RETAIL STORE SECURITY CHECKLIST TEMPLATE

Store Security Audit Checklist

Use this template to review perimeter security, access controls, opening and closing, CCTV, alarms, cash and secure areas, visitors, emergency readiness, incidents, corrective actions, and management sign-off across retail locations.

STORE / LOCATION	AUDIT TYPE	DATE AND WINDOW	AUDITOR

1. Audit setup and security risk context

1 Confirm the correct store, audit type, date, and approved audit window. CRITICAL DROPDOWN + DATE + TIME

AUDIT TYPE | Routine / targeted — DATE | Select — WINDOW | Start to end

Execution tip: Use the assigned location and current template version so results remain comparable across stores and periods.

2 Record trading conditions, footfall, staffing, local events, and any unusual security exposure. SELECTION + COUNT

FOOTFALL | Low / normal / high — STAFF | Count — LOCAL EVENT | Yes / no

Execution tip: Document peak trading, reduced staffing, nearby events, or maintenance work that changes the normal risk environment.

3 Confirm the store manager, security lead, and guards or security personnel on duty. PEOPLE PICKER

STORE MANAGER | Select — SECURITY LEAD | Select — GUARD COVERAGE | Select

Execution tip: Use named users wherever possible so urgent findings can be assigned and escalated without delay.

4 Review previous security incidents, open corrective actions, alarm faults, and repeat findings. CRITICAL LINKED RECORDS

OPEN ACTIONS | Count — RECENT INCIDENTS | Count — ALARM FAULTS | Count

Execution tip: Start with overdue actions and recurring failures. Repeat gaps should receive a higher priority than isolated observations.

5 Assign the store a current security risk level based on location, season, product mix, and recent events. CRITICAL RISK RATING

Low — Medium — High — Critical

Execution tip: Define risk criteria in advance. Consider violent incidents, burglary attempts, high-value products, late trading, and local crime patterns.

6 Capture arrival geo-location, timestamp, and an approved exterior reference photo. CRITICAL GEO + TIME + LIVE PHOTO

GEO | Verified — ARRIVAL | Timestamp — Add live photo

Execution tip: Require live capture where policy allows to verify the audit occurred at the assigned store and time.

2. Exterior, perimeter, parking, and loading areas

7 Check exterior lighting adequately covers approaches, parking, loading areas, and staff entry routes.

CRITICAL | SCORED STATUS + LIVE PHOTO

Compliant | Partial | Non-compliant | Add photo

Execution tip: Inspect after dark where practical. Record failed lamps, dark zones, glare, or shadows that reduce visibility.

8 Verify perimeter fencing, gates, bollards, shutters, and barriers are intact and secure.

CRITICAL | SCORED STATUS + EVIDENCE

Secure | Minor defect | Compromised | Add evidence

Execution tip: Look for cut fencing, loose fixings, damaged barriers, forced-entry marks, and gaps that allow unauthorized access.

9 Check vegetation, signage, stored materials, and structures do not create concealment or block surveillance.

OBSERVATION + PHOTO

Clear | Obstructed | Add photo | LOCATION: Describe

Execution tip: Review camera sightlines and staff visibility from the store. Remove or escalate anything that creates a hidden approach.

10 Confirm loading bays and service entrances remain controlled during deliveries and contractor visits.

CRITICAL | SCORED STATUS + TIMESTAMP

CONTROL STATUS: Select | OPENED BY: Select | TIME OPEN: Minutes

Execution tip: Record who opened the area, how long it remained open, and whether an authorized employee maintained oversight.

11 Verify parking, pedestrian routes, delivery routes, and staff arrival areas are visible and free from security hazards.

AREA INSPECTION GRID

Area	Visibility	Lighting	Action

Execution tip: Separate security risks from maintenance issues, but assign both when they could expose employees or customers.

12 Check exterior security signs, restricted-area notices, opening hours, and emergency contact information are current.

CHECKLIST + PHOTO

- [ ] Security notice
- [ ] Restricted access
- [ ] Emergency contact
- [ ] Opening hours

Execution tip: Confirm signs are readable, correctly placed, and do not disclose sensitive security details.

