

Retail Store Audit

A retail operations audit covering opening readiness, presentation, stock controls, service arrangements, safety observations and corrective actions.

1. Record details and scope

Project

Filled in from the project in SiteSurvey.

Site or premises address

Client or organisation

Record date *

Person completing the record *

This is an operational store review, not a complete legal, food safety, fire or pricing compliance audit. Apply the retailer's current procedures and separate specialist checks.

HSE identifies manual handling, slips and trips, violence and workplace transport as common retail risks. Include relevant observations in the store audit and refer significant hazards into the responsible safety process.

2. Store and standards

Walk Cam: store walk-round

Walk Cam video walk-through: available in the SiteSurvey app only.

Store ID and manager *

Operating standard and version *

Visit type * (choose one)

☐ Opening readiness ☐ Routine audit ☐ Follow-up

Departments and exclusions

3. Operations

Entrance and customer routes are ready * (choose one)

☐ Acceptable ☐ Action needed ☐ Not checked ☐ Not applicable

Action, limitation or reason not applicable * (if applicable)

Displays, labels and promotions match the approved brief * (choose one)

☐ Acceptable ☐ Action needed ☐ Not checked ☐ Not applicable

Action, limitation or reason not applicable * (if applicable)

Stock rotation, damage and quarantine arrangements checked * (choose one)

☐ Acceptable ☐ Action needed ☐ Not checked ☐ Not applicable

Action, limitation or reason not applicable * (if applicable)

Service desk and till readiness checked * (choose one)

☐ Acceptable ☐ Action needed ☐ Not checked ☐ Not applicable

Action, limitation or reason not applicable * (if applicable)

Delivery and back-of-house arrangements reviewed * (choose one)

☐ Acceptable ☐ Action needed ☐ Not checked ☐ Not applicable

Action, limitation or reason not applicable * (if applicable)

Visible trip hazards and spill response addressed * (choose one)

☐ Acceptable ☐ Action needed ☐ Not checked ☐ Not applicable

Action, limitation or reason not applicable * (if applicable)

Supporting photos (photos: attach, or note the file names)

4. Exceptions and follow-up

Tie each exception to the relevant store standard and a specific location. Identify immediate action and later follow-up separately.

Operational exception (copy this block for each one)

Department or location *

Requirement reference *

Observed deviation and evidence *

Responsible manager *

Immediate controls and escalation

Previous audit and action references

5. Actions and review

Are further actions required? * (choose one)

☐ Yes ☐ No

Further action (copy this block for each one; if applicable)

Action and evidence reference *

Person responsible *

Target date

Action status * (choose one)

☐ Open ☐ In progress ☐ Completed

Completion evidence * (if applicable)

Outstanding limitations and information to pass on

Record status * (choose one)

☐ Ready for review ☐ Further work needed ☐ Work or use stopped

Reviewed by

Review date

Author signature *

Signing records the information entered. It does not itself certify legal compliance, remove a limitation or authorise unsafe work.