



# Lowe's Canada

## Planogram Facility

### Vendor Guide



## Standard Practice

It is Lowe's standard practice to provide a facility for merchants and vendors to review product, displays, and signage. Merchandising teams will conduct line reviews at the Lowe's Canada Planogram Facility. The facility is expected to provide a clean, neat, and safe environment for merchants and vendors. Operational expectations include but are not limited to the following:

## Leasing fees

- Full Bay (8' Bay): \$300 per month\* (Price Change Effective Feb 1, 2016)
- Half Bay as part of larger set \*\*(\$150.00)
- 10'x10' open space grid : \$300 per month\*
- Liability Insurance must be provided when sending in ANY product

## Steps for Bay Rentals

Merchants sends POG Facility Space Request with all vendor information and dates required.

POG Facility Rental documentation and Vendor Safety Guide emailed to vendor. This includes:

- Space Request filled out to be signed and returned by vendor.
  - Vendor must provide to Lowe's certificate of liability insurance.
  - WSIB proof of insurance – Ontario vendors only.
  - Out of province see WSIB notes below and US vendor.
  - Signed vendor Safety Guide.
- WSIB (Ontario) certificates must be provided if vendor or delegate is entering the facility rack room to set up any bays

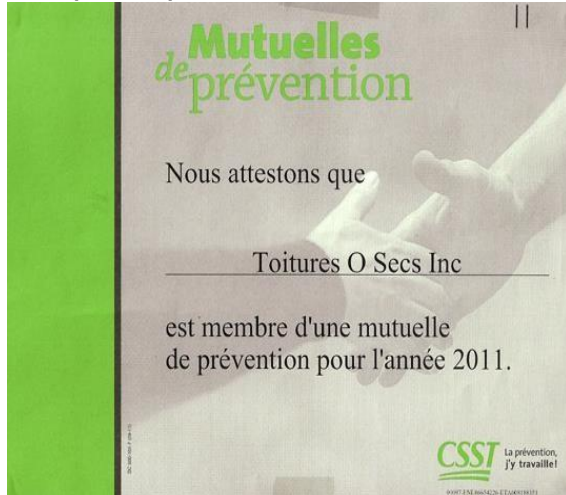


Clearance Certificate / Certificat de décharge

Contractor Legal / Trade Name / Appellation commerciale ou raison sociale de l'entrepreneur	Contractor Address / Adresse de l'entrepreneur	Contractor Classification Unit and Description / Unité de classification de l'entrepreneur et description	Principal Legal / Trade Name / Appellation commerciale ou raison sociale de l'entrepreneur principal	Principal Address / Adresse de l'entrepreneur principal	Clearance Certificate Number / Numéro du certificat de décharge	Validity period (dd-mm-yyyy) / Période de validité (jj/mm/aaaa)
JULIA	44 TAYLOR DR. THUNDER BAY, ON, P7K 1J9, CAN	6019-000: OTHER SPECIALTY FOOD STORES 6013-000: BAKERY PRODUCT STORES	123 ABC Inc	200 Front St W, Toronto, ON, M5V 3J1, CAN	W20000000NGJ	07-Jan-2011 to 19-May-2011
JULIA	44 TAYLOR DR. THUNDER BAY, ON, P7K 1J9, CAN	6019-000: OTHER SPECIALTY FOOD STORES 6013-000: BAKERY PRODUCT STORES	ABC 123 Ltd	200 Front St W, Toronto, ON, M5V 3J1, CAN	W20000000NGK	07-Jan-2011 to 19-May-2011



## CSST(Quebec)



## Worksafe BC (British Columbia)

<b>WORKSAFE BC</b>	Assessment Department Location	Clearance Section
WORKING TO MAKE A DIFFERENCE	PO Box 5350 Station Terminal Vancouver BC V6B 5L5	Richmond BC V7C 1C6 www.worksafebc.com
Lowes Companies Canada PO Box 1941 NORTH WILKESBORO, NC 28659 United States	Mailing Address 6951 Westminster Highway	Toll Free within Canada 1 888 922 2768 Fax 604 244 6390

Person/Business : DG MORRIS INVESTMENTS INC & DOUG SPROULE INVESTMENTS ET AL  
INTERNATIONAL PARTNERS 750297 AQ(005)

This letter provides clearance information for the purposes of Section 51 of the Workers Compensation Act.