3. Entrances, exits, doors, locks, keys, and access

13 Confirm customer entrances are monitored and controlled throughout trading hours.

CRITICAL | SCORED STATUS + COMMENT

Compliant | Partial | Non-compliant

Execution tip: Assess staff visibility, queue congestion, door faults, and periods when the entrance is left without oversight.

14 Verify emergency exits are unobstructed, alarmed where required, and not propped open.

CRITICAL | CRITICAL STATUS + LIVE PHOTO

Secure and clear | Minor gap | Critical failure | Live photo

Execution tip: Check safe evacuation from inside while preventing unauthorized entry from outside. Escalate any propped or defeated exit immediately.

15 Check staff, stockroom, cash office, roof, plant, and service doors remain locked when not in use.

CRITICAL | DOOR INSPECTION GRID

Door / zone	Locked	Alarmed	Condition

Execution tip: Test a sample of doors rather than relying on visual confirmation. Include doors hidden from customer areas.

16 Inspect locks, hinges, frames, glazing, shutters, and door closers for damage or tampering.

CONDITION RATING + PHOTO

Good | Repair needed | Unsafe | Add photo

Execution tip: Look for fresh marks, loose fittings, misalignment, cracked glass, and delayed closing that could weaken security.

17 Verify the key, access-card, and code register is current, complete, and reconciled.

CRITICAL | REGISTER RECONCILIATION

ISSUED | Count
RETURNED | Count
EXCEPTIONS | Count

Execution tip: Match issued items to active employees and contractors. Investigate missing, duplicated, unreturned, or shared credentials.

18 Confirm lost keys, cards, codes, and terminated-user access are removed or changed within the approved time.

CRITICAL | EXCEPTION WORKFLOW

EXCEPTION | Describe
CONTAINED | Timestamp
Assign action | Closure proof

Execution tip: Record the discovery time, containment action, responsible owner, and completion evidence for every access exception.

4. Opening, closing, lone working, and after-hours access

19 Verify the opening employee checks the exterior and surrounding area before approaching or entering the store.

CRITICAL | YES / NO + TIMESTAMP

Completed | Not completed | TIME | Timestamp

Execution tip: Require the employee to remain at a safe distance and escalate suspicious activity rather than entering alone.

20 Confirm two-person opening or approved lone-worker controls are followed where required.

CRITICAL | CRITICAL STATUS + PEOPLE PICKER

OPENING STAFF | Select
SECOND PERSON | Select / N/A
CONTROL | Select

Execution tip: Do not accept informal workarounds. Record the approved exception and monitoring control when lone working is permitted.

21 Check alarm disarm, access logs, and opening times match authorized employees.

CRITICAL | LOG COMPARISON

Source	Expected	Recorded	Match

Execution tip: Compare system records rather than relying only on staff confirmation. Investigate early, late, or unknown access events.

22 Verify the closing sweep covers customers, contractors, fitting rooms, washrooms, stockrooms, and restricted areas.

CRITICAL | COMPLETION CHECKLIST

- [ ] Customer areas
- [ ] Fitting rooms
- [ ] Stockroom
- [ ] Restricted areas

Execution tip: Use a fixed sequence so no area is missed. Require a second check for concealed or low-visibility spaces.

23 Confirm all doors, windows, shutters, roof access points, and security grilles are secured before departure.

CRITICAL | CRITICAL CLOSURE CHECK

All secured | Temporary control | Open risk | Escalate

Execution tip: A failed closure item should prevent final sign-off until contained or escalated to the responsible manager.

24 Verify after-hours access is approved, logged, time-bound, and followed by alarm reset confirmation.

APPROVAL + TIMESTAMP

APPROVED BY | Select
ENTRY / EXIT | Time
ALARM RESET | Confirmed

Execution tip: Link the approval to the visitor or employee, work purpose, entry time, exit time, and final alarm status.

