RETAIL SAFETY AUDIT TEMPLATE

Store Safety Audit Checklist

Inspect customer areas, emergency routes, fire controls, equipment, stockrooms, employee practices, incidents, and corrective actions across every store.

STORE / LOCATION	AUDIT DATE	AUDITOR	APPROVER

1. Audit setup, scope, and safety governance

1 Confirm the store, audit date, operating status, auditor, store manager, and safety escalation owner. CRITICAL · METADATA + SIGN-OFF

NAME | Enter — TIME | __:__ — SIGNATURE | Sign

Execution tip: Start with verified ownership so every finding and action has a clear accountable person.

2 Define the areas included in the audit, including exterior, customer, staff, stockroom, receiving, and restricted zones. ZONE CHECKLIST

☐ Compliant ☐ Issue found ☐ N/A — Add evidence

Execution tip: Use a current floor plan and record any area that could not be inspected.

3 Review previous safety findings, overdue actions, recent incidents, near misses, and repeat hazards. CRITICAL · RECORD REVIEW

Current | Incomplete | Missing / expired | Attach record

Execution tip: Inspect repeat and overdue hazards first because they often indicate weak control effectiveness.

4 Verify current safety procedures, emergency contacts, inspection records, and required notices are available. DOCUMENT VERIFICATION

Current | Incomplete | Missing / expired | Attach record

Execution tip: Record the document version or review date rather than accepting an undated copy.

5 Record current footfall, staffing, deliveries, maintenance work, promotions, and unusual operating conditions. CONTEXT NOTE

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Capture conditions that may change risk, such as crowding, contractor work, or severe weather.

6 Capture the audit start time, geo-location, and an approved exterior reference photo. GEO-LOCATION + TIMESTAMP + PHOTO

Good condition | Monitor | Action required | Add live photo

Execution tip: Use live evidence at the start of the audit to verify location and timing.

2. Exterior, parking, entrances, and customer access

7 Inspect parking areas, pedestrian routes, curbs, ramps, and walkways for damage, obstruction, or slip and trip hazards.
CRITICAL | SCORED STATUS + PHOTO

Good condition | Monitor | Action required | Add live photo

Execution tip: Photograph the exact defect with a fixed reference point so the repair team can locate it quickly.

8 Verify exterior lighting provides adequate visibility at entrances, parking, loading, and staff access points.
FUNCTIONAL TEST

Pass | Partial | Fail | RESULT | Enter

Execution tip: Test after dark or use recent night evidence when daylight inspection cannot confirm coverage.

9 Check entrance doors, automatic doors, mats, thresholds, and anti-slip surfaces are secure and operating safely.
CRITICAL | FUNCTIONAL TEST + PHOTO

Good condition | Monitor | Action required | Add live photo

Execution tip: Open and close each sampled door fully and inspect mat edges and thresholds for trip risk.

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

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Measure clear width and gradient where visual inspection cannot confirm accessibility.

11 Check external signs, promotional stands, barriers, and queue equipment are stable and do not create impact or trip risks.
CONDITION ASSESSMENT

Good condition | Monitor | Action required | Add live photo

Execution tip: Include temporary campaign materials because they are often moved without a safety review.

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

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Observe an active delivery where possible and verify barriers, spotters, and route controls.

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 | MEASUREMENT + SCORED STATUS

READING | Enter — UNIT | Select — Add live photo

Execution tip: Measure the narrowest point and record temporary obstructions as well as permanent fixtures.

14 Check shelves, racks, gondolas, display tables, and freestanding fixtures are stable and free from sharp or damaged parts.
CRITICAL | CONDITION + PHOTO

Good condition — Monitor — Action required — Add live photo

Execution tip: Apply a controlled push test where permitted and isolate any unstable fixture immediately.

15 Confirm products and displays are stacked within approved height, weight, and fixture-capacity limits.
CRITICAL | HEIGHT / LOAD CHECK

READING | Enter — UNIT | Select — Add live photo

Execution tip: Check heavier items at lower levels and verify that load ratings are not exceeded.

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

Good condition — Monitor — Action required — Add live photo

Execution tip: Review the display from customer eye level and from emergency routes.

17 Inspect glass, mirrors, acrylic panels, and display cases for cracks, chips, loose fittings, or unsafe edges.
CRITICAL | CONDITION + LIVE PHOTO

Good condition — Monitor — Action required — Add live photo

Execution tip: Use a visible scale for cracks and isolate unstable glazing until repaired.