We confirm that the above-referenced firm is active, in good standing, and has met WorkSafeBC's criteria for advance clearance. Accordingly, if the addressee on this letter is the prime contractor, the addressee will not be held liable for the amount of any assessment payable for work undertaken by the above-referenced firm to January 01, 2018.

This firm has had continuous coverage with us since October 01, 2005.

Employer Service Centre  
Assessment Department

Clearance Reference # : C12000000  
CLRAAA

## Workers Compensation (U.S. Vendors)

WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	X01473	10/15/10	10/15/11	WC STATU-	OTH-	
				TORY LIMITS	ER	
ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below				E.L. EACH ACCIDENT		\$ 1,000,000
				E.L. DISEASE - EA EMPLOYEE		\$ 1,000,000
				E.L. DISEASE - POLICY LIMIT		\$ 1,000,000
OTHER						

\*Debit memo Vendors will be billed in their standard currency (CAD or USD). New Vendors paying by cheque may pay in either CAD or USD funds. Cheques should be made payable to **Lowe's Companies Canada** (Copy of Cheques must accompany Space Request Form).

\*\*There are no half bay bookings for single use. Space allocation may be divided by vendors through merchant allocation as part of a larger set with multiple vendors.

### CHEQUES SHOULD BE MAILED TO:

Lowes Canada Planogram Facility  
1081 Alness Street  
North York, Ontario  
M3J-2J1 Attn: FACILITY SPECIALIST

## Security

- Facility will maintain security including Cameras, motion sensors and contacts on all exterior doors
- No photography will be allowed in the facility without a Lowe's merchant present or a planogram staff member present that has permission from the Lowe's merchant. Anyone taking photographs outside these guidelines will be asked to delete the data and leave the premises
- A Lowe's employee will be on site Monday to Friday during normal operating hours
- Access to building is at the front Entrance only. There is a bell at the door to alert staff for access.
- No cell phones will be allowed inside Rack display area.

## Product Set-Up/Teardown & Disposition

- Vendor/Merchant teams are responsible for all set-up & teardown of product, displays and all steel needed for set. Bay must be signed off by Facility staff prior to exiting.
- Bays must be reset back to the basic set outlined by our standard layout with all other steel returned to the correct storage racks & area they were retrieved from for set.
- ALL vendors & CSC employees must wear CSA approved steel toe footwear during all visits to the Planogram setup areas by regulation of the Ontario Labour Code.
- Facility staff will work with vendor/merchant team ensuring proper product disposition as per vendor or merchant directive within the bay rental timeframe.
- NO product will be removed without merchant authorization
- Vendor is responsible for packaging of all products regardless of disposition. This includes arranging courier pickups & B.O.L documents.
- Any product remaining 30 days after the specified leasing timeframe will become property of Lowe's Canada, ULC.
- If bay(s) is not cleared and reset to its original state within 30 days after the specified leasing timeframe, a charge of \$50 will be applied to the vendor's account.

## Equipment

- Facility will provide steel for set up and modifications as well as any Lowe's standard fixture accessories. Specialty fixtures needed will have to be ordered through merchant ahead of time □ Electrical power is available
- Limited tools will be available. Be prepared to handle and set-up requirement for your bay □ It is recommended that installation of beams has two people.
- If a pegboard is required, it is to be supplied by the Vendor
- Lowe's Guest wireless internet is available throughout the facility

## Directions and Operating Procedures for Lowe's Canada Planogram Facility

### **Our Address:**

**Lowe's Canada Planogram Facility 1081  
Alness St.  
North York, ONT  
M3J 2J1  
Phone: 416-514-2830  
Fax: 416-514-2831  
Email: [canadaplanogramfaci@lowes.com](mailto:canadaplanogramfaci@lowes.com)**

