ELITE OEP-PLATINUM

Jacqueline McCann

Score	0%	Failed items	0	Actions	0

Store Name (Short Reference)

Location	1 Thomas Holt Dr, Macquarie Park NSW 2113, Australia (-33.786969, 151.13024)

Current OEP Status
Silver: Store has achieved Silver status and is being assessed against Gold standards
Gold: Store has achieved Gold status and is being assessed against Platinum standards
Re-banner: Store non-compliant

Channel

Date/Time	4 Feb 2022 08:09 AEDT
Prepared by	Jacqueline McCann

MSO/SSO

Store Walk	0%

Car Park   0%

Car Park is clean and tidy with all bins emptied and trolleys collected? (Car Park)
Yes: Clear and tidy/all bins empty
No: Untidy/bins full
Not responsible: Car park not owned/managed by retailer
N/A: No car park allocated to store

Car Park lines and spaces are correctly marked & vibrant? (Car Park)
Yes: Car park lines and spaces correctly marked and vibrant
No: Car park lines and/or spaces incorrectly marked and/or faded
N/A: No allocated car park to store/Landlord owned

Car Park lighting is in good working order? (Car Park)
Yes: Lighting checked and working
No: Lighting checked and not in good working order
Not responsible: Car park not owned/managed by retailer
N/A: No allocated car park or light check not possible during daylight

Car Park is safe and free of hazards? (Car Park)
Yes: Safe and free of hazards
No: Unsafe and/or hazards
N/A: No allocated car park/Landlord owned

IGA Signage is clean & legible? (Car Park)
Yes: Signage clean and legible
No: Signage not clean and/or illegible

Car Park lawn & hedges are well maintained? (Car Park)
Yes; Car park lawn and hedges well maintained
No: Car park lawn and/or hedges not well maintained
N/A: No allocated car park and/or no lawn and/or hedges

Store Entrance   0%

Windows & doors are clean and free of debris? (Store Entrance)
Yes: Windows and doors clean and free of debris
No: Windows not clean and/or debris blocking doors
N/A: No windows and/or unable to check doors

Store Front Sidewalk and surrounding footpath is clear of gum, residue & cigarette butts? (Store Entrance)
Yes: Store front sidewalk clean and free of gum and residue
No: Store front sidewalk not clean and/or gum and/or residue visible
N/A: No store front sidewalk

Store is complying with updated new Standard IGA Branding Guidelines (Outlined in Brand Toolkit) or special group agreements (Foodland, Major MSOs, etc.)? (Store Entrance)
Yes: Store complying with current branding guidelines
No: Store branding outdated and/or non-compliant

Trading hours are visible & correct? (Store Entrance)

Yes: Trading hours displayed and current
No: Trading hours not displayed and/or incorrect

Catalogues are available for customers? (Store Entrance)
Yes: Catalogues available
No: No catalogues available
N/A: Store does not run catalogues

Store entrance is clean & inviting with no product barriers? (Store Entrance)
Yes: Store entrance clean, inviting and no product barriers
No: Store entrance not clean and/or uninviting and/or product barriers

Store has a functioning automatic door? (Store Entrance)
Yes: Store has functioning automatic door
No: Automatic door defect
N/A: No Automatic Door

Are sufficient trolleys, baby capsules and baskets available for customers, free of debris and in good condition? (Store Entrance)
Yes: Trolleys, baby capsules and baskets available and clean
No: Insufficient number of trolleys, baby capsules or baskets available and/or not clean
N/A: Store does not use trolleys (small stores only)

Promotional material is current, visible & in good condition? (Store Entrance)
Yes: All promotional material is current, visible and in good condition
No: All or some promotional material outdated, not visible and/or in bad condition
N/A: Store does not use promotional material

Product displays past point of purchase (Store Entrance) are well merchandised & ticketed? (Store Entrance)
Yes: Outside product displays well merchandised and correctly ticketed
No: Outside product displays not well merchandised and/or tickets missing or incorrect
N/A: No outside product displays used

Fresh product display offer at store entrance? (Store Entrance)
Yes: Fresh product display at store entrance
No: No fresh product display at store entrance or display not well merchandised
N/A: No fresh product display at store entrance used (small stores only)

Front End   0%

Are cigarettes sufficiently stocked? (Front End)
Yes: Cigarettes sufficiently stocked
No: Cigarettes not or insufficiently stocked
N/A: Store does not sell cigarettes or tobacco