5. CCTV, alarms, EAS, panic devices, and communications

25 Confirm CCTV cameras are online, recording, time-synchronized, and producing usable images.

CRITICAL | SYSTEM TEST + SAMPLE IMAGE

ONLINE | Count
OFFLINE | Count
TIME MATCH | Yes / no

Execution tip: Test live view and playback. Record camera ID, date, time, image clarity, and any mismatch in system time.

26 Verify critical zones have clear camera coverage without obstruction or avoidable blind spots.

CRITICAL | COVERAGE MAP + PHOTO

ZONE | Select
COVERAGE | Clear / partial / none
Add sample

Execution tip: Prioritize entrances, exits, cash areas, high-value stock, loading bays, and restricted doors.

27 Test recording retention, playback, export, and authorized retrieval for a recent sample period.

CRITICAL | RETRIEVAL TEST

SAMPLE DATE | Select
RETRIEVED IN | Minutes
EXPORT | Successful / failed

Execution tip: Use a defined sample date and camera. Record retrieval time and confirm exported files remain readable and protected.

28 Test intrusion alarms, fire interfaces, panic buttons, and duress devices according to the approved schedule.

CRITICAL | CRITICAL TEST GRID

Device	Tested	Result	Ticket

Execution tip: Coordinate testing to avoid false emergency response. Record device ID, test result, fault ticket, and retest date.

29 Verify EAS pedestals, tags, detachers, deactivators, and alarm response procedures work correctly.

FUNCTIONAL TEST

Pass | Partial | Fail

Execution tip: Test representative tags at each exit and confirm staff respond consistently without unsafe confrontation.

30 Check radios, store phones, emergency numbers, and backup communication methods are available and working.

AVAILABILITY + TEST

- [ ] Radios charged
- [ ] Phones working
- [ ] Numbers current
- [ ] Backup available

Execution tip: Include battery charge, coverage, contact lists, and a fallback method if normal communications fail.

6. Cash office, POS, secure assets, and high-value merchandise

31 **Verify cash office access is restricted, the door self-closes, and the room remains locked when unattended.**

CRITICAL | CRITICAL SCORED STATUS

Compliant | Partial | Non-compliant

Execution tip: Observe actual use during the audit. A secure door is ineffective if staff routinely prop it open or share access.

32 **Confirm safe keys, combinations, and access codes are protected under approved dual-control and change procedures.**

CRITICAL | DUAL-CONTROL VERIFICATION

DUAL CONTROL | Yes / no
LAST CHANGE | Date
EXCEPTIONS | Count

Execution tip: Check code-sharing, change frequency, emergency access, departed employees, and evidence of the last reconciliation.

33 **Review cash movements for approved timing, route, concealment, handover, and escort controls.**

CRITICAL | PROCESS OBSERVATION

Movement	Approved	Observed	Exception

Execution tip: Avoid predictable movement patterns and public counting. Record any deviation without exposing sensitive route details.

34 **Confirm till drawers, POS devices, tablets, handhelds, and terminals are secured when unattended.**

SAMPLE INSPECTION

STATIONS SAMPLED | Count
COMPLIANT | Count
EXCEPTIONS | Count

Execution tip: Sample several stations across shifts. Check screen locks, physical mounts, login sharing, and unattended cash.

35 **Verify high-value products, controlled documents, keys, devices, and sensitive materials are stored securely.**

CRITICAL | ZONE CHECKLIST + EVIDENCE

- [ ] High-value stock
- [ ] Keys
- [ ] Documents
- [ ] Devices

Execution tip: Use category-specific storage rules and avoid recording sensitive code or key details in free-text comments.

36 **Inspect secure cabinets, cages, lockers, seals, and asset restraints for condition and unauthorized access.**

CONDITION CHECK + PHOTO

Secure | Repair needed | Compromised | Add photo

Execution tip: Record broken seals, loose fixtures, duplicate keys, damaged locks, or items stored outside their assigned secure zone.

