

## 1. Introduction

The following policy and procedures have been designed to manage and handle lost property.

Register your Lost Property here: <https://notlostenquiry.com/uber-boat-by-thames-clippers/>

### 1.1 Definition

Lost property means any unattended, misplaced or forgotten item which is the property of a person or persons, and which is found on piers or vessels.

### 1.2 Risk

At no point can Uber Boat by Thames Clippers be held responsible for any items deemed to be lost property. No items should be left alone at any time and any that are left are done so at the owner's risk.

## 2. Policy statement

Uber Boat by Thames Clippers staff will do their best to return property of high value or official hard copy documents containing personal data. If it is not possible to do this within the nominated time, items will be donated to local registered charities, or if not suitable for donation, items will be destroyed. Personal Data will not to be donated to Charity. Handling of lost property is not seen as a core Uber Boat by Thames Clippers service and therefore the staff time available to handle lost property is limited.

### 2.1 Lost property procedure

Any property where ownership cannot be identified, will be disposed of in different ways according to the assessed value of the item(s).

We reserve the right to treat an object in the manner we deem most prudent at the time.

Examples of value or risk of personal data loss are outlined below:

<b>High value items</b>	<b>Personal data - high risk</b>	<b>Low value items</b>
Jewellery (e.g. gold, silver)	Passport	Flasks
Purses / wallets containing cash	Credit / debit cards	Food boxes
Mobile phones	Driving license	Food shopping
Camera	Keys. Other keys should be returned to the owner; if they can be identified.	Fashion jewellery / books / shoes / electrical chargers / cables
Laptop	Work folders / paperwork	
Electrical items of value e.g. headphones		
Spectacles		
Sports items		
Items of clothing		

### 2.1.1. Official items containing personal data.

Official items containing personal data will be logged in the Lost Property Register and where possible the owner will be identified.

### 2.1.2. Low value non-food items

Low value non-food items will be placed in the lost property container.

### 2.1.3. Food and drink

Food and drink will be disposed of immediately using the relevant rubbish bins.

## 2.2. Finding lost property

Any Uber Boat by Thames Clippers passengers finding lost property should hand it to a crew member on board. If found on one of our own piers, then this should be handed over to a staff member on the pier.

## 2.3 Claiming lost property and owner identification.

Customer Communication Assistants will attempt to contact the owners of any official or valuable found property where ownership can be easily identified. Once contact has been made, the item however will follow the normal path of lost property, as above, unless a date to collect has been agreed. Please note that the item will be returned in the condition that it is received in.

Any person reclaiming property of high value or containing personal data, as defined in the Assessment of Value or Risk Table, will be asked for detailed information about the item. They must have other photographic identification prior to the item being returned. If the item being returned contains photographic ID, staff will check that the image matches the claimant. Additional proof of ID may be requested. When an owner reclaims an item and staff are satisfied of the owner's claim, the property will be handed over once a declaration has been signed to confirm that they have received it.

## 2.4 Disposal of unclaimed items

### Disposal summary

Lost property high value items and cash will be retained for 45 days. The high value items will be donated to local charities and all cash will be donated to a local charity.

All low value unclaimed items, including books will be taken to local charity shops approximately every 30 days. Electrical chargers/cables will be disposed of.

### Disposal periods

1. *Food and drink*, or anything liquid or perishable, will be properly discarded immediately in the appropriate food bin.
2. *Articles of clothing, umbrellas, and sports items* with little apparent value will be added to Lost Property container for 30 days.
3. *Papers, notebooks, etc.*, will be placed in the lost property containers; they will be emptied every 30 days.
4. *Cash unclaimed after 45 days* will be donated to charity.
5. *High value items* unclaimed after 45 days will be donated to local registered charities.
6. *Official items holding personal data, papers, notebooks, etc.* If they remain unclaimed after 48 hours, then it will be shredded.
7. *Any unusual items* of lost property will be drawn to the attention of the Customer Communications Manager who will decide on the most appropriate means of disposal.

Where it is not possible to return an item to its original owner within the nominated period, it will be disposed of in an environmentally friendly manner. This includes donations to local charities. Any lost property containing personal data that has not been claimed within the specified time will be destroyed.