All cigarette prices are up to date? (Randomly check 5 items) (Front End)
Yes: Checked items show current price
No: One or more of the checked items are priced incorrectly
N/A: Store does not sell cigarettes or tobacco

Is all legislatively required tobacco signage correctly displayed? (Refer to your state specific legislation.) (Frond End)
Yes: Correct signage displayed
No: No signage displayed or signage incorrect
N/A: Store does not sell cigarettes or tobacco

All kiosk signage is laminated/framed, neat & tidy? (Front End)
Yes: All signage laminated/framed, neat & tidy
No: Signage not laminated/framed and/or untidy and/or missing
N/A: No kiosk area

Do all products have shelf tickets, incl. impulse units & drink fridges? (Front End)
Yes: All products have shelf tickets
No: All or some products don't have shelf tickets

All impulse units & drink fridges are neat and tidy? (Front End)
Yes: All impulse units and drink fridges neat and tidy
No: All or some impulse units and/or drink fridges not clean and/or untidy

Less than 5 out-of-stocks in department, including drink fridges? (Front End)
Yes: Less than 5 out-of-stocks
No: 5 or more out-of-stocks

Random date-code checks and rotation of stock? (10 items Front End)
Yes: All checked items within date range
No: Date code expired for one or more of the checked items

Checkouts are in good working order, clean & tidy? (Front End)
Yes: Checkouts working well and are clean and tidy
No: All or some checkouts not working and/or not clean and/or untidy

Does the store have a Visitor Sign In sheet available for store visitors? (Front End)
Yes: Store has a Visitor Sign in sheet available for visitors
No: Visitor Sign In sheet is not available, or is not in an accessible place

Are all staff engaging with customers and providing great customer service in all departments? (Front End)
Yes: All staff engaging and providing great customer service in all departments
No: All or some staff disengaged and/or providing poor/no customer service or staff unavailable in some or all departments

Staff rosters meet the demands of trading periods? (Front End)
Yes: Store adequately staffed at all trading hours
No: Store understaffed during peak hours and/or overstaffed during low trading periods

No more than 2 customers waiting at a time? (Front End)
Yes: No more than 2 customers waiting
No: 2 or more customers waiting and/or unattended to

Produce Department   0%

Does the store have a Produce Department?	YES

Does the store have department signage installed? (Produce)
Yes: Department signage installed in good visibility and condition
No: No department signage installed and/or not visible and/or in bad condition
N/A: Department signage unable to be installed due to department layout

All fridges & display units are well merchandised? (Produce)
Yes: All fridges and displays well merchandised
No: All or some fridges and/or displays not well merchandised

Fridges & display units are clean, neat & free of dirt & debris? (Produce)
Yes: All fridges and displays clean, tidy and free of dirt and debris
No: All or some fridges and/or displays not clean, untidy and/or dirt and debris visible

Is the department free from spoiled & bruised produce and/or flies? (Produce)
Yes: Department free from spoiled/bruised produce/no flies
No: Spoiled/bruised produce and/or flies found

Does the store have a floral offer, that is well stocked and presented and of high quality? (Produce)
Yes: Floral offer of high quality, well stocked and presented
No: Floral offer is insufficient quality and/or under-stocked/badly presented
N/A: No floral offer

Cross-merchandising offer is available in department? (Produce)
Yes: Cross-merchandising available
No: No cross-merchandising available
N/A: Cross-merchandising not required/suitable

Community Co Range is available in department? (Produce)
Yes: Comm Co ranging available
No: Comm Co ranging not available
N/A: No Comm Co ranging in department

Random date code checks and rotation of stock? (10 items Produce)
Yes: All checked items within date range
No: Date code expired for one or more of the checked items

Less than 5 out-of-stocks in total department including cases? (Produce)
Yes: Less than 5 out-of-stocks
No: 5 or more out-of-stocks

Displays are set up with current seasonal produce at the front of department? (Produce)
Yes: Displays set up with current seasonal produce
No: Displays not set up with current seasonal produce

Prep Area of department is clean & tidy? (Produce)
Yes: Prep area is clean and tidy
No: Prep area not clean and/or untidy
N/A: No prep area in department

Cool Room of department is clean & tidy? (Produce)
Yes: Cool room is clean and tidy
No: Cool room is not clean and/or untidy
N/A: No cool room in department