### **SHIPPING & RECEIVING INFORMATION**

**SKID CANNOT EXCEED 8FT WIDE/8FT HIGH AND MUST BE ABLE TO BE MOVED WITH HAND PALLET TRUCK. THERE IS NO POWER LIFT EQUIPMENT ON SITE.**

- **Shipping labels (sent with vendor package) must accompany all products and include Bay Allocated/Ref # assignment** □ **All customs clearance must be arranged by Vendor**
- **We DO NOT receive "Collect Shipments". They will be declined and returned at senders expense** □ **If you are shipping in "Prototypes", please inform your Merchandising Manager for return purposes!**

### **OPERATIONAL HOURS:**

Monday to Friday 8:00am – 5:00pm

\*\*Closed on Lowe's corporately observed Canadian holidays

Vendors visiting facility without Merchant must call 24Hrs ahead for appointment with POG name & merchant name.  
CALL 416-514-2830

### **SHIPPING and RECEIVING HOURS:**

Monday to Friday 8 a.m. to 4:00 p.m.

#### **Receiving**

- Consolidated receiving and shipping will be manned and remain secure during normal business operating hours. All shipments will be staged for easy access by vendor and/or merchant
- Vendors to obtain appointments minimum of 48 hours in advance for all shipping and receiving requirements  
CALL 416-514-2830

#### **Shipping**

- Vendors are responsible for preparing their product for shipping and must make all arrangements for pickup. You must provide the Lowe's Facility Specialist with the proper BOL for any shipments and custom documentation if necessary.
- Vendors are responsible for bringing in their own shipping supplies as they will not be provided by Lowe's.

**Help us help you make the setting and showing of products here at Lowe's Canada Facility the simplest and easiest it can be.**

The Facility Staff is responsible for the operation of the facility. They schedule set-up and teardown dates with Lowe's Merchandising teams. **It is NOT their job to set steel beams, move wire decking, set-up or tear-down products displays, and prepare products for shipping.** If you need assistance in setting or moving fixtures (beams, decks, displays) the Facility Specialist can give you names of 3<sup>rd</sup> party

companies available. It is your responsibility to arrange support. No assistance is available at or through the facility. Any outside merchandising companies must have WSIB and liability Insurance provided.

## **ATTENTION:**

**IF YOU LEAVE YOUR PRODUCT IN THE AISLE AFTER  
5 PM IT WILL BE DISPOSED OF BY THE WAREHOUSE STAFF**

**ALL PRODUCT MUST BE CLEARED FROM AISLES  
YOU MUST GET THE FACILITY STAFF PERSON TO CHECK  
YOUR AISLE BEFORE LEAVING THE FACILITY**

## **PLANOGRAM FACILITY OPERATING RULES**

1. All Bay bookings must come from merchandizing teams.
  - a. All items requiring MSDS, need documents sent to Canada Planogram prior to delivery.
  - b. Access to facility rack room will be refused unless all documentation has been received and a bay confirmation has been sent to vendor.
2. All AISLES must be completely cleared by 5:00 PM each day.
  - a. No Beams or racking is to be left in aisle or bays not allocated to you.
3. FOLDING CHAIRS and folding tables (if available) may be used for presentations but CANNOT be left in the aisles overnight.
4. The Person(s) RESPONSIBLE FOR THE SET is also responsible for removing ALL garbage and recycling material generated when completing the set. Garbage and recycling material must be placed in the large bins marked for this use.
5. SIGN IN upon arrival and sign out upon departure is required each day you are here.
6. **Vendor PHOTOGRAPHY** of any type is NOT PERMITTED unless prior approval is obtained from a Lowe's Merchandising representative or Planogram Specialist. All photography must be done in the presence of the appropriate Lowe's employee.
7. SETUP IS RESTRICTED TO ASSIGNED LOCATION ONLY - If any boxes or crates have been left in unauthorized areas and have not been approved to stay by a planogram facility staff member, they will be discarded at owner's expense.
8. **SAFETY SHOES ARE REQUIRED IN ALL WAREHOUSE AREAS AT ALL TIMES – NO ADMITTANCE TO WAREHOUSE AREA IF CSA APPROVED FOOTWEAR IS NOT WORN.**

9. NO food or drink (Excluding Water) is allowed in the warehouse area. Please consume in the office area or meeting rooms.
  
