SECURITY COMPLIANCE AUDIT

Case Study: Retail Services – Supermarket

A national supermarket chain required a third party to **conduct a security compliance audit** across all stores nationwide

RGIS

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A food retailer serving customers across the UK in over 500 stores and an online home delivery service, required the support of RGIS. The business is mainly food and grocery items, which are uniquely sourced and processed through the retailer's own manufacturing facilities. The retailer covers more than 11 million households with the online service and has competitive, permanently low prices to help with their commitment to helping customers save money every day.

REQUIREMENT

A national supermarket chain required a third party to **conduct a security compliance audit** across all stores nationwide. With district offices nationwide, RGIS was an ideal partner for this project.

The national supermarket required RGIS to provide the following:

- **To improve the internal loss prevention audit process**, utilising RGIS staff and tablet technology to carry out the audits
- Audit all **security elements** in store
- A **combined solution** that would manage **retail execution and audits effectively**
- A **bespoke dashboard** giving full audit details and action plans to required stakeholders

SOLUTION

The national supermarket chain partnered with RGIS to complete the **security compliance audit project**, and RGIS provided the following:

- **Experienced RGIS teams** were deployed to conduct the security compliance audits
- Retail: **494 stores to be audited** six times per annum
- Logistics: **19 sites to be audited** four times per annum
- Manufacturing: **18 sites to be audited** four times per annum

RESULTS

The national supermarket chain found by outsourcing the **security compliance audit project** to RGIS, the following results were achieved:

- RGIS **accurately and effectively** completed audits at all nationwide locations
- **Tablet technology** allowed RGIS to provide a dashboard covering **shrink, tagging, security controls and cash**
- Pass rate was calculated by the store format
- **Incorporated five critical questions** which could fail the audit in its entirety
- **Any failed question generated an action point**, every action point generated throughout the audit was collated into a final action plan which was emailed to the store to make corrective actions
- **Photographic evidence** provided for certain questions

By partnering with RGIS, the national supermarket found they were able to make **corrective actions to any non-compliant areas** in stores. Any **failed audit question generated an action point**, which were collated into a final action plan for each store

Compliance Audit

Photography

Nationwide Coverage

Information Gathering

CONTACT RGIS TODAY TO SEE HOW WE CAN HELP YOU

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