Bakery Department

Does the store have department signage installed? (Bakery)
Yes: Department signage installed in good visibility and condition
No: No department signage installed and/or not visible and/or in bad condition
N/A: Department signage unable to be installed due to department layout

All racks, bins and fixtures are well merchandised? (Bakery)
Yes: All racks/bins/fixtures well merchandised
No: All or some racks/bins/fixtures not well merchandised

Displays and racks are clean, neat and free of dirt & debris? (Bakery)
Yes: All displays/racks clean, neat and free of dirt & debris
No: All or some displays/racks not clean and/or untidy and/or dirt and debris visible

Random date-code checks and rotation of stock? (10 items Bakery)
Yes: All checked items within date range
No: Date code expired for one or more of the checked items

Proprietary bread is well stocked? (Bakery)
Yes: Proprietary bread well stocked
No: Proprietary bread under-stocked
N/A: No proprietary bread section

Proprietary bread is correctly ticketed? (Bakery)
Yes: Proprietary bread correctly ticketed
No: Proprietary bread incorrectly or not ticketed
N/A: No proprietary bread section

Non-proprietary, cake, biscuit and dessert section is well stocked? (Bakery)
Yes: Non-proprietary, cake, biscuit and dessert section well stocked
No: Non-proprietary, cake, biscuit and dessert section under-stocked
N/A: No non-proprietary, cake, biscuit and dessert section

Non-proprietary, cake, biscuit and dessert are correctly ticketed? (Bakery)
Yes: Non-proprietary, cake, biscuit and desserts correctly ticketed
No: Non-proprietary, cake, biscuit and desserts incorrectly or not ticketed
N/A: No non-proprietary, cake, biscuit and dessert section

Are scratch-baked items available in the department? (Bakery)
Yes: Scratch-baked items readily available
No: Scratch-baked items not readily available
N/A: No scratch-bake offer in store

Does the department carry LPED lines? (Bakery)
Yes: LPED lines available
No: LPED lines not ranged or not available
N/A: Store does not participate

Community Co Range is available in department? (Bakery)
Yes: Comm Co ranging available
No: Comm Co ranging not available
N/A: No Comm Co ranging in department

Prep Area of department is clean & tidy? (Bakery)
Yes: Prep area is clean and tidy
No: Prep area not clean and/or untidy
N/A: No prep area in department

Cool Room of department is clean & tidy? (Bakery)
Yes: Cool room is clean and tidy
No: Cool room is not clean and/or untidy
N/A: No cool room in department

Deli Department   0%

Does the store have a Deli Department? For stores with BBQ chicken offer only, please respond 'BBQ Chicken Only'.	Yes

Does the store have department signage installed? (Deli)
Yes: Department signage installed in good visibility and condition
No: No department signage installed and/or not visible and/or in bad condition
N/A: Department signage unable to be installed due to department layout

Deli displays and racks are clean, neat and free of dirt & debris? (Deli)
Yes: All displays/racks clean, neat and free of dirt & debris
No: All or some displays/racks not clean and/or untidy and/or dirt and debris visible

Random date-code checks and rotation of stock? (10 items Deli)
Yes: All checked items within date range
No: Date code expired for one or more of the checked items

All fixtures and cases are well merchandised? (Deli)
Yes: All fixtures and cases well merchandised
No: All or some fixtures and/or cases not well merchandised

Less than 5 out-of-stocks in total department? (Deli)
Yes: Less than 5 out-of-stocks
No: 5 or more out-of-stocks

Does the department carry LPED lines? (Deli)
Yes: LPED lines available
No: LPED lines not ranged or not available
N/A: Store does not participate

Community Co Range is available in department? (Deli)
Yes: Comm Co ranging available
No: Comm Co ranging not available
N/A: No Comm Co ranging in department

Prep Area of department is clean & tidy? (Deli)
Yes: Prep area is clean and tidy
No: Prep area not clean and/or untidy
N/A: No prep area in department

Cool Room of department is clean & tidy? (Deli)
Yes: Cool room is clean and tidy
No: Cool room is not clean and/or untidy
N/A: No cool room in department

Is BBQ Chicken available for purchase? (Deli) YES: BBQ chicken available NO: No BBQ chicken offer in store	YES

