RETAIL SAFETY CHECKLIST TEMPLATE

Retail Safety Audit Checklist

Use this comprehensive template to inspect customer areas, emergency routes, fire controls, slips and trips, fixtures, equipment, stockrooms, employees, first aid, incidents, and corrective-action closure.

STORE / LOCATION	AUDIT TYPE	OPERATING STATUS	AUDITOR / DATE

1. Audit setup, scope, and safety governance

1 Select the store, audit type, audit date, operating status, and areas included in the safety review. AUDIT SETUP

STORE / AREA | Select — AUDIT TYPE | Select — DATE / SHIFT | Enter

Execution tip: Use controlled fields for store, audit type, and operating status. Apply geo-fencing and an approved time window so the audit is tied to the correct location and shift.

2 Confirm the store manager, safety representative, facilities contact, and regional escalation owner for the audit. CRITICAL RESPONSIBILITY FIELDS

REQUIRED / EXPECTED | Enter — OBSERVED | Enter — REFERENCE | Add

Execution tip: Assign named roles before the audit starts. Critical findings should automatically route to the manager and regional owner with a clear response deadline.

3 Review previous safety findings, open corrective actions, recent incidents, near misses, and repeated hazards. CRITICAL ACTION REVIEW

Item / hazard	Observed	Owner	Due	Status

Execution tip: Show overdue actions and repeat failures at the start. A repeated hazard should receive higher priority than a first-time low-risk observation.

4 Verify the store has current safety procedures, emergency contacts, inspection records, and legally required notices available. CRITICAL DOCUMENT CHECK

Compliant — Needs attention — Non-compliant — Add evidence

Execution tip: Record document names, versions, and review dates. Escalate missing or expired mandatory records instead of relying on a simple Yes response.

5 Record current footfall, staffing level, deliveries, maintenance work, promotions, and any unusual operating condition. CONTEXT FIELDS

REQUIRED / EXPECTED | Enter — OBSERVED | Enter — REFERENCE | Add

Execution tip: Capture conditions that affect risk, such as peak traffic, contractors, temporary displays, or active repairs. This helps reviewers interpret findings correctly.

6 Capture arrival timestamp, geo-location, and an approved exterior reference photo before beginning the inspection. LOCATION + PHOTO

Take live photo — LOCATION | Add — COMMENT | Add

Execution tip: Use live capture rather than gallery upload when possible. Timestamp and location evidence help confirm the audit happened at the assigned store and time.

2. Exterior, parking, entrances, and customer access

7 Inspect parking areas, pedestrian routes, curbs, ramps, and external walkways for damage, obstruction, or slip and trip hazards.
CRITICAL | AREA INSPECTION

Compliant | Needs attention | Non-compliant | Add evidence

Execution tip: Check changes in level, potholes, loose surfaces, drainage, lighting, and temporary obstructions. Add a photo and location reference for every material hazard.

8 Verify exterior lighting is operational and provides adequate visibility at entrances, parking, loading, and staff access points.
CRITICAL | LIGHTING CHECK

Compliant | Needs attention | Non-compliant | Add evidence

Execution tip: Test during low-light conditions when relevant. Record failed fixtures, dark zones, ownership, and repair priority based on customer and employee exposure.

9 Confirm entrance doors, automatic doors, mats, thresholds, and anti-slip surfaces are secure and functioning safely.
CRITICAL | FUNCTIONAL CHECK

Compliant | Needs attention | Non-compliant | Add evidence

Execution tip: Test automatic door sensors and closing speed. Treat loose mats, damaged thresholds, or doors that trap or strike users as urgent actions.

10 Verify accessible entrances, ramps, handrails, and routes are clear, stable, and available for customers who need them.
CRITICAL | ACCESSIBILITY CHECK

Compliant | Needs attention | Non-compliant | Add evidence

Execution tip: Assess actual usability, not only presence. Record blocked routes, steep or damaged access, missing handrails, and temporary displays restricting movement.

11 Check external signage, promotional stands, barriers, and queue equipment are stable and do not create impact or trip risks.
STABILITY CHECK

Compliant | Needs attention | Non-compliant | Add evidence

Execution tip: Inspect anchoring, sharp edges, wind exposure, and placement. Require relocation or securing of unstable promotional fixtures before opening or peak trading.

