



BASIC OEP-SILVER

Jacqueline McCann / 4 Feb 2022

Incomplete

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					
None: Store currently being assessed against Silver standards					
Silver: Store has achieved Silver status, but continues to be assessed through BASIC OEP-SILVER walk (3 consecutive walks $\geq 95\%$)					
Re-banner: Store non-compliant with minimum Silver requirements					
Channel					
Date/Time					
4 Feb 2022 08:06 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 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 car park allocated to store 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

IGA Signage is clean & legible? (Car Park)

Yes: Signage clean and legible

No: Signage not clean and/or illegible

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

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 entry is clean & inviting with no product barriers? (Store Entrance)

Yes: Store entry clean and no product barriers

No: Store entry not clean and/or product barriers

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

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.) (Front End)
Yes: Correct signage displayed
No: No signage displayed or signage incorrect
N/A: Store does not sell cigarettes or tobacco

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 10 out-of-stocks in department, including drink fridges? (Front End)
Yes: Less than 10 out-of-stocks
No: 10 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? (Front End)
Yes: All staff engaging and providing great customer service
No: All or some staff disengaged and/or providing poor/no customer service or staff unavailable

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

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

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

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

0%

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

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

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

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

Meat Department

0%

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

YES

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

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

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

Fresh Seafood Department

0%

Does the store have a Fresh Seafood Department? Exclude packaged seafood in Meat Department.

YES

Displays and racks are clean, neat and free of dirt & debris? (Seafood)

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 Seafood)

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? (Seafood)

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? (Seafood)

Yes: Less than 5 out-of-stocks

No: 5 or more out-of-stocks

N/A: Fresh seafood unable to check

No overpowering seafood smell in department? (Seafood)

Yes: No overpowering seafood smell

No: Smell overpowering

Prep Area of department is clean & tidy? (Seafood)

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? (Seafood)

Yes: Cool room is clean and tidy

No: Cool room is not clean and/or untidy

N/A: No cool room in department

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

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

Dairy Department

0%

Dairy areas are clean and tidy, including glass doors & cases?

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 10 for X-press / less than 20 for IGA / less than 30 for SUPA? (Dairy)
Yes: Less than 10/20/30 out-of-stocks
No: 10/20/30 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

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

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 10 for X-press / less than 20 for IGA / less than 30 for SUPA? (Frozen)
Yes: Less than 10/20/30 out-of-stocks
No: 10/20/30 or more out-of-stocks

No Ice build up in the frozen sections? (Frozen)

Yes: No ice build-up

No: Ice build-up visible

Grocery/GM

0%

Fixtures, display and racks are clean, neat and free of debris?

(Grocery/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? (Grocery/GM)

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/GM)

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/GM)

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/GM)

Yes: 100% 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/GM)

Yes: All products have shelf tickets

No: All or some products are missing shelf tickets

Department is free of clutter and excess floor stands? (Grocery/GM)

Yes: Department free of clutter and excess floor stands

No: All or some areas of department cluttered and/or blocked by excess floor stands

Out-of-stocks in department: Less than 100 X-press / less than 200 IGA / less than 300 SUPA? (Grocery/GM)

Yes: Less than 100/200/300 out-of-stocks

No: 100/200/300 or more out-of-stocks

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/GM)

Yes: Ends and displays well merchandised

No: All or some ends and/or displays not well merchandised

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 Buys POS is installed throughout key areas of store? (Ticketing)

Yes: LPED/Better Buys POS installed throughout key areas

No: LPED/Better Buys POS not installed and/or missing in some key areas

N/A: No LPED/Better Buys 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, partial or small format 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/GM)
All items available: Full catalogue check completed for department and all 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

Stock Room & Delivery Area

0%

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

0%

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

Is store participating in Metcash Food Safety Auditing (FSA)? (General Areas)

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

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)

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.