

#	Section	Score	Auditor Findings	Points Awarded	Total	Section weight		
Section A: Social Responsibility								
A1	Staff listing was available (Form 2404), current and agreed with LCBO Convenience Outlet departments records.	4 2 0	Employee list matches Workday Training records; Manager identified on employee list. Employee list has been edited (handwritten) or shows incomplete training modules for employees with start date within 30 days of audit date. Untrained employee is working at time of audit or have not notified LCO Dept of required training for new employee.		/4	30%		
A2	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 2 0	Operator is familiar with current QA recall process/ claims return portal (Operator receives text/ email, Operator responds whether they have affected SKU/s within 3hr timeframe, Operator is familiar with all three claim types on portal). Operator is familiar with only one of either the claims return portal or QA recall process. Operator is unfamiliar with QA Product Recall process and claims return portal (provide coaching).		/4			
A3	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 2 0	C&R App/ 2463 is located at POS with entries recorded in last 7 days. C&R App/ LCB - 2463 is located at POS with entries recorded within current period/ previous 28 days. C&R recording device not located at POS (provide coaching).		/4			
A4	Information Package is present and accounted for. The Mandatory Pregnancy Warning Sign (Sandy's Law) x2, Information Board Responsible Service Program Signage x5, LCO hours decal, with current hours of operation.	4 2 0	All required signage is posted and in good condition (see audit item A4 for all required signage items). One item of required signage is missing (see audit item A4 for all required signage items). 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 DBWL).		/4			
Section A Total:				0	/16			
Section B: Sales								
B1	Empty bottle deposit 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 SQFT secure storage area separate from retail space. (Should be weatherproof and lockable).	4 2 0	Empty bottle returns process is consistent with program requirements (see audit item B1 for requirements) & empties are collected in separate, minimum 100 SQFT storage area. Empties bottle returns process is consistent with program requirements (see audit item B1 for requirements) but empties are present in retail area. Program requirements are not being met (see audit item B1). If process can be improved, provide coaching on this from a customer service perspective.		/4		20%	
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 2 0	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). 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. 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.		/4			
B3	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 2 0	There were no instances of beverage alcohol sales outside of AGCO permitted hours or store's posted hours for LCO/ Agency operation. Sales occurred within AGCO parameters but outside of store's posted hours. There is evidence of sales occurring outside of permissible selling hours. Provide coaching on AGCO permissible selling hours.		/4			
Section B Total:				0	/12			
Section C: Inventory								
C1	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 in the LCO/Agency point of sale system?	4 2 0	8-10 SKUs were priced correctly in the LCO/Agency point of sale system. 7-6 SKUs were priced correctly in the LCO/Agency point of sale system. More than 5 SKUs were not priced correctly in the LCO/Agency point of sale system.		/4			18%
C2	Operator is using Lexmark system to print Bintags, LTO's and Case Cards -Access to the Lexmark In-Store Publisher required.	4 2 0	Most recent batch price change/ LTO batch has been printed. Most recent price change batch was printed within the last 14 days. Most recent price change batch was printed more than 14 days ago or Operator cannot access Lexmark In-Store Publisher. Please provide Lexmark demonstration.		/4			
C3	Operator is aware that they may refund non-saleable return products when accompanied by a receipt and process the return via the Claims Return App. Non-Saleable returns include: PET product, plastic, tetra, cream liqueurs, all beer. Items cannot be returned to shelf unless purchased under a Special Occasion Permit and accompanied by original SOP Receipt.	4 2 0	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 non-saleable products of Non-saleable return products (see audit item C3). The operator was aware that they can refund non-saleable returns with a receipt and process the return via Claims Return App. Operator cannot identify 3 types 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 options).		/4			
C4	LCO area has sufficient product selection based on floorplan	4 2 0	Shelves fully stocked 50% or more of shelves are stocked, delivery expected within 1-2 days Shelves are less than 50% stocked, no delivery expected		/4			
Section C Total:				0	/16			
Section D: Store Operations, Sales Promotion & Advertising								
D1	LCO section is less than 50% of host business retail space.	4 2 0	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 coaching on LCO/ Agency Section adjustments). LCO/ Agency section is greater than 50% of retail space or does not match floor plan on record. (provide coaching on socially responsible beverage alcohol sales).		/4	32%		