12 Confirm loading, waste, and service areas are separated from customer routes and controlled during deliveries or collections.
CRITICAL | ROUTE CONTROL

- [ ] Verified
- [ ] Not available
- [ ] Needs action
- [ ] Not applicable

Execution tip: Cover barriers, spotters, delivery timing, reversing controls, and temporary access restrictions. Escalate uncontrolled vehicle and pedestrian interaction immediately.

3. Sales floor, aisles, fixtures, and customer movement

13 Verify aisles, circulation paths, queue lines, and emergency routes meet the approved clear-width requirement.
CRITICAL · WIDTH MEASUREMENT

REQUIRED | Enter · MEASURED | Enter · UNIT | mm / count

Execution tip: Capture the narrowest measured width and compare it with the approved standard. Create an action if stock, fixtures, or displays reduce safe movement.

14 Check shelves, racks, gondolas, display tables, and freestanding fixtures are stable, level, and free from sharp or damaged parts.
CRITICAL · FIXTURE INSPECTION

Compliant · Needs attention · Non-compliant · Add evidence

Execution tip: Inspect anchoring, load, protrusions, loose components, and customer reach. Require photo evidence for damaged or unstable fixtures.

15 Confirm products and displays are stacked within safe height, weight, and capacity limits.
CRITICAL · LOAD AND HEIGHT

REQUIRED / EXPECTED | Enter · OBSERVED | Enter · REFERENCE | Add

Execution tip: Record estimated or measured height, fixture capacity, and product weight where risk is material. Heavy products should not be stored where they can fall onto customers.

16 Verify promotional displays, end caps, mannequins, baskets, and temporary fixtures do not obstruct sightlines or movement.
DISPLAY SAFETY

Compliant · Needs attention · Non-compliant · Add evidence

Execution tip: Assess blind corners, protruding bases, unstable props, and reduced aisle width. Include current campaign reference when a standard needs correction.

17 Inspect glass, mirrors, acrylic panels, and display cases for cracks, chips, loose fittings, or unsafe edges.
CRITICAL · GLASS INSPECTION

Compliant · Needs attention · Non-compliant · Add evidence

Execution tip: Isolate damaged glass immediately. Record the exact fixture, risk of contact or collapse, temporary control, and replacement owner.

18 Confirm customer seating, trial areas, fitting rooms, and service counters are stable, uncluttered, and safely arranged.
CUSTOMER-AREA CHECK

Compliant · Needs attention · Non-compliant · Add evidence

Execution tip: Check furniture stability, cable routes, capacity, privacy fixtures, and safe access. Include peak-use conditions rather than inspecting only an empty area.

4. Slips, trips, falls, housekeeping, and spill response

19 Inspect floors for water, oil, debris, loose tiles, torn flooring, uneven surfaces, or other slip and trip hazards.

CRITICAL | HAZARD OBSERVATION

Take live photo | LOCATION | Add | COMMENT | Add

Execution tip: Use live photos for active hazards. Record the exact location, immediate containment, owner, and deadline rather than leaving the issue as a general comment.

20 Verify floor cleaning schedules, inspection frequencies, and completed records match the store's risk and trading pattern.

CRITICAL | SCHEDULE VERIFICATION

SCHEDULED | 00:00 | COMPLETED | 00:00 | DELAY | Enter

Execution tip: Set time-bound checks around opening, peak trading, deliveries, and closing. Trigger escalation when a required inspection is missed or completed late.

21 Confirm wet-floor signs, barriers, spill kits, and absorbent materials are available, visible, and ready for use.

CRITICAL | EQUIPMENT CHECK

- [ ] Verified
- [ ] Not available
- [ ] Needs action
- [ ] Not applicable

Execution tip: Check quantity, placement, condition, and staff access. Missing spill controls should create an immediate action before the area remains open to customers.

22 Observe whether spills, breakages, dropped products, and contamination are isolated and cleaned promptly.

CRITICAL | RESPONSE OBSERVATION

Compliant | Needs attention | Non-compliant | Add evidence

Execution tip: Capture detection time, response time, temporary control, and reopening time. Use escalation if the area remains exposed beyond the allowed response window.

23 Check cables, extension leads, packaging, stock, cleaning tools, and personal items are not left in walkways.

CRITICAL | TRIP-HAZARD CHECK

Compliant | Needs attention | Non-compliant | Add evidence

Execution tip: Record recurring sources and the process causing them. Assign corrective action to the role controlling storage, merchandising, cleaning, or equipment use.

