

SITE SURVEY REPORT

Retail Loss Prevention Audit

Prepared for	Marlow and Finch Clothing Ltd
Date	7 Oct 2026
Site	Store 108, Wexcombe
Prepared by	K. Draycott

FORM

Retail Loss Prevention Audit**1. Store and audit scope**

Project	Store 108, Wexcombe: loss prevention audit (completed example)
Store address	14 to 16 Fore Street, Wexcombe WX3 1DL
Retailer or brand	Marlow and Finch Clothing Ltd
Location (GPS)	50.9147, -3.4902
Audit date	7 Oct 2026
Auditor	K. Draycott
Store name or number	Store 108, Wexcombe
Store manager	B. Oyelaran
Reason for the audit	High-loss store review
Till data reviewed from	8 Sep 2026
Till data reviewed to	5 Oct 2026
Known loss at the last stock count (% of sales)	2.4
Loss prevention policy and version audited against	Loss prevention standards, version 6

This audit checks the store's loss prevention controls against the retailer's own policy. It gives no advice on stopping, detaining or searching anyone: for that, staff follow the company policy and police advice. Do not name or photograph customers in this record.

3. Entrance, CCTV and high-risk lines**A. Entrance and tagging gates**

Tagging gates alarm when tested with a live tag	Action needed
What needs doing, or why not checked	Left pedestal at the main entrance silent with a live hard tag, tested three times. Right pedestal alarms.
Gate alarm heard at the tills or by the floor team	Acceptable

Staff can describe the store's gate alarm response	Acceptable
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Lines the policy says to tag are tagged	Acceptable
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Detachers and deactivators secured at the tills	Acceptable
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Acceptable	4
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Needing action	1
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Not checked	0
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A. Entrance and tagging gates: score (%)	80
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B. CCTV coverage and recording

All cameras recording, none offline	Action needed
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What needs doing, or why not checked	Camera 5 (stockroom door) shows no picture on the recorder. Last recording 29 September.
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Tills, entrance, high-risk bays, stockroom and cash office covered	Acceptable
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Footage can be found and played back for a sample date	Acceptable
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CCTV signs visible and readable, naming the operator, the purpose and a contact	Action needed
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What needs doing, or why not checked	Two CCTV signs at the entrance say CCTV in operation but give no operator name or contact.
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Recorder secured and access limited to named people	Acceptable
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Acceptable	3
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Needing action	2
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Not checked	0
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B. CCTV coverage and recording: score (%)	60
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C. High-risk lines and security cases

Security cases and cabinets locked, keys held by named staff	Acceptable
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High-risk lines protected as the policy says	Acceptable
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High-risk bays in sight of staff or CCTV	Acceptable
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No empty packaging found on the walk-round	Action needed
What needs doing, or why not checked	Three empty fragrance boxes found behind the denim table and in fitting room 4.
Empty or opened packs found	3
Acceptable	3
Needing action	1
Not checked	0
C. High-risk lines and security cases: score (%)	75

4. Till procedures, refunds and voids

D. Till procedures, refunds and voids	
Till drawers closed between sales	Acceptable
Cash pick-ups made at the till limit	Acceptable
Refunds and voids need a supervisor or second person as the policy says	Action needed
What needs doing, or why not checked	One refund of £64.00 with no receipt went through without a supervisor code. Logged in the sample.
No-sale and drawer-open reports reviewed by the manager	Acceptable
Staff purchases served by another colleague	Acceptable
Transactions sampled 1: Refund	
Transaction	Refund
Transaction number	TX-EXAMPLE-40817
Till	Till 2
Operator ID	OP-EXAMPLE-19
Amount (£)	64
Authorised as the policy requires	No
Evidence held	None found
Result	Exception

What was found

No receipt and no supervisor code. Policy needs a supervisor code for any refund without a receipt. Same operator ID has two more no-receipt refunds in the period.

Transactions sampled 2: Refund

Transaction	Refund
Transaction number	TX-EXAMPLE-40422
Till	Till 1
Operator ID	OP-EXAMPLE-07
Amount (£)	35
Authorised as the policy requires	Yes
Evidence held	Receipt or proof of purchase
Result	In line with the procedure

Transactions sampled 3: Void

Transaction	Void
Transaction number	TX-EXAMPLE-40290
Till	Till 2
Operator ID	OP-EXAMPLE-12
Amount (£)	18.5
Authorised as the policy requires	Yes
Evidence held	Not required
Result	In line with the procedure

Transactions sampled 4: No sale (drawer opened)

Transaction	No sale (drawer opened)
Transaction number	TX-EXAMPLE-40511
Till	Till 1
Operator ID	OP-EXAMPLE-07
Amount (£)	0
Authorised as the policy requires	Not required

Evidence held	Not required
Result	In line with the procedure
Transactions sampled	4
Exceptions	1
Acceptable	4
Needing action	1
Not checked	0
D. Till procedures, refunds and voids: score (%)	80

5. Stockroom, deliveries, cash office and safe

E. Stockroom and deliveries

Stockroom door kept shut, access limited to staff	Acceptable
Deliveries checked against the delivery note before signing	Acceptable
Drivers not left alone in the stockroom or yard	Acceptable
Returns to supplier and claims stock held in a secure area	Acceptable
Fire exits alarmed or monitored and free to open from inside	Action needed
What needs doing, or why not checked	Rear fire exit found wedged open onto the service yard with the exit alarm switched off at the key switch. Wedge removed, alarm back on, door closes and opens freely from inside.

