer to take a contact number or email address for the person handing in the item so that we may let them know what happens to it. The person handing in the item must be informed that we will retain their data only for this purpose and their details will be destroyed once the matter has been resolved (see "Disposal" below).

The CSM will confirm that our Lost & Found Property Policy & Procedures can be found on our website and Facebook Page.

- 1.2 If the item is of value, e.g. a purse or jewellery, the CSM receiving the item will go immediately to the Security Control Room and witness the Controller process the item and any contents. Both parties will sign the Found Property Sheet.

- 1.3 Where the property owner can be identified from items (e.g. bank cards, driving licence etc.) a tannoy announcement will be made immediately. Where an address is found efforts will be made to contact the owner at that address.

- 1.4 The Found Property Log will be completed including details of the item found, by whom, where and when.

- 1.5 The item will be tagged with its unique log number and securely stored.

- 1.6 Items of less intrinsic value e.g. children's toys etc. may if appropriate be held in the cleaners store in the Food Court until the end of the day. If not claimed within that time they must be passed to the Security Controller and logged as above.

## 2. Claims procedure:-

- 2.1 Any person seeking to reclaim lost property must be able to identify the item in some detail.

- 2.2 The claimant must accompany the CSM to the Centre Management Office where the appropriate section of the Found Property Log will be completed and signed by the claimant.

## 3. Disposal procedures:-

- 3.1 Perishables will be disposed of on the day after sell-by date.

- 3.2 Other items will be kept for 4 weeks and then donated to a charity of the Centre's choice.