24 Verify stairs, ramps, handrails, escalators, lifts, and changes in floor level are clean, unobstructed, and functioning safely.

CRITICAL | ACCESS-SYSTEM CHECK

Compliant | Needs attention | Non-compliant | Add evidence

Execution tip: Inspect warning markings, lighting, handrails, emergency stops, and maintenance status. Restrict use if a safety-critical function fails.

5. Fire safety, emergency exits, and evacuation readiness

25 Confirm all emergency exits, escape routes, and final exit doors are unlocked, unobstructed, and clearly accessible.

CRITICAL | CRITICAL EXIT CHECK

Compliant | Needs attention | Non-compliant | Add evidence

Execution tip: Make live photo proof mandatory for blocked or compromised exits. Create a highest-priority action with immediate escalation and containment.

26 Verify exit signs, emergency lighting, directional signs, and assembly-point information are visible and operational.

CRITICAL | EMERGENCY SIGNAGE

Compliant | Needs attention | Non-compliant | Add evidence

Execution tip: Test lighting where permitted and record failed units. Assign repair deadlines based on legal and company requirements.

27 Inspect fire extinguishers, hose reels, blankets, alarms, detectors, and suppression systems for access, condition, and inspection status.

CRITICAL | FIRE EQUIPMENT

Item / hazard	Observed	Owner	Due	Status

Execution tip: Record asset ID, location, service date, seal or pressure condition, and defect. Do not accept a single answer for multiple pieces of equipment.

28 Confirm fire doors close correctly, remain unobstructed, and are not wedged or held open without approved controls.

CRITICAL | FIRE-DOOR CHECK

Compliant | Needs attention | Non-compliant | Add evidence

Execution tip: Test representative doors and capture evidence of defects. Remove unauthorized wedges immediately and assign permanent repair where needed.

29 Verify evacuation plans, emergency contacts, and assigned fire warden or emergency roles are current and understood.

CRITICAL | READINESS CHECK

☐ Verified | ☐ Not available | ☐ Needs action | ☐ Not applicable

Execution tip: Confirm named people are on shift and trained. Include backup coverage for breaks, absence, and extended operating hours.

30 Review the latest emergency drill, actions raised, completion status, and readiness for customers requiring assistance.

DRILL REVIEW

REQUIRED / EXPECTED: Enter | OBSERVED: Enter | REFERENCE: Add

Execution tip: Capture drill date, scenario, participation, evacuation time, lessons, and open actions. Include plans for mobility, hearing, visual, or language support.

6. Electrical, equipment, utilities, and maintenance safety

31 Inspect plugs, sockets, power strips, extension leads, chargers, and visible cables for damage, overheating, or unsafe use.

CRITICAL | ELECTRICAL INSPECTION

Compliant | Needs attention | Non-compliant | Add evidence

Execution tip: Require photo evidence for damaged insulation, exposed conductors, overloaded sockets, or daisy-chained extensions. Remove unsafe equipment from service.

32 Confirm electrical panels, isolation switches, plant rooms, and utility controls are labeled, accessible, and restricted to authorized staff.

CRITICAL | ACCESS CONTROL

Compliant | Needs attention | Non-compliant | Add evidence

Execution tip: Check that clearance is maintained and doors remain secured. Record missing labels, blocked isolation points, and unauthorized access.

33 Verify customer-facing and operational equipment has current maintenance status and no visible safety defect.

CRITICAL | EQUIPMENT STATUS

Item / hazard	Observed	Owner	Due	Status

Execution tip: Record equipment ID, condition, last service date, defect, and restriction. Separate each failed asset so ownership and closure can be tracked.

34 Test guards, interlocks, emergency stops, and safety devices on equipment where operation permits.

CRITICAL | SAFETY-DEVICE TEST

Compliant | Needs attention | Non-compliant | Add evidence

Execution tip: Use approved test procedures and trained staff. Stop use immediately if a guard, interlock, or emergency stop fails.

35 Check refrigeration, heating, ventilation, lighting, lifts, and other utilities for abnormal noise, leakage, heat, odor, or alarm.

CRITICAL | UTILITY OBSERVATION

Compliant | Needs attention | Non-compliant | Add evidence

Execution tip: Capture the symptom, location, time, and operating impact. Escalate conditions suggesting electrical, refrigerant, gas, or mechanical risk.

36 Confirm maintenance work areas are controlled with barriers, permits, contractor identification, and safe reinstatement before reopening.

