SITE survey. APP

SITE SURVEY REPORT

Retail Store Audit

Prepared for	Fenmoor Home Stores Ltd
Date	16 Oct 2026
Site	Fenmoor Home Stores, Peterborough
Prepared by	P. Delaney

FORM

Retail Store Audit

1. Record details and scope

Project	Fenmoor Home Stores, Peterborough: store 112 audit
Client or organisation	Fenmoor Home Stores Ltd
Site or premises address	Store 112, Riverside Retail Park, Peterborough PE2
Store location (GPS)	Main entrance · 52.563120, -0.260180 (TL 18030 97564, ±6 m)
Record date	16 Oct 2026
Person completing the record	P. Delaney, area manager

> 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

Store ID and manager	Store 112, store manager K. Bright
Operating standard and version	Store operating standard SOS-2026 version 3.1
Visit type	Routine audit
Region or area	East region, area 4 (9 stores)
Overall score at the last audit (%)	88
Green from (%)	85
Amber from (%)	70

> How the score works. Each check is Yes (2 points), Partly (1) or No (0). Not applicable leaves it out of the score. Each section gets a percentage, and the overall score is all the points scored out of all the points available. A check marked critical that is not fully met makes the result red, whatever the score.

Departments and exclusions	Sales floor, tills, service desk, stockroom and goods-in. Garden centre excluded, closed for refit.

3. Customer areas

A. Outside and entrance

Frontage, windows and car park clean and free of litter	Yes
Fascia, window displays and opening hours lit, current and undamaged	Partly
What was found, and the fix	Opening hours vinyl on the left-hand entrance door peeling and hard to read. New vinyl ordered.
Entrance clear, doors working and mats lying flat	Yes
Trolleys and baskets available, clean and in working order	Yes
Outside and entrance score (%)	88

Photos: outside and entrance



B. Sales floor and presentation

Displays set to the current planogram or layout	Yes
Promotions in place as briefed, with the point-of-sale material up	Yes
Shelf-edge labels match the till price on a sample of 10 lines	Partly
What was found, and the fix	2 of 10 shelf-edge labels in the aisle 14 autumn promotion bay showed last week's prices, about £2 above the till price. Replaced during the visit.

Gaps and out-of-stocks within the agreed level	Partly
What was found, and the fix	Aisle 9 cookware: 6 lines empty on the shelf, above the 3% gap target. Stock on the delivery due 17 October.
Aisles clear of cages, boxes and pallets during trading	Yes
Sales floor and presentation score (%)	80

Photos: sales floor and presentation



C. Customer service and tills

Customers acknowledged and offered help on the shop floor	Yes
Queues within the store standard, extra tills opened when needed	Yes
Service desk staffed, returns and click and collect handled to procedure	Partly
What was found, and the fix	Click and collect parcels on the floor behind the service desk instead of in the numbered bays. Moved into the bays during the visit.
Tills tidy, with bags, change and working card terminals	Yes
Customer service and tills score (%)	88

Photos: customer service and tills



4. Back of house, safety and people

D. Stock and back of house

Date codes and stock rotation correct on the lines sampled	Not applicable
Damaged and returned stock labelled and kept in the quarantine area	Yes
Stockroom tidy, racking undamaged and loads within the marked limits	Yes
Goods-in secure: door closed when unattended and deliveries checked in	No
What was found, and the fix	Goods-in door open and nobody there at 10:20. Roll cages left on the route to the rear fire exit. Door closed during the visit.
Stock and back of house score (%)	67

Photos: stock and back of house



E. Health, safety and security

Critical: Fire exits and escape routes clear, inside and outside	Partly
What was found, and the fix	Two roll cages from goods-in part blocking the route to the rear fire exit, leaving about half the width. Moved clear during the visit and the store manager told at 10:35.
Critical: Fire alarm call points and extinguishers in place and unobstructed	Yes
Floors free of spills and trip hazards, wet floor signs in use	Yes
First aid kit stocked and accident book in use	Yes
Security tags, CCTV and intruder alarm working as briefed	Yes
Health, safety and security score (%)	90

Photos: health, safety and security



F. People and procedures

Rota covers the trading hours with a manager or key holder on duty	Yes
Training records up to date for a sample of 3 staff on shift	Partly
What was found, and the fix	1 of the 3 staff sampled was overdue the manual handling refresher (due August).
Age-restricted sales policy displayed and refusals recorded	Yes
Opening and closing checks signed off for the last 7 days	Yes
People and procedures score (%)	88

5. Results and exceptions

Points scored	42
Points available	50
Overall score (%)	84
Critical checks not fully met	1
Result	Red (critical check)
Change since the last audit (percentage points)	-4
Checks not met (No)	1

Checks partly met	6
Sections below green	2

> A critical check was not met. Put it right before you leave if you can. If not, tell the store manager and your area or regional manager straight away and record what was done in the actions.

Exceptions to the standard 1: Rear fire exit route from goods-in

Department or location	Rear fire exit route from goods-in
Requirement reference	SOS-2026 section 7.1, back of house; fire exit routes
Observed deviation and evidence	Two roll cages part blocking the route to the rear fire exit at 10:20, with the goods-in door open and unattended.
Responsible manager	Goods-in team leader, N. Carver

Exceptions to the standard 2: Aisle 14, autumn promotion bay

Department or location	Aisle 14, autumn promotion bay
Requirement reference	SOS-2026 section 4.2, pricing
Observed deviation and evidence	2 of 10 shelf-edge labels sampled showed old prices, about £2 above the till price.
Responsible manager	K. Bright, store manager
Immediate controls and escalation	Cages moved, goods-in door closed, labels replaced and parcels moved into the bays during the visit. Store manager told at 10:35.
Previous audit and action references	Previous audit SA-112-0726 scored 88%. Its actions 3 and 5 closed.

6. Actions and review

Are further actions required?	Yes

Further action 1: Brief the goods-in team: fire exit route kept clear at all times and the door closed when unattended. Add the route to the goods-in hourly check.

Action and evidence reference	Brief the goods-in team: fire exit route kept clear at all times and the door closed when unattended. Add the route to the goods-in hourly check.
Person responsible	K. Bright
Target date	16 Oct 2026
Action status	Completed
Completion evidence	Briefing held 16 October at 14:00, sign sheet GI-1016.

Further action 2: Add a 10-line shelf-edge label check to the promotion changeover checklist.

Action and evidence reference	Add a 10-line shelf-edge label check to the promotion changeover checklist.
Person responsible	K. Bright
Target date	23 Oct 2026
Action status	In progress

Further action 3: Book the overdue manual handling refresher for the colleague sampled.

Action and evidence reference	Book the overdue manual handling refresher for the colleague sampled.
Person responsible	Store admin, L. Okafor
Target date	30 Oct 2026
Action status	Open

Further action 4: Replace the opening hours vinyl on the left-hand entrance door.

Action and evidence reference	Replace the opening hours vinyl on the left-hand entrance door.
Person responsible	K. Bright
Target date	30 Oct 2026
Action status	Open
Open actions	3
Follow-up visit date	13 Nov 2026
Outstanding limitations and information to pass on	Garden centre not audited, closed for refit. Result red because a critical check (fire exit route) was only partly met, although it was put right during the visit.
Record status	Further work needed
Reviewed by	S. Ahmed, regional manager
Review date	17 Oct 2026
Author signature	

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