10. All bays must be set back to the Lowe's standard planogram (which will be provided to each vendor) before leaving at the end of the rental. There should only be 2 full top elevations with waterfall racking and 5.5" Beams (at 94" and 142") and 2 (2.5") back beams remaining in your bay.

## **Toronto Local Area Hotels**

### **Novotel Toronto Vaughn Centre**

200 Bass Pro Mills Drive

Vaughan, Ontario

L4K 0B9

Front Desk: 905-660-0212

<http://www.novotel.com/gb/hotel-7157-novotel-toronto-vaughan/index.shtml>

### **Hilton Garden Inn Toronto/Vaughn**

3201 Regional Road 7

Vaughan, Ontario

L4K 5Z7

Front Desk: 905 660 4700

<http://hiltongardeninn3.hilton.com/en/hotels/ontario/hilton-garden-inn-toronto-vaughan-YYZVAGI/index.html>

## **Directions to Planogram Facility**

### **From Lowe's Canada, Regional Support Centre (5150 Spectrum Way, Mississauga, Ontario):**

Turn Left on Matheson Blvd.  
Right on to Dixie to 401 East Ramp towards Toronto  
Take Exit 365 for Allen Rd N  
Continue on to Dufferin Street  
Turn Left onto Supertest Road  
Turn Right onto Alness Street (destination will be on the right)  
Travel Time: 25 min and Approx. 28.6kms.

### **From Lester B. Pearson International Airport:**

Merge on Hwy 409E towards 427/401  
Take 401E towards Weston Rd/ Black Creek Drive/ Collectors)  
Take Exit 359, for 400 N towards Barrie  
Follow 400 North to Steeles Avenue Exit  
Turn Left onto Steeles Avenue W  
Follow Steeles Avenue W to Alness St (Third street east of Keele St)  
Turn Right on Alness St  
Follow to 1081 Alness, Entrance on Left just passed Flint Rd  
Travel Time: 22 min and Approx. 21.5km





## Parking at the Planogram Facility

22 designated parking spots are available in front of the facility. In addition, there are 4 more spots by our roll up door at the back. If these are all full, please park at the end of the parking lot in front of the building marked 975. Please **DO NOT** park in the spots in front of Rockford Tile. These spots are marked with **orange cones** and are for their staff and customers.



## Lowe's Canada Planogram Facility Frequently Asked Questions

### **Q. What type of Workers Compensation do I require?**

A. If you are an Ontario Vendor you are required to show Proof of WSIB by sending a copy of your Clearance Certificate. If you are a Quebec Vendor we require a copy of your CSST Coverage. If from anywhere else in Canada or USA we require proof of valid Workers Compensation coverage that covers the members of your team while they are working within our facility.

### **Q. How do I obtain information regarding the requested WSIB Forms?**

A. Visit the Workplace Safety and Insurance Board Website at [www.wsib.on.ca](http://www.wsib.on.ca)

If you have an existing account you only need to get a clearance form that shows current status and when it expires. <https://eservices.wsib.on.ca/portal/server.pt/community/eservicespublic/eclearance>

### **Q. I am an Independent Operator and have been told I don't require WSIB Coverage.**

A. This is not entirely correct. You must first contact WSIB and fill out the "Independent Operator Questionnaire" which then the WSIB will decide if your needs require coverage or not. Once they have made a decision they will either notify you that you DO require WSIB coverage or they will send you a Letter of Clearance stating that under their coverage you are not required to be registered. You must provide Lowe's with this letter to be used as your clearance certificate.