CRITICAL | WORK-AREA CONTROL

☐ Verified | ☐ Not available | ☐ Needs action | ☐ Not applicable

Execution tip: Record contractor, permit, isolation, barriers, housekeeping, and handback. Do not reopen customer access until the responsible manager verifies completion.

7. Stockroom, receiving, storage, and manual handling

37 **Verify stockroom aisles, exits, electrical panels, and fire equipment remain clear and accessible.** CRITICAL · CLEARANCE CHECK

Compliant | Needs attention | Non-compliant | Add evidence

Execution tip: Use marked clearance zones and live photos for obstruction. Escalate blocked exits, panels, or fire equipment immediately.

38 **Check racking, shelves, mezzanines, ladders, steps, and storage fixtures for damage, overload, or instability.** CRITICAL · STORAGE INSPECTION

Compliant | Needs attention | Non-compliant | Add evidence

Execution tip: Record load limits, visible damage, missing fixings, and unsafe access. Quarantine affected bays until inspected or repaired.

39 **Confirm heavy, bulky, sharp, liquid, and fragile products are stored at safe heights and in appropriate locations.** CRITICAL · STORAGE SUITABILITY

☐ Verified | ☐ Not available | ☐ Needs action | ☐ Not applicable

Execution tip: Assess drop risk, leakage, manual handling, and customer or staff exposure. Move high-risk products before normal activity continues.

40 **Observe delivery unloading, pallet movement, trolleys, cages, dock plates, and vehicle interaction for safe controls.** CRITICAL · DELIVERY OBSERVATION

Compliant | Needs attention | Non-compliant | Add evidence

Execution tip: Capture timing, route separation, equipment condition, and use of spotters or barriers. Escalate uncontrolled vehicle and pedestrian movement.

41 **Verify manual handling aids are available, serviceable, and used for loads that exceed safe handling limits.** CRITICAL · MANUAL HANDLING

☐ Verified | ☐ Not available | ☐ Needs action | ☐ Not applicable

Execution tip: Check trolleys, pallet trucks, team lifting, load weight information, and staff technique. Record why the chosen control is suitable for the load.

42 **Confirm goods are not stored in a way that creates falling-object, collapse, leakage, or chemical interaction risk.** CRITICAL · STORAGE RISK CHECK

Compliant | Needs attention | Non-compliant | Add evidence

Execution tip: Inspect stacking pattern, containment, compatibility, and clearance. Require immediate correction for unstable stacks or incompatible materials.

8. Employee safety, training, PPE, and working practices

43 Confirm employees have completed required safety induction, role training, and refresher training.

CRITICAL | TRAINING RECORD

Item / hazard	Observed	Owner	Due	Status

Execution tip: Record employee or role, required course, completion date, expiry, and gap. Do not rely on a store-level Yes response when individual compliance matters.

44 Verify required personal protective equipment is available, suitable, clean, and used for the task.

CRITICAL | PPE CHECK

☐ Verified ☐ Not available ☐ Needs action ☐ Not applicable

Execution tip: Match PPE to actual tasks such as cutting, cleaning, receiving, waste, or maintenance. Record missing sizes, damaged PPE, and non-use observations.

45 Observe safe use of ladders, step stools, box cutters, trolleys, compactors, balers, and other work equipment.

CRITICAL | BEHAVIOR OBSERVATION

Compliant | Needs attention | Non-compliant | Add evidence

Execution tip: Record the task and behavior observed. Unsafe use should create immediate coaching and, for high-risk equipment, restrict the task until competence is confirmed.

46 Confirm lone working, opening, closing, cash movement, and high-risk tasks have approved controls and escalation support.

CRITICAL | HIGH-RISK WORK

☐ Verified ☐ Not available ☐ Needs action ☐ Not applicable

Execution tip: Check communication, check-in, buddy, alarm, authorization, and response arrangements. Include actual shift coverage, not only written policy.

47 Verify staffing levels and work allocation do not create unsafe lifting, fatigue, crowd control, or emergency-response gaps.

STAFFING RISK

REQUIRED / EXPECTED | Enter
OBSERVED | Enter
REFERENCE | Add

Execution tip: Record actual staffing, peak demand, absences, and high-risk tasks. Escalate when minimum safety coverage or emergency roles are not available.