All displays and cases are well merchandised (Deli/BBQ Chickens)?
Yes: All fixtures and cases well merchandised
No: All or some fixtures and/or cases not well merchandised

Chicken warmer displays/racks are clean, tidy and appealing? (Deli/BBQ Chickens)
Yes: Area and displays/racks clean, tidy and appealing
No: All or parts of the area and/or displays/racks not clean, untidy and/or not appealing

Does the department include a Cheese Section? (Deli)	YES

Department offer is of high quality and fresh? (Deli/Cheese)
Yes: Offer of high quality and fresh
No: Insufficient quality and/or not fresh/dry

All displays and cases are well merchandised? (Deli/Cheese)
Yes: All fixtures and cases well merchandised
No: All or some fixtures and/or cases not well merchandised
N/A: No Deli offer other than BBQ chicken

Ready Meals Department   0%

Does the store have a Ready Meals Department?	YES

Random date-code checks and rotation of stock? (10 items Ready Meals)
Yes: All checked items within date range
No: Date code expired for one or more of the checked items

Displays and racks are clean, neat and free of dirt & debris? (Ready Meals)
Yes: All displays/racks clean, neat and free of dirt & debris
No: All or some displays/racks not clean and/or untidy and/or dirt and debris visible

Are all fixtures, coolers and cases well merchandised? (Ready Meals)
Yes: All fixtures, coolers and cases well merchandised
No: All or some fixtures, coolers and/or cases not well merchandised

Less than 5 out-of-stocks in total department? (Ready Meals)
Yes: Less than 5 out-of-stocks
No: 5 or more out-of-stocks

Does the department carry LPED lines? (Ready Meals)
Yes: LPED lines available
No: LPED lines not ranged or not available
N/A: Store does not participate

Community Co Range is available in department? (Ready Meals)
Yes: Comm Co ranging available
No: Comm Co ranging not available
N/A: No Comm Co ranging in department

Meat Department   0%

Does the store have a Meat Department? Include packaged seafood, if store does not have separate Seafood Department.	YES

Does the store have department signage installed? (Meat)
Yes: Department signage installed in good visibility and condition
No: No department signage installed and/or not visible and/or in bad condition
N/A: Department signage unable to be installed due to department layout

Displays and racks are clean, neat and free of dirt & debris? (Meat)
Yes: All displays/racks clean, neat and free of dirt & debris
No: All or some displays/racks not clean and/or untidy and/or dirt and debris visible

Meat case has meat grade lighting in good working order? (Meat)
Yes: Meat grade lighting in good working order
No: No meat grade lighting and/or not in good working order
N/A: Does not apply

Random date-code checks and rotation of stock? (10 items Meat)
Yes: All checked items within date range
No: Date code expired for one or more of the checked items

Are all fixtures, coolers and cases well merchandised? (Meat)
Yes: All fixtures, coolers and cases well merchandised
No: All or some fixtures, coolers and/or cases not well merchandised

Less than 5 out-of-stocks in total department? (Meat)
Yes: Less than 5 out-of-stocks
No: 5 or more out-of-stocks

Daily In-store Butcher offer and/or MAP available? (Meat)
Yes: Daily in-store butcher and/or MAP offer available
No: Daily in-store butcher and/or MAP offer unavailable
N/A: Store does not have in-store butcher or MAP offer

Is IGA Mince Meat available in store? (Meat)
Yes: IGA mince meat available
No: IGA mince meat not available
N/A: Small store/does not apply

Does the department carry LPED lines? (Meat)
Yes: LPED lines available
No: LPED lines not ranged or not available
N/A: Store does not participate

Community Co Range is available in department? (Meat)
Yes: Comm Co ranging available
No: Comm Co ranging not available
N/A: No Comm Co ranging in department

Prep Area of department is clean & tidy? (Meat)
Yes: Prep area is clean and tidy
No: Prep area not clean and/or untidy
N/A: No prep area in department

Cool Room of department is clean & tidy? (Meat)
Yes: Cool room is clean and tidy
No: Cool room is not clean and/or untidy
N/A: No cool room in department

Dairy Department

Does the store have department/ sub-category signage installed? (Dairy)
Yes: Department/ sub-category signage installed in good visibility and condition
No: No department/sub-category signage installed and/or not visible and/or in bad condition
N/A: Department/ sub-category signage unable to be installed due to department layout

