



Home Improvement Warehouse™



Lowe's Canada

Planogram Facility Vendor Guide

Planogram Department



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