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

☐ Compliant — ☐ Issue found — ☐ N/A — Add evidence

Execution tip: Inspect hidden corners, movable furniture, and customer-use accessories, not only main walkways.

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 | SCORED STATUS + PHOTO

Good condition | Monitor | Action required | Add live photo

Execution tip: Record surface condition, exact location, size, and whether the hazard is active or recurring.

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

RECORD REVIEW

Current | Incomplete | Missing / expired | Attach record

Execution tip: Compare records with actual conditions and peak trading periods, not only planned frequency.

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

CRITICAL | INVENTORY + READINESS CHECK

☐ Compliant | ☐ Issue found | ☐ N/A | Add evidence

Execution tip: Check quantity, placement, condition, and ease of access for the current shift.

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

CRITICAL | OBSERVATION + RESPONSE TIME

READING | Enter | UNIT | Select | Add live photo

Execution tip: Use recent incident examples or a controlled scenario to test response ownership and timing.

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

WALKTHROUGH CHECKLIST

☐ Compliant | ☐ Issue found | ☐ N/A | Add evidence

Execution tip: Inspect under counters, behind temporary displays, and during replenishment activity.

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

CRITICAL | FUNCTIONAL TEST

Pass | Partial | Fail | RESULT | Enter

Execution tip: Record failed safety devices, unusual movement, damaged nosings, and any temporary restriction.

5. Fire safety, emergency exits, and evacuation readiness

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

CRITICAL | CRITICAL ROUTE CHECK

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Walk every route from occupied areas to the final exit and remove obstructions immediately.

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

CRITICAL | FUNCTIONAL TEST + PHOTO

Good condition | Monitor | Action required | Add live photo

Execution tip: Test emergency lighting according to the approved method and record failed units by location.

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

CRITICAL | EQUIPMENT CHECKLIST + SERVICE DATE

Current | Incomplete | Missing / expired | Attach record

Execution tip: Check seals, gauges, tags, mounting, clearance, and signs of tampering or damage.

28 Confirm fire doors close correctly and are not wedged or held open without an approved device.

CRITICAL | FUNCTIONAL TEST

Pass | Partial | Fail | RESULT | Enter

Execution tip: Release each sampled door and verify full closure, latch engagement, and clear swing path.

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

CRITICAL | DOCUMENT + STAFF VERIFICATION

Current | Incomplete | Missing / expired | Attach record

Execution tip: Ask a sample of employees to explain their role rather than relying only on posted documents.

30 Review the latest emergency drill, actions raised, closure status, and assistance plan for vulnerable customers.

DRILL RECORD + ACTION REVIEW

Current | Incomplete | Missing / expired | Attach record

Execution tip: Confirm lessons from the drill were assigned, completed, and retested.

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 | CONDITION + PHOTO

Good condition | Monitor | Action required | Add live photo

Execution tip: Remove damaged equipment from service and record the asset or circuit reference.

32 Confirm electrical panels, isolation switches, plant rooms, and utility controls are labeled, accessible, and restricted. CRITICAL | RESTRICTED-AREA CHECK

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Keep required clearance around panels and prevent storage in electrical or plant areas.

33 Verify customer-facing and operational equipment has current maintenance status and no visible safety defect. CRITICAL | ASSET STATUS + SERVICE DATE

Current | Incomplete | Missing / expired | Attach record

Execution tip: Match the asset tag to the service record and inspect for unreported damage.

34 Test guards, interlocks, emergency stops, and safety devices on equipment where operation permits. CRITICAL | FUNCTIONAL SAFETY TEST

Pass | Partial | Fail | RESULT | Enter

Execution tip: Stop use immediately when a guard, interlock, or emergency stop fails.

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

READING | Enter | UNIT | Select | Add live photo

Execution tip: Record when the condition occurs and whether it changes under load or peak use.

36 Confirm maintenance work areas are controlled with barriers, permits, contractor identification, and safe reinstatement. CRITICAL | PERMIT + HANDBACK REVIEW

Current | Incomplete | Missing / expired | Attach record

Execution tip: Do not reopen the area until tools, debris, isolations, and temporary controls are cleared.

7. Stockroom, receiving, storage, and manual handling

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

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Measure clear widths and remove stock that blocks emergency or electrical access.

38 **Check racking, shelves, mezzanines, ladders, steps, and storage fixtures for damage, overload, or instability.** CRITICAL | CONDITION + LOAD CHECK

Good condition | Monitor | Action required | Add live photo

Execution tip: Tag damaged storage equipment and prevent use until assessed and repaired.