Dairy areas are clean and tidy, including glass doors & cases? (Dairy)
Yes: Dairy areas, glass doors and cases clean and tidy
No: All or some dairy areas and/or glass doors and/or cases not clean and/or untidy

Do all products have shelf tickets? (Dairy)
Yes: All products have shelf tickets
No: All or some products are missing shelf tickets

Random date-code checks and rotation of stock? (10 items Dairy)
Yes: All checked items within date range
No: Date code expired for one or more of the checked items

Aisles are free of clutter and excess floor displays? (Dairy)
Yes: Aisles free of clutter and excess floor displays
No: All or some aisles cluttered and/or blocked by excess floor displays

Out-of-stocks in department: Less than 5 for X-press / less than 10 for IGA / less than 15 for SUPA? (Dairy)
Yes: Less than 5/10/15 out-of-stocks
No: 5/10/15 or more out-of-stocks

Less than 5 Out-of-stocks in milk category? (Dairy)
Yes: Less than 5 out-of-stocks
No: 5 or more out-of-stocks

Are all fixtures, coolers, and cases well merchandised? (Dairy)
Yes: All fixtures, coolers and cases well merchandised
No: All or some fixtures, coolers and/or cases not well merchandised

Does the department carry LPED lines? (Dairy)
Yes: LPED lines available
No: LPED lines not ranged or not available
N/A: Store does not participate

Community Co Range is available in department? (Dairy)
Yes: Comm Co ranging available
No: Comm Co ranging not available
N/A: No Comm Co ranging in department

A fixture management process is in place and well executed (balanced stock facings, deleted tickets replaced with new lines, no evident gaps between products, etc.)? (Dairy)
Yes: Process in place and well executed
No: No process in place and/or not well executed

Cool Room of department is clean & tidy? (Dairy)
Yes: Cool room is clean and tidy
No: Cool room is not clean and/or untidy
N/A: No cool room in department

Frozen Department   0%

Cool Room of department is clean & tidy? (Frozen)
Yes: Cool room is clean and tidy
No: Cool room is not clean and/or untidy
N/A: No cool room in department

Does the store have department/ sub-category signage installed? (Frozen)
Yes: Department/ sub-category signage installed in good visibility and condition
No: No department/ sub-category signage installed and/or not visible and/or in bad condition
N/A: Department/ sub-category signage unable to be installed due to department layout

Frozen areas are clean and tidy, including glass doors & cases? (Frozen)
Yes: Frozen areas, glass doors and cases clean and tidy
No: All or some frozen areas and/or glass doors and/or cases not clean and/or untidy

Do all products have shelf tickets? (Frozen)
Yes: All products have shelf tickets
No: All or some products are missing shelf tickets

Random date-code checks and rotation of stock? (10 items Frozen)
Yes: All checked items within date range
No: Date code expired for one or more of the checked items

Aisles are free of clutter and excess floor displays? (Frozen)
Yes: Aisles free of clutter and excess floor displays
No: All or some aisles cluttered and/or blocked by excess floor displays

Are all freezers and cases well merchandised? (Frozen)
Yes: All fixtures, coolers and cases well merchandised
No: All or some fixtures, coolers and/or cases not well merchandised

Out-of-stocks in department: Less than 5 for X-press / less than 10 for IGA
/ less than 15 for SUPA? (Frozen)
Yes: Less than 5/10/15 out-of-stocks
No: 5/10/15 or more out-of-stocks

No Ice build up in the frozen sections? (Frozen)
Yes: No ice build-up
No: Ice build-up visible

Does the department carry LPED lines? (Frozen)
Yes: LPED lines available
No: LPED lines not ranged or not available
N/A: Store does not participate

Community Co Range is available in department? (Frozen)
Yes: Comm Co ranging available
No: Comm Co ranging not available
N/A: No Comm Co ranging in department

A fixture management process is in place and well executed (balanced stock facings, deleted tickets replaced with new lines, no evident gaps between products, etc.)? (Frozen)
Yes: Process in place and well executed
No: No process in place and/or not well executed

Grocery Department 0%

Has signage for sub-categories been installed throughout the store? (Grocery)
Yes: Sub-category signage installed throughout the store and in good visibility and condition
No: No sub-category signage installed and/or not visible and/or in bad condition
N/A: Department signage unable to be installed due to department layout

