**SINGHEALTH RETAIL**

**Audit Checklist (Non-F&B)**

1. Quality/Internal audit will be carried out on the Demised Premises at least twice monthly throughout the Term in accordance with this Audit Checklist.
2. One (1) point will be awarded for each standard complied, and a percentage tabulation of the total score will be given.
3. A warning letter will be issued for failure to achieve a performance score of at least ninety-five percent (95%) for each audit and one (1) demerit point will be issued after three (3) warning letters. An accumulation of six (6) demerit points throughout the Term will allow the [name of Master Tenant] to prematurely terminate the SingHealth Retail Tenancy Agreement.

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| **Date:** |
| **Auditee:** |
| **Auditor(s) *(Name/Department)*:** |
| **Total Score:** |
| **Comments:** |

The audit checklist is set out as below:

|  |  |
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| **1. Professionalism & Staff Hygiene (20%)** | ***Point(s) Awarded*** |
| **Professionalism** |  |
| Shop is open and ready to service patients/visitors according to operating hours. |  |
| Staff Attendance: adequate staff for peak and non-peak hours. |  |
| At least one (1) clearly assigned person in-charge on site. |  |
| **Staff Hygiene** |  |
| Staff uniform/attire is not soiled. |  |
| Staff who are unfit for work due to illness should not report to work). |  |
| Staff who are fit for work but suffering from the lingering effects of a cough and/or cold should cover their mouths with a surgical mask. |  |
| **Score:** |  |

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| --- | --- |
| **2. Housekeeping & General Cleanliness (40%)** | ***Point(s) Awarded*** |
| **General Environment Cleanliness** |  |
| Adequate and regular pest control.   * Pest control record. |  |
| Goods and equipment are within shop boundary. |  |
| Store display/ Shop front is neat and tidy. |  |
| Work/ serving area is neat, clean and free of spillage. |  |
| Uncluttered circulation space free of refuse/ furniture. |  |
| Fixtures and fittings including shelves, cupboards and drawers are clean and dry and in a good state. |  |
| Ceiling/ ceiling boards are free from stains/ dust with no gaps. |  |
| Fans and air-con units are in proper working order and clean and free from dust. Proper maintenance and routine cleaning are carried out regularly. |  |
| Equipment is clean, in good condition and serviced. |  |
| Surfaces, walls and ceilings within customer areas are dry and clean. |  |
| Floor within customer areas is clean and dry. |  |
| Waste is properly managed and disposed.   * Waste bins are not over-filled. * Waste Management: Proper disposal of general waste. |  |
| **Score:** |  |

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| **3. Workplace Safety & Health (40%)** | ***Point(s) Awarded*** |
| **General Safety** |  |
| MSDS for all industrial chemicals are available and up to date. |  |
| Proper chemicals storage. |  |
| All detergent and bottles containing liquids are labelled appropriately. |  |
| All personnel to wear safety shoes and safety attire where necessary. |  |
| Knives and sharp objects are kept at a safe place. |  |
| Area under the sink should not be cluttered with items other than washing agents. |  |
| Delivery personnel do not stack goods above the shoulder level. |  |
| Stacking of goods does not exceed 600mm from the ceiling and heavy items at the bottom, light items on top. |  |
| Proper signage/ label (fire, hazards, warnings, food stuff) and Exit signs in working order. |  |
| **Fire & Emergency Safety** |  |
| Fire extinguishers access is unobstructed; Fire extinguishers are not expired and employees know how to use them. |  |
| Escape route and exits are unobstructed. |  |
| First aid box is available and well-equipped. |  |
| **Electrical Safety** |  |
| Electrical sockets are not overloaded – one plug to one socket. |  |
| Plugs and cords are intact and free from exposure/ tension with PSB safety mark. |  |
| Power points that are in close proximity to flammable and/or water sources are installed with a plastic cover. |  |
| Electrical panels / DBs are covered. |  |
| **Score:** |  |

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| **NON F & B** | |
| **Working :** | |
| Professionalism & Staff Hygiene | -\_\_\_\_\_\_/20% |
| Housekeeping & General Cleanliness | -\_\_\_\_\_\_/40% |
| Workplace Safety & Health | -\_\_\_\_\_\_/40% |
| Total | -\_\_\_\_\_\_/100% |