39 **Confirm heavy, bulky, sharp, liquid, and fragile products are stored at safe heights and in suitable locations.** CRITICAL | STORAGE RULE CHECK

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Place heavy items below shoulder height and segregate products that can leak, fall, or cut.

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

Meets standard | Coaching needed | Unsafe practice | N/A

Execution tip: Observe an active delivery where possible and record unsafe shortcuts or congestion.

41 **Verify manual-handling aids are available, serviceable, and used for loads that exceed safe handling limits.** EQUIPMENT + BEHAVIOR CHECK

Meets standard | Coaching needed | Unsafe practice | N/A

Execution tip: Check condition and actual use of aids, not only whether they are present.

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

Low | Medium | High / critical | Create action

Execution tip: Review top shelves, damaged packaging, unstable stacks, and incompatible materials first.

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

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

CRITICAL | TRAINING RECORD REVIEW

Current | Incomplete | Missing / expired | Attach record

Execution tip: Sample training records by role and compare completion dates with current assignments.

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

CRITICAL | PPE AVAILABILITY + OBSERVATION

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Inspect fit, condition, storage, replacement dates, and actual use during work.

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

CRITICAL | BEHAVIOR OBSERVATION

Meets standard | Coaching needed | Unsafe practice | N/A

Execution tip: Observe the full task and record unsafe setup, technique, or bypassed controls.

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

CRITICAL | PROCEDURE + STAFF VERIFICATION

Meets standard | Coaching needed | Unsafe practice | N/A

Execution tip: Ask employees how they summon help and what they do when the planned control is unavailable.

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

STAFFING RISK CHECK

Low | Medium | High / critical | Create action

Execution tip: Review peak periods, absences, overtime, and tasks requiring two people.

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

KNOWLEDGE CHECK

Meets standard | Coaching needed | Unsafe practice | N/A

Execution tip: Ask a representative sample to describe the reporting route and escalation timing.

9. First aid, incidents, violence, and customer safety

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

CRITICAL | INVENTORY + EXPIRY CHECK

☐ Compliant ☐ Issue found ☐ N/A | Add evidence

Execution tip: Check seals, contents, battery status, expiry dates, signage, and access.

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

CRITICAL | ROSTER + COMPETENCY CHECK

Current | Incomplete | Missing / expired | Attach record

Execution tip: Compare the live roster with valid training records for every shift pattern.

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

CRITICAL | INCIDENT TREND REVIEW

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Look for repeat locations, tasks, products, times, and unresolved corrective actions.

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

INCIDENT RECORD AUDIT

Current | Incomplete | Missing / expired | Attach record

Execution tip: Check both completeness and submission timing, especially for serious events.

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

CRITICAL | SCENARIO KNOWLEDGE CHECK

Meets standard | Coaching needed | Unsafe practice | N/A

Execution tip: Use short scenario questions to test recognition, response, communication, and escalation.

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

COMPLAINT-TO-ACTION TRACE

Finding	Owner	Priority	Due	Evidence

Execution tip: Sample complaints through to closure and verify the customer-facing risk was removed.

10. Overall risk, corrective action, follow-up, and sign-off

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

CRITICAL | RISK MATRIX

Low | Medium | High / critical | Create action

Execution tip: Keep critical failures visible even when the overall score appears acceptable.

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

CRITICAL | PRIORITY HAZARD REGISTER

Low | Medium | High / critical | Create action

Execution tip: Use standard likelihood and impact definitions so stores are compared consistently.

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

CRITICAL | CORRECTIVE ACTION + SLA

Finding	Owner	Priority	Due	Evidence

Execution tip: Write each action so another person can understand the issue, location, and expected closure proof.

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

CRITICAL | CONTAINMENT VERIFICATION

Finding	Owner	Priority	Due	Evidence

Execution tip: Do not close the audit while an uncontrolled critical hazard remains accessible.

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

CRITICAL | FOLLOW-UP SCHEDULE + ESCALATION

Finding	Owner	Priority	Due	Evidence

Execution tip: Base the review date on risk and verify escalation recipients before submission.

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

CRITICAL | MANAGER + REVIEWER SIGN-OFF

NAME | Enter

TIME | __:__

SIGNATURE | Sign

Execution tip: Sign-off must state open risks, temporary controls, overdue actions, and the next review date.