Photos for this area



Acceptable	4
Needing action	1
Not checked	0
E. Stockroom and deliveries: score (%)	80

F. Cash office and safe

Cash office door locked when not in use	Acceptable
Safe locked, time delay or dual control working	Acceptable
Cash in the safe within the store limit	Acceptable
Banking bags sealed, seal numbers logged and collection signed for	Acceptable
Safe code changed when a code holder leaves	Acceptable
Acceptable	5
Needing action	0
Not checked	0
F. Cash office and safe: score (%)	100

6. Staff procedures, keys, waste and damages

G. Staff procedures

Staff bags and coats kept in lockers or the staff room	Acceptable
Staff purchase procedure followed, receipts kept with the goods	Acceptable
Staff know how to report a loss concern confidentially	Acceptable
Loss prevention covered in induction and refresher training	Not checked
What needs doing, or why not checked	Training records held at area office. Requested.
Acceptable	3
Needing action	0
Not checked	1
G. Staff procedures: score (%)	100

H. Key control

Key register up to date, every key holder named	Acceptable
Keys signed in and out	Acceptable
Each keyholder has their own alarm code	Acceptable
Keys and codes recovered from leavers	Action needed
What needs doing, or why not checked	Key register still lists a supervisor who left on 19 September. Key returned, but the alarm code was not deleted.
Acceptable	3
Needing action	1
Not checked	0
H. Key control: score (%)	75

I. Waste and damages

Damaged stock recorded before disposal	Acceptable
Write-offs and markdowns authorised by a manager	Acceptable
Bins and compactor checked for concealed stock	Acceptable
Acceptable	3

Needing action	0
Not checked	0
I. Waste and damages: score (%)	100

7. Audit result

Checks acceptable	32
Checks needing action	7
Not checked	1
Overall score (%)	82
Rating	Needs improvement
Areas under 75%	1
Transaction exceptions in the sample	1

Scores are our own measure: checks marked acceptable as a share of checks marked acceptable or action needed, per area and overall. Rating bands: 90% and over Good, 75 to 89% Needs improvement, under 75% Poor. They are not an industry standard.

8. Actions and sign-off

Items needing action	7
Result	Action needed before the follow-up audit

Actions 1: Book the tagging system engineer for the left entrance pedestal.

Action	Book the tagging system engineer for the left entrance pedestal.
Priority	Today
Who will do it	B. Oyelaran
Due by	7 Oct 2026
Status	Done, checked

Actions 2: Delete the leaver's alarm code and update the key register.

Action	Delete the leaver's alarm code and update the key register.
Priority	Today
Who will do it	B. Oyelaran

Due by	7 Oct 2026
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Status	Done, checked
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Actions 3: Get camera 5 repaired and check recording the next day.

Action	Get camera 5 repaired and check recording the next day.
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Priority	This week
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Who will do it	CCTV contractor via the helpdesk
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Due by	10 Oct 2026
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Status	Open
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Actions 4: Replace the entrance CCTV signs with signs naming the operator, purpose and a contact.

Action	Replace the entrance CCTV signs with signs naming the operator, purpose and a contact.
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Priority	This week
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Who will do it	B. Oyelaran
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Due by	14 Oct 2026
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Status	Open
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Actions 5: Area manager to review the no-receipt refunds on OP-EXAMPLE-19 with the store manager and retrain on the refund procedure.

Action	Area manager to review the no-receipt refunds on OP-EXAMPLE-19 with the store manager and retrain on the refund procedure.
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Priority	This week
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Who will do it	Area manager (G. Talbot)
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Due by	14 Oct 2026
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Status	In progress
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Actions still open	3
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Decision	Follow-up audit within 4 weeks
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Follow-up audit date	4 Nov 2026
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Summary for the store and area manager

Most controls in place. Gaps: one entrance pedestal not alarming, stockroom camera offline, CCTV signs without a contact, a no-receipt refund without authorisation, the rear fire exit wedged with its alarm off, and a leaver's alarm code still live. Three empty fragrance boxes found.

Auditor name

K. Draycott

Auditor signature*K. Draycott***Store manager name**

B. Oyelaran

Store manager signature*B. Oyelaran*