Fixtures, display and racks are clean, neat and free of debris? (Grocery)
Yes: Fixtures, displays and racks clean, neat and free of debris
No: All or some fixtures/displays/racks not clean and/or untidy and/or debris visible

Store has proper recovery process in place for daily use? (Grocery)
Yes: Recovery process in place and used in store
No: No recovery process in place and/or not used in store

Is capping neat & tidy? (Grocery)
Yes: Capping neat and tidy
No: Capping untidy
N/A: No capping in store

Random date-code checks and rotation of stock? (25 items Grocery)
Yes: All checked items within date range
No: Date code expired for one or more of the checked items

Shelf edge stripping 100% throughout the department? (Grocery)
Yes: 100% shelf edge stripping throughout department
Mostly: 95% shelf edge stripping throughout department
No: Shelf edge stripping incomplete in some or all parts of the department

Do all products have shelf tickets? (Grocery)
Yes: All products have shelf tickets
No: All or some products are missing shelf tickets

Department is free of clutter and extra floor stands? (Grocery)
Yes: Department free of clutter
No: Clutter visible in department

Out-of-stocks in department: Less than 50 X-press / less than 100 GA / less than 150 SUPA? (Grocery)
Yes: Less than 50/100/150 out-of-stocks
No: 50/100/150 or more out-of-stocks

Community Co Range is available in department? (Grocery)
Yes: Comm Co ranging available
No: Comm Co ranging not available
N/A: No Comm Co ranging in department

All Grocery products have been removed from under the fixtures?? (Grocery)
Yes: All grocery products removed from under the fixtures
No: Products visible underneath fixtures

Ends and displays are well merchandised? (Grocery)
Yes: Ends and displays well merchandised
No: All or some ends and/or displays not well merchandised

Are gondola ends and wings well stocked and well presented? (Grocery)
Yes: Gondola ends and wings are well stocked and well presented
No: Gondola ends and wings are not well stocked and not well presented

Clip Strips full with relevant items? (Grocery)
Yes: Clip strips full with relevant items
No: Clip strips not full and/or with irrelevant items
N/A: No clip strips used

All end caps show 100% consistent POS? (Ticketing)
Yes: All end caps 100% consistent POS
No: Some or all end caps inconsistent
N/A: No end caps

Department offers seasonal merchandising? (Grocery)
Yes: Seasonal merchandising available
No: No seasonal merchandising available

A fixture management process is in place and well executed (balanced stock facings, deleted tickets replaced with new lines, no evident gaps between products, etc.)? (Grocery)
Yes: Process in place and well executed
No: No process in place and/or not well executed

GM Department   0%

Fixtures, display and racks are clean, neat and free of debris? (GM)
Yes: Fixtures, displays and racks clean, neat and free of debris
No: All or some fixtures/displays/racks not clean and/or untidy and/or debris visible

Store has proper recovery process in place for daily use? (GM)
Yes: Recovery process in place and used in store
No: No recovery process in place and/or not used in store

Ends and displays are well merchandised? (GM)
Yes: Ends and displays well merchandised
No: All or some ends and/or displays not well merchandised

Is capping neat & tidy? (GM)
Yes: Capping neat and tidy
No: Capping untidy
N/A: No capping in store

Shelf edge stripping 100% throughout the department? (GM)
Yes: 100% shelf edge stripping throughout department
Mostly: 95% shelf edge stripping throughout department
No: Shelf edge stripping incomplete in some or all parts of the department

Do all products have shelf tickets? (GM)
Yes: All products have shelf tickets
No: All or some products are missing shelf tickets

Out-of-stocks in department: Less than 5 X-press / less than 10 IGA / less than 15 SUPA? (GM)
Yes: Less than 5/10/15 out-of-stocks
No: 5/10/15 or more out-of-stocks

Department is free of clutter and excess floor stands? (GM)
Yes: Department free of clutter and excess floor stands
No: Clutter and/or excess floor stands visible in department

Clip Strips 100% full with relevant items? (GM)
Yes: Clip strips 100% full with relevant items
No: Clip strips not 100% full and/or with irrelevant items
N/A: No clip strips used

Cross-merchandising offer is available in department? (GM)
Yes: Cross-merchandising available
No: No cross-merchandising available
N/A: Cross-merchandising not required/suitable