<http://www.wsib.on.ca/files/Content/Downloadable%20FileForm1149/1149.pdf>

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**Q. Does Lowe's accept collect shipments?**

A. Lowe's does not accept collect shipments. Any product shipped collect will be refused.

**Q. Can you recommend a customs broker?**

A. For liability purposes Lowe's does not recommend any particular customs broker. A search on the internet should provide you with numerous options. It is recommended you set this up 1-2 weeks prior to avoid delays.

**Q. Who do I contact if I have any additional questions?**

A. There is a contact page included in your package that contains all the numbers you will require with regards to the Planogram Facility. All other questions should be directed to your Lowe's merchandising team.

**Q. I see that Shipping and Receiving is available Monday – Friday 8-4. I am bringing in small samples; do I need to have them arrive on these days?**

A. If you are able to carry your sample in through the front entrance without the assistance of equipment you may arrange a time with your Facility Coordinator to deliver your product. 416-514-2830 Or email: [canadaplanogramfaci@Lowes.com](mailto:canadaplanogramfaci@Lowes.com).

**Q. The documentation states that I require safety shoes to work in the facility, are these provided?**

A. Safety shoes are the sole responsibility of the Vendor. We do not have safety shoes or toe caps on the premises. Please note safety shoes are required in the warehouse area only. Meeting rooms and office areas do not require you to wear safety shoes. If you do not have CSA approved footwear, admittance will be refused.

**Q. I am only having a meeting in front of my bay booked or showing samples. Do I need CIA footwear?**

A. Yes, if you are in the rack room CSA approved footwear is required at all times.

**Q. What type of equipment / tools is available for setting up my display area?**

A. There is a very limited selection of tools that will be provided to assist with set-up. It is Lowe's recommendation that you arrange to have your own tools and support on premises to complete your entire set-up. Lowe's will provide access to pump trucks, rolling ladders, folding tables and folding chairs. There are no motorized lift trucks on site.

**Q. Can I work evenings and weekends?**

A. No, the facility is closed to Lowe's Merchants and Vendors after the hours of operation.

**Q. I will be donating all my products to Lowe's at the end of my review, do I still need to come and pack up this product?**

A. YES, you still need to come in and pack your product on skids so it can be moved to the appropriate location for pick up. You also must reset your bay(s) back to its original state and place all extra beams and racking in the designated areas.

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**Q. Will my sets be secure?**

A. the facility will maintain security cameras, motion sensors throughout the building. Vendors may be required to provide picture identification, business card and merchant approval before being allowed to work in the facility. NO electronic devices for photography will be allowed in the facility without a Lowe's merchant present, or a Planogram staff member present that has received permission from the Lowe's merchant. Anyone taking photos outside these guidelines will be asked to delete the data and leave the premises. No smartphones are allowed in the Planogram facility.

**Q. Where can I buy CSA approved Footwear?**

A. Available at local Mark's Work Warehouse, Walmart or online at Safety Toes  
([http://www.safetytoes.com/SafetyToes\\_Laying\\_interlocking\\_stone\\_and\\_the\\_Slipp-R.html](http://www.safetytoes.com/SafetyToes_Laying_interlocking_stone_and_the_Slipp-R.html))

**Q. Where can I go to hire 3<sup>rd</sup> party workers to help set up my bays?**

A. You can use any Lowe's approved 3<sup>rd</sup> party company which must provide you with proof of Workers Compensation that covers the workers while on site. This document must be sent in with your Liability insurance and WSIB to make sure everyone is covered. The contact information for Third party vendors can be requested through your Lowe's Merchant or contacting the Lowe's Canada Planogram Facility.

**VENDOR NAME:**

**RETURN ADDRESS:**

SHIP TO: 

**LOWE'S CANADA PLANOGRAM FACILITY  
1081 ALNESS ST  
NORTH YORK, ONT  
CANADA  
M3J 2J1  
ATTN: \_\_\_\_\_**

(Merchandise Manager's Name)

**BAY DESIGNATION**

**BAYS ALLOCATED:**

**REF #:**