	Section	Score	Auditor Findings	Points	Total	Section weight
Α	Section	score	Auditor Findings Section A: Social Responsibility	Awarded	rotal	section weight
	Staff listing was available (Form 2404), current and agreed with LCBO Convenience Outlet departments records.	4	Employee list matches Workday Training records; Manager identified on employee list.		/4	
A1		2	Employee List has been edited (handwritten) or shows incomplete training modules for employees with start date within 30 days of audit date.			
		0	Untrained employee is working at time of audit or have not notified LCO Dept of required training for new employee.			
	Staff are aware of QA product recall alerts and claims return process. If operator is unfamiliar with claims return process, use this opportunity to provide coaching on the topic.	4	Operator is familiar with current QA-recall process/ claims return portal (Operator receives text/ email, Operator responds whether they have affected SEU/s within 3hr timeframe, Operator is familiar with all three claim types on portal).			
A2		2	Operator is familiar with only one of either the claims return portal or QA recall process.		/4	
		0	Operator is unfamiliar with QA Product Recall process and claims return portal (provide coaching).			
	Challenge and Refusal app and/ or LCB 2463 is located at the cash register area. If C&R app/form is not located at cash register area, provide coaching on socially responsible retail beverage alcohol sales. (C&R participation is mandatory on a fiscal period basis).	4	C&R App/ 2463 is located at POS with entries recorded in last 7 days .	/4		
А3		2	C&R App/ LCB - 2463 is located at POS with entries recorded within current period/ previous 28 days.		/4	
		0	C&R recording device not located at POS (provide coaching).			
	Required signage: Mandatory Pregnancy Warning Signs (Sandy's Law) x2, Information Board, Responsible Service Program Signage x2 (1 large format 8x11 sign and	4	All required signage is posted and in good condition (see audit item A4 for all required signage items).			
A4	a minimum of 1 additional small format sign must be in evidence. 1 must be present at the cash), ICO hours decal, with current hours of operation, French Language Poster (Billingual Locations Only).	2	One item of required signage is missing (see audit item A4 for all required signage items).	/4	/4	
		0	More than one item of required signage is missing or signage is old/fading needs replacing (provide coaching i.e.contact LCO dept. with signage request form on DBWs). Section A Total:			30%
В			Section B: Sales	0 /16	/16	30%
	Empty bottle depook returns are accepted during operating hours of the LCO store, or posted otherwise (three days minimum, one of these days must be Saturday). Empties are stored in minimum 100 SOFT secure storage area separate from retail space. (Should be weatherproof and lockable).	4	Empty bottle returns process is consistent with program requirements (see audit item 81 for requirements) & empties are collected in separate, minimum 100 SQFT storage area.	/4		
B1		2	Empties bottle returns process is consistent with program requirements (see audit item 81 for requirements) but empties are present in retail area.		/4	
		0	Program requirements are not being met (see audit item 81). If process can be improved, provide coaching on this from a customer service perspective.			
B2	Records of beverage alcohol sales are available and beverage alcohol sales are distinct from host business sales. Based on a review of a sample of two non-consecutive weeks of sales.	4	Beverage alcohol sales were appropriately recorded as separate line items (separate from host business sales). Wholesaler of record (TBS/ LCBO Identified on electronic journal records/ accounting records.)	/4		
		2	Accurate electronic journal records/ accounting records in evidence but wholesaler of record not identified. Please provide coaching stressing the importance of accurate record keeping requirements.		/4	20%
		0	Operator is not able to produce accurate records for two non- consecutive weeks of sales. Please provide coaching stressing the importance of accurate record keeping requirements.			
В3	Beverage alcohol is sold within posted hours as per AGCO requirements (7am -11pm). Based on a review of a sample of two non-consecutive weeks of sales.	4	There were no instances of beverage alcohol sales outside of AGCO permitted hours or store's posted hours for LCO/ Agency operation.			
		2	Sales occurred within AGCO parameters but outside of store's posted hours.		/4 \12	
		0	There is evidence of sales occuring outside of permissible selling hours. Provide coaching on AGCO permissible selling hours. Section B Total:			
С			Section C: Inventory	J	144	
C1	The store selfs beverage alcohol only for the prices determined by the LCBO. Based on a review of a sample of 10 SKUs, how many were priced correctly in the LCO/Agency point of sale system?	4	8-10 SKUs were priced correctly in the LCD/Agency point of sale system.			
		2	7 SKUs were priced correctly in the LCD/Agency point of sale system.		/4	
		0	More than 3 StUs were not priced correctly in the LCO/Agency point of sale system.			
	The store sells beverage alcohol only for the prices determined by the LCBO. Based on a review of a sample of 10 SKUs, how many were priced correctly on LCO Section Shelving?	4	8-10 SKUs were priced correctly on LCO Section Shelving.		/4	
		2	7 SKUs were priced correctly on LCO Section Shelving.			
		0	More than 3 SKUs were not priced correctly on LCO Section Shelving The operator was aware that they can refund non-saleable returns with a receipt and process the return via Claims Return App. Operator can identify 3			
C3	Operator is aware that they may refund non-saleable return products when accompanied by a receipt and proces the return with Calians Return Apo, Non-Saleable returns include: PET product, plastic, tetra, cream liqueurs, all beer. Items cannot be returned to sheff unless purchased under a Special Occasion Permit and accompanied by original SOP Receipt. LCO area has sufficient product selection based on floorplan	4	on-saleable products of Non-saleable return products used the work of the saleable return products of Non-saleable return products of Non-saleable returns with a receipt and process the return via Claims Return App. Operator cannot. The operator was aware that they can return on-saleable returns with a receipt and process the return via Claims Return App. Operator cannot.		/4	
		2	The operator is not aware of non-saleable products (see audit item C3 for coaching options). The operator is not aware of non-saleable returns policy and cannot provide 3 examples of non-saleable products (see audit item C3 for coaching			
		0	options).			
		4	Shelves fully stocked		/4	
		2	50% or more of shelves are stocked, delivery expected within 1-2 days			
		0	Shelves are less than 50% stocked, no delivery expected Section C: Total		/16	18%
D						
		Section D	: Store Operations, Sales Promotion & Advertising Beverage alcohol was less than 50% of retail space and appropriately segregated from other goods as reflected in floor plan of record.			
D1	LCO section is less than 50% of host business retail space.		Browrage alcohol was less than 50% of retail space and appropriately segregated from other goods as reflected in floor plan of record. Browrage alcohol was less than 50% of retail space, net appropriately segregated from other goods as reflected in floor plan of record. (provide		/4	
D1	LCO section is less than 50% of host business retail space.	2	Beverage alcohol was less than 50% of retail space and appropriately segregated from other goods as reflected in floor plan of record. Beverage alcohol was less than 50% of retail space, not appropriately segregated from other goods as reflected in floor plan of record. (provide caching in CCO/Ageny Section adjustments). COC/Ageny section greater than 50% of retail space or does not match floor plan on record. (provide caching on socially responsible beverage		/4	
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