Ticketing   0%

Overall In-store POS is current and matching the event(s) advertised in the catalogue? (Ticketing)
Yes: In-store POS current and matching advertised events
No: In-store POS outdated and/or not available for advertised events
N/A: Currently no in-store POS for events required

LPED/Better Buy POS is installed throughout key areas of store? (Ticketing)
Yes: LPED/Better Buy POS installed throughout key areas
No: LPED/Better Buy POS not installed and/or missing in some key areas
N/A: No LPED/Better Buy program

Catalogue Execution   0%

Note:
The 8-page catalogue for all participating IGA stores is to be conducted for EVERY OEP Storewalk.
A full catalogue check (SUPA/Foodland) is to be conducted once every quarter.
All other storewalks have to complete the minimum of a partial catalogue check.

Does the store run catalogues?	YES
Are you conducting a full or partial catalogue check (Front/Back/Fresh)?	Full Check

Weekly advertised specials are 100% compliant? Check full catalogue for department offer. (Produce)
All items available: Full catalogue check completed for department and all advertised items available
1 or 2 items missing: Full catalogue check completed for department and 1 or 2 items missing
More than 2 items missing: Full catalogue check completed for department and more than 2 items missing
N/A: Store does not run weekly specials program in department or does not have Produce department

Weekly advertised specials are 100% compliant? Check full catalogue for department offer. (Bakery)
All items available: Full catalogue check completed for department and all advertised items available
1 or 2 items missing: Full catalogue check completed for department and 1 or 2 items missing
More than 2 items missing: Full catalogue check completed for department and more than 2 items missing
N/A: Store does not run weekly specials program in department or does not have Bakery department

Weekly advertised specials are 100% compliant? Check full catalogue for department offer. (Deli)
All items available: Full catalogue check completed for department and all advertised items available
1 or 2 items missing: Full catalogue check completed for department and 1 or 2 items missing
More than 2 items missing: Full catalogue check completed for department and more than 2 items missing
N/A: Store does not run weekly specials program in department or does not have Deli department

Weekly advertised specials are 100% compliant? Check full catalogue for department offer. (Meat)
All items available: Full catalogue check completed for department and all advertised items available
1 or 2 items missing: Full catalogue check completed for department and 1 or 2 items missing
More than 2 items missing: Full catalogue check completed for department and more than 2 items missing
N/A: Store does not run weekly specials program in department or does not have Meat department

Weekly advertised specials are 100% compliant? Check full catalogue for department offer. (Seafood)
All items available: Full catalogue check completed for department and all advertised items available
1 or 2 items missing: Full catalogue check completed for department and 1 or 2 items missing
More than 2 items missing: Full catalogue check completed for department and more than 2 items missing
N/A: Store does not run weekly specials program in department or does not have Seafood department

Weekly advertised specials are 100% compliant? Check full catalogue for department offer. (Dairy)
All items available: Full catalogue check completed for department and all advertised items available
1 or 2 items missing: Full catalogue check completed for department and 1 or 2 items missing
More than 2 items missing: Full catalogue check completed for department and more than 2 items missing
N/A: Store does not run weekly specials program in department or does not have Dairy department

Weekly advertised specials are 100% compliant? Check full catalogue for department offer. (Frozen)
All items available: Full catalogue check completed for department and all advertised items available
1 or 2 items missing: Full catalogue check completed for department and 1 or 2 items missing
More than 2 items missing: Full catalogue check completed for department and more than 2 items missing
N/A: Store does not run weekly specials program in department or does not have Frozen department

Weekly advertised specials are 100% compliant? Check full catalogue for department offer. (Grocery)
All items available: Full catalogue check completed for department and all advertised items available
1 or 2 items missing: Full catalogue check completed for department and 1 or 2 items missing
More than 2 items missing: Full catalogue check completed for department and more than 2 items missing
N/A: Store does not run weekly specials program in department or does not have Grocery department

Weekly advertised specials are 100% compliant? Check full catalogue for department offer. (GM)
All items available: Full catalogue check completed for department and all advertised items available
1 or 2 items missing: Full catalogue check completed for department and 1 or 2 items missing
More than 2 items missing: Full catalogue check completed for department and more than 2 items missing
N/A: Store does not run weekly specials program in department or does not have GM department