D2	Based on a review of financial records, bottle deposit collections and returns were appropriately reflected in the store's financial records. Deposit amounts should be accessible by electronic record or records in keeping with common accounting practices (legible, organized by date and fiscal year for at least previous 2 fiscals if applicable).	4 2 0	Records of bottle deposit collections and returns for current and previous fiscal year are available. Records of bottle deposit collections and returns for current fiscal year are available. (provide coaching on record keeping LCO/ Agency program requirements). No records are available (provide coaching on record keeping LCO/ Agency program requirements).		/4			
D3	This store displays the standard external LCBO sign. (Item is represented in French if located in a "designated area" under the French Language Services Act (Ontario)).	4 2 0	The appropriate external signage was present and displayed outside of the LCO/Agency store. The appropriate external signage was present but not installed. Old Agency signage removed. Appropriate external signage is not present and displayed outside of the LCO/Agency store.		/4			
D4	The current LCO Store Certificate or Letter of Extension is displayed. This is mandatory for all authorized LCOs and Agency stores.	4 2 0	The current certificate/ temporary extension letter was appropriately displayed. The current certificate/ temporary extension letter was not appropriately displayed but was readily available (provide coaching). The current certificate/ temporary extension letter was not appropriately displayed and was not readily available (provide coaching and inform operator to contact LCO Dept).		/4			
D5	Block piling in retail areas complies with health and safety standards (does not exceed 6ft tall). Aisles in all areas where the customer has access are the minimum width of 3 feet to allow for safe customer navigation.	4 2 0	Block piling practices in the retail areas were compliant with health and safety standards and aisles in areas where the customer has access were compliant with health and safety standards (see audit item D5). Block piling practices in the retail areas were compliant with health and safety standards but store is messy due to delivery arriving that day. Block piling practices are not compliant with health and safety standards and/ or aisles in areas where the customer has access were not compliant with health and safety standards. (Heights/ hazards must be adjusted at time of audit).		/4			
D6	What, if any is the presence of supplier value-add/ promotional products in the LCO/ Agency?	4 2 0	Value Add matches promo calendar/LCO dept notified. Value Add matches promo calendar/LCO dept not notified. Value Add does not match promo calendar/LCO dept not notified.		/4			
D7	From observation, does the level of customer service offered and LCO/ Agency atmosphere meet accepted standards? (Positive shopping environment, good product selection, professional employee conduct).	4 2 0	Greeted when entering store and offered assistance in LCO area. Greeted when entering store. Not greeted or offered assistance in LCO area.		/4			
D8	Products should have a minimum of 2 facings, aside from small (375ml and less behind the cash) and large format (1.75L and up) bottles	4 2 0	Two facings and category families are together. Two facings and up (Provide coaching on merchandising and product selection in the LCO/ Agency section). Less than two facings (Provide coaching on merchandising and product selection in the LCO/ Agency section).		/4			
D9	LCO shelving is in keeping with industry standard (1 ft depth) and at least 80 linear ft in length in total. (Due to varied store layouts, acceptable shelving can include, standard shelving units/ rows, fridge racking, shelving located behind the counter for small format bottles).	4 2 0	Store shelving is industry standard, free of dust, and at least 80 linear ft. in combined length. Adequate shelving lengths and condition but product is dusty/ stock not rotated (provide coaching regarding LCO/ Agency merchandising and first in, first out practices). Shelving is <80 linear ft. (provide coaching regarding LCO/ Agency program requirements on shelf space/ product selection).		/4			
D10	Seasonal Display is in evidence. Multiple positions/ configurations to total 16 SqFt are permitted (LCO shelves, fridge, behind cash). This is a mandatory LCO requirement.	4 2 0	Seasonal display is merchandised safely and totals approximately 16 SqFt. Not appropriately merchandised and/ or less than 16 SqFt in total. Operator cannot identify their seasonal display/ no display in evidence.		/4			
D11	No cross merchandising of socially irresponsible items (no drinking games or energy drinks) are displayed in the LCO section.	4 2 0	No inappropriate or socially irresponsible items were observed in the LCO/Agency section Inappropriate or socially irresponsible items were observed in the perimeter of LCO/Agency section Inappropriate or socially irresponsible items were observed in the LCO/Agency section.		/4			
Section D Total:				0	/44			
Audit Total Score:				0	/88	100%		