7. Staff, visitors, contractors, and restricted areas

37 Confirm active staff can be identified and access is removed promptly when employment or role changes.

CRITICAL | ROSTER + ACCESS COMPARISON

ROSTER COUNT | Count
ACCESS COUNT | Count
MISMATCH | Count

Execution tip: Compare the active roster with access records. Include temporary staff, transfers, leave, and recent departures.

38 Verify visitors and contractors provide identification, sign in, wear identification, and receive an escort where required.

CRITICAL | CRITICAL VISITOR WORKFLOW

Visitor	ID checked	Escort	Signed out

Execution tip: Record sponsor, purpose, entry, exit, badge return, and restricted-area approval for each sampled visit.

39 Check restricted areas are clearly identified and access controls are consistently enforced.

CRITICAL | AREA INSPECTION

Enforced | Inconsistent | Not enforced | Evidence

Execution tip: Observe real behavior, not only signage. Record tailgating, shared doors, bypassed controls, or unrestricted movement.

40 Confirm delivery drivers, vendors, and service personnel remain within approved routes and work zones.

OBSERVATION + ROUTE CHECK

PERSON / COMPANY | Record
AUTHORIZED ZONE | Select
DEVIATION | Yes / no

Execution tip: Separate contractor movement from customer and sensitive areas. Require authorization before accessing stock or plant rooms.

41 Verify employees know how to challenge or report an unauthorized person without creating personal risk.

KNOWLEDGE CHECK

Confident | Needs coaching | Unaware

Execution tip: Ask employees to explain the approved response. The expected action should emphasize observation, distance, and escalation.

42 Check personal belongings, lockers, bags, and staff-only storage follow the approved security procedure.

POLICY COMPLIANCE

- [ ] Storage provided
- [ ] Policy followed
- [ ] Exceptions logged
- [ ] Privacy protected

Execution tip: Apply the policy consistently and respectfully. Record process gaps without collecting unnecessary personal information.

8. Customer safety, suspicious behavior, and emergency readiness

43 **Confirm staff can identify suspicious behavior using objective actions rather than personal characteristics.** CRITICAL · SCENARIO KNOWLEDGE CHECK

Competent | Needs coaching | Unaware

Execution tip: Use behavior-based scenarios and reinforce non-discrimination, customer dignity, and safe escalation.

44 **Verify security intervention and suspected-theft response prioritize safety and follow approved authority limits.** CRITICAL · SCENARIO + SCORED RESPONSE

Approved response | Partial response | Unsafe response

Execution tip: Do not encourage physical confrontation. Check when staff should observe, notify, disengage, or call emergency services.

45 **Confirm emergency routes, assembly points, emergency lighting, and evacuation information are accessible and known.** CRITICAL · CRITICAL READINESS CHECK

Ready | Gap found | Critical failure | Add evidence

Execution tip: Walk the route and ask sampled staff to identify the assembly point and their role during an evacuation.

46 **Verify robbery, violence, active threat, panic alarm, and lockdown procedures are current and trained.** CRITICAL · CRITICAL DOCUMENT + TRAINING CHECK

PROCEDURE VERSION | Date
STAFF TRAINED | Percent
LAST DRILL | Date

Execution tip: Confirm procedures reflect local emergency guidance and staff know not to protect property at the expense of personal safety.

47 **Check first-aid resources, emergency contacts, incident numbers, and immediate support arrangements are available.** AVAILABILITY CHECKLIST

- [ ] First aid
- [ ] Emergency contacts
- [ ] Incident number
- [ ] Support route

Execution tip: Ensure information is visible to staff but does not expose confidential contacts to the public.

48 **Review crowd, queue, launch, sale, or peak-period security planning for the current store risk.** EVENT SECURITY PLAN

PEAK / EVENT | Describe
PLAN OWNER | Select
STATUS | Approved / update needed

Execution tip: Consider entry control, barriers, staffing, cash exposure, emergency access, and communication during expected peaks.

9. Incidents, evidence, response, and external reporting

49 **Confirm every security incident is logged with accurate time, location, people involved, facts, and immediate action.**

CRITICAL | CRITICAL INCIDENT FORM

INCIDENT TYPE | Select
TIME | Timestamp
LOCATION | Select

Execution tip: Separate observed facts from assumptions. Use system timestamps and required fields to improve consistency.

50 **Verify immediate containment, medical support, emergency escalation, and scene safety were completed when required.**

CRITICAL | RESPONSE CHECKLIST

- [ ] Area safe
- [ ] Medical support
- [ ] Emergency call
- [ ] Manager notified

Execution tip: Record who made each decision and when. Do not delay emergency support while completing documentation.

51 **Protect CCTV clips, photographs, documents, devices, and physical evidence under the approved chain of custody.**

CRITICAL | CRITICAL EVIDENCE LOG

Evidence	Collected by	Stored at	Transfer log

Execution tip: Limit access, preserve originals, record every transfer, and follow retention and privacy requirements.

52 **Capture witness, customer, and employee statements factually and with appropriate privacy controls.**

STATEMENT FORM + CONSENT

STATEMENT FROM | Select
CONSENT / NOTICE | Confirmed
ATTACHED | Yes / no

Execution tip: Use the person's own words, avoid leading questions, and restrict sensitive details to authorized reviewers.

53 **Confirm police, emergency services, landlord, insurer, regional security, and other required notifications were completed.**

CRITICAL | NOTIFICATION MATRIX

Authority / team	Required	Notified	Reference

Execution tip: Use incident thresholds defined in advance and record reference numbers, recipients, and notification times.

54 **Complete root-cause analysis and review repeat patterns, control failures, and contributing conditions.**

ROOT-CAUSE WORKFLOW

ROOT CAUSE | Select
REPEAT ISSUE | Yes / no

Create prevention action

Execution tip: Look beyond individual error. Consider access design, staffing, training, equipment faults, and weak escalation.

10. Overall risk, corrective actions, testing, and sign-off

55 Rate overall security control effectiveness across perimeter, access, systems, people, cash, and emergency readiness.
CRITICAL | WEIGHTED RATING

PERIMETER | 1 to 5
ACCESS | 1 to 5
SYSTEMS | 1 to 5
PEOPLE | 1 to 5

Execution tip: Keep category ratings separate before calculating the overall score. Critical failures should cap or override the result.

56 Record the three highest security risks and their likely impact on people, operations, assets, and reputation.
CRITICAL | PRIORITY RISK GRID

RISK | Describe
LIKELIHOOD | Select
IMPACT | People / assets / operations

Execution tip: Prioritize by likelihood, severity, exposure duration, repeat occurrence, and ability to exploit the gap.

57 Create a corrective action plan with owner, priority, due date, evidence, and escalation path.
CRITICAL | CORRECTIVE ACTION WORKFLOW

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

Execution tip: Assign actions to people with authority to close them and use shorter deadlines for uncontrolled critical risks.

58 Confirm all immediate critical security risks are contained before the audit is closed.
CRITICAL | CRITICAL CLOSURE CHECK

Contained | Temporary control | Open risk | Escalate

Execution tip: Do not close the audit with an uncontrolled critical risk. Record temporary controls and the next review time.

59 Schedule equipment retesting, action verification, and the next audit based on risk and recurring findings.
FOLLOW-UP SCHEDULE

RETEST | Date
ACTION REVIEW | Date
NEXT AUDIT | Date

Execution tip: Use earlier follow-up for critical faults, repeat incidents, open access risks, or temporary controls.

60 Complete store manager and regional or security reviewer approval with timestamp.
CRITICAL | DUAL SIGNATURE + TIMESTAMP

STORE MANAGER | Sign
SECURITY REVIEWER | Sign
SUBMITTED | Timestamp

Execution tip: Require the manager to acknowledge findings and the reviewer to verify evidence, scoring, action ownership, and escalation.