Weekly advertised specials are 100% compliant? Check full catalogue for department offer. (Liquor)
All items available: Full catalogue check completed for department and all advertised items available
1 or 2 items missing: Full catalogue check completed for department and 1 or 2 items missing
More than 2 items missing: Full catalogue check completed for department and more than 2 items missing
N/A: Store does not run weekly specials program in department or does not have GM department

Stock Room & Delivery Area   0%

All required WH&S practices are followed and safety zones established?
(Stock Room)
Yes: All practices in place and safety zones established
No: Practices missing and/or incorrectly executed and/or no safety zones

Store has adequate safety procedures in place (equipment handling,
spillage, accident recovery, etc.)? (Stock Room)
Yes: Adequate safety procedures in place
No: Safety procedures inadequate and/or not in place and/or not followed

Outside Delivery Area is cleared, tidy & ready to receive deliveries? (Stock
Room)
Yes: Outside delivery area cleared, tidy and ready for delivery
No: Outside delivery area not cleared and/or untidy and/or not ready for
deliver

Pallets, bales, crates, etc. are neatly stacked in the outside delivery area?
(Stock Room)
Yes: Pallets, bales, crates, etc. neatly stacked
No: Pallets and/or bales and/or crates not stacked and/or loose

Stock Room is clean, tidy and ready to receive deliveries? (Stock Room)
Yes: Stock room clean, tidy and ready for deliveries
No: Stock room not clean and/or untidy and/or not ready for deliveries

General Areas & Innovation   0%

Competitor pricing has been checked on staple consumer items? (Eggs,
Milk, Bananas, Bread, etc.) (General Areas)
Yes: Competitor pricing checked on staples
No: Competitor pricing on staples not checked

Store lighting is in good working order? (General Areas)
Yes: Store lighting in good working order
No: Store lighting insufficient and/or significantly damaged

Store achieved a score of between 95%-100% on the last available Food
Safety Audit? (FSA) (General Areas)
Yes: Store achieved FSA score of 100%-95%
No: Store achieved FSA score lower than 95%
N/A: Store not participating in FSA

Have all action items from the last available FSA been resolved? (Critical
Items)
Yes; All action items resolved
No: One or more action items still outstanding
N/A: Store not participating in FSA

Store employees are dressed neat & tidy in IGA or store-specific uniform
and are wearing name badges? (General Areas)
Yes: All employees dressed neat & tidy in IGA or store-specific uniform
and wearing name badges
No: All or some employees not wearing uniform and/or uniforms are
untidy and/or name badges missing

Store floor is in good condition & polished and/or clean? (General Areas)
Yes: Store floor in good condition, polished and clean
No: Store floor not in good condition and/or hazardous and/or not clean

Store ceiling is in good condition, free of cob webs and free of old and/or damaged hanging material? (General Areas)
Yes: Store ceiling in good condition, free of cob webs and free of old/damaged material
No: Store ceiling not in good condition and/or cob webs visible and/or old/damaged material visible

Store Ambiance: Store temperature is set to a shopper-comfortable level? (General Areas)
Yes: Temperature at comfortable level
No: Temperature not at comfortable level

Store Ambiance: IGA in-store radio is in place and at comfortable volume? (General Areas)
Yes: In-store radio in place and at comfortable volume
No: No in-store radio and/or too noisy
N/A: Own in-store radio in use

Upcoming events (i.e. sales events, shopper surveys, upcoming promotions, new items) have been discussed with store? (General Areas)
(For Information only)
Yes: Upcoming events discussed with store
No: Upcoming events not discussed with store

Has the latest Consumer Insight Survey been reviewed? (General Area)
(For Information only)
Yes: Latest available survey has been discussed
No: Latest available survey has not been discussed
N/A: No current/new survey available (last survey older than 6 month and discussed with store)

Is the store applying innovative energy technology and recycling solutions (solar, energy saving, waste reduction, etc.)? (General Areas)
Yes: Innovative solutions and technology applied in store
No: No innovative solutions and/or technology applied in store

Has the store made investments in store improvement in the past 5-7 years? (Current paint scheme, signage, flooring, lighting, shelving, refrigeration) (General Areas)
Yes: Investments made within time frame or project works currently underway
No: No significant investments made within time frame
N/A: No investments required (new stores only)

Have the previous store walks/action plans been reviewed with store? (General Areas)
Yes: All previous action plans reviewed/completed
No: All or some actions from previous walks still outstanding

Please sign when completed.