48 Confirm employees know how to report hazards, near misses, injuries, aggression, and unsafe equipment.

CRITICAL | KNOWLEDGE CHECK

Compliant | Needs attention | Non-compliant | Add evidence

Execution tip: Ask a sample of employees to explain the process. Capture knowledge gaps and assign coaching rather than accepting manager confirmation alone.

9. First aid, incidents, security events, and customer safety

49 Verify first-aid kits, eyewash, defibrillator, or other required response equipment are accessible, complete, and in date.

CRITICAL | FIRST-AID EQUIPMENT

Item / hazard	Observed	Owner	Due	Status

Execution tip: Record equipment type, location, expiry, seal, missing item, and owner. Treat unavailable mandatory response equipment as a critical action.

50 Confirm trained first aiders and incident-response contacts are available for the current operating hours.

CRITICAL | COVERAGE CHECK

REQUIRED / EXPECTED | Enter
OBSERVED | Enter
REFERENCE | Add

Execution tip: Compare trained coverage with the roster. Include breaks, late trading, weekends, and absence contingency.

51 Review recent injuries, customer accidents, near misses, aggressive behavior, and security events for complete records and action closure.

CRITICAL | INCIDENT REVIEW

Item / hazard	Observed	Owner	Due	Status

Execution tip: Capture incident date, type, immediate response, investigation, action, owner, and status. Identify repeat causes across similar events.

52 Verify incident forms, witness details, evidence, CCTV references, and escalation notifications are completed according to policy.

CRITICAL | RECORD QUALITY

Compliant | Needs attention | Non-compliant | Add evidence

Execution tip: Check completeness and data access. Avoid collecting unnecessary personal data while ensuring the event can be investigated and defended.

53 Confirm procedures for violence, theft, suspicious packages, medical emergencies, and customer evacuation are available and understood.

CRITICAL | EMERGENCY SCENARIO

- [ ] Verified
- [ ] Not available
- [ ] Needs action
- [ ] Not applicable

Execution tip: Use scenario-based questions with employees. Record gaps in response steps, communication, safe withdrawal, and escalation.

54 Check customer complaints or observations related to safety are recorded, investigated, and linked to corrective action.

CUSTOMER FEEDBACK

Item / hazard	Observed	Owner	Due	Status

Execution tip: Link complaints to location, date, hazard type, response, and closure proof. Repeated customer reports should raise the risk priority.

10. Overall risk, corrective action, and management sign-off

55 Rate overall retail safety control effectiveness across customers, employees, premises, equipment, and emergency readiness.

CRITICAL | WEIGHTED RATING

CUSTOMER SAFETY | 1 to 5
EMPLOYEE SAFETY | 1 to 5
EMERGENCY READINESS | 1 to 5

Execution tip: Score categories separately before calculating the overall result. A critical uncontrolled hazard should cap or override the final score.

56 Record the highest-priority hazards, affected areas, people exposed, likelihood, and potential impact.

CRITICAL | PRIORITY RISK GRID

Item / hazard	Observed	Owner	Due	Status

Execution tip: Prioritize based on severity, exposure, frequency, legal requirement, and whether an immediate temporary control is available.

57 Create corrective actions with owner, priority, due date, interim control, evidence requirement, and escalation path.

CRITICAL | CORRECTIVE WORKFLOW

OWNER | Select
PRIORITY | Select
DUE | Date / time
Closure proof

Execution tip: Assign the role with authority to fix the cause. Use shorter deadlines and automatic escalation for fire, electrical, structural, access, or active customer hazards.

58 Confirm every critical hazard is removed, isolated, controlled, or formally escalated before the audit is closed.

CRITICAL | CRITICAL CLOSURE

Compliant | Needs attention | Non-compliant | Add evidence

Execution tip: Do not close the audit with an exposed critical risk. Record the temporary control, accountable owner, and next review time when permanent repair is pending.

59 Set the follow-up review date and verify overdue actions will escalate to store, regional, and safety leadership.

CRITICAL | REVIEW DATE

REVIEW DATE | DD / MM / YYYY
ESCALATE TO | Select

Execution tip: Use an earlier review for temporary controls and repeat findings. Configure reminders and escalation based on priority and operational exposure.

60 Complete store manager and safety reviewer approval with comments, timestamp, and signature.

CRITICAL | DUAL SIGN-OFF

Approved | Approved with open actions | Escalated
MANAGER / REVIEWER | Sign

Execution tip: Require the manager to acknowledge findings and the reviewer to verify evidence, risk rating, action ownership, deadlines, and escalation before final submission.