



## RETAIL STORE AUDITS



### ARE YOU BEING SERVED?

Many retail businesses, with stores in high-profile locations on our high streets or in shopping centres, are looking for a practical way to ensure that each of their locations complies with all relevant health, safety and environment legislation and does not put customers or employees at risk.

## YOUR THREE POINT SOLUTION

Our team has a deep understanding of all risks associated with the operation of retail stores and we have designed a comprehensive 3 point system that helps you to assess the status of each store and ensure that you comply with all relevant legislation, thereby minimising your risks.



### 1) 'At Store' Audit

One of our team of trained and experienced assessors will visit each of your stores to conduct a comprehensive audit, covering health, safety, fire and environment, issues. The audit will include a physical inspection of all customer-facing and employee areas, as well as a desktop review of management system procedures and processes, employee access to appropriate information, and mandatory registrations with applicable enforcement agencies.

As an additional benefit, and during the course of the audit, the assessor can provide immediate guidance and advice to the store manager concerning the findings of the audit and highlight any issues that require urgent action.



### 2) Online Audit Database

The audit findings are recorded in our secure online database, developed as a result of our extensive experience in of the completion of retail premises audits.

The database records responses to a comprehensive list of questions covering health, safety, fire, and environment issues. Our assessor will record any actions required to reduce risks, providing a risk rating for each issue and will upload any photographs of the store and of specific risks. A comprehensive audit report is generated (in pdf or Microsoft Word) and feedback will be given to your nominated representative

You will have instant access to your audits via any internet link.

The database will also provide reminders for re-audits, helping you manage ongoing compliance.



### 3) Training and eLearning

As part of the audit, our assessor can identify the need for employee training. We can then additionally provide a number of training solutions to address any identified training needs. Delivered either by online eLearning or stand up presentation, these training solutions include:

Display Screen Equipment    Electrical safety  
Fire Safety    Asbestos awareness  
Manual handling    Environmental awareness

All online eLearning modules include a self-assessment to test employee understanding and we then issue a certificate to employees who successfully complete the course. Your employees' training records can be held on our eLearning Management System (eSP).

### Additional Services

If the audit raises issues that require more detailed investigation (e.g. identification of a risk posed by Radon or asbestos-containing materials), we can offer support for follow-up activities.

### Case Study

One of our customers has a rapidly growing portfolio of over 400 high street stores and concessions and was struggling with how to ensure that they identified and managed all associated health, safety, fire, and environment issues.

We provided them with a branded version of our retail audit database, with secure access for all relevant managers and employees across their organisation.

We implemented a programme of initial store audits and managed the resultant improvement programme. We have now implemented an annual re-audit of all stores to ensure ongoing compliance and management of risk.

Our customer is delighted that this logistical burden is lifted from their retail team and that it is being managed by experienced and independent specialists.

### How much will it cost?

We will provide you with a fixed price for the triangular 3 point solution or elements of the service. This will be based upon the number and size of stores, geographical locations and number of employees.

One of our Retail Team will liaise with you to assess your requirements and provide a Proposal\*.

#### Take action now and contact:

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\*Cost will be based upon the information provided by client and may require detailed analysis of the issues the organisation faces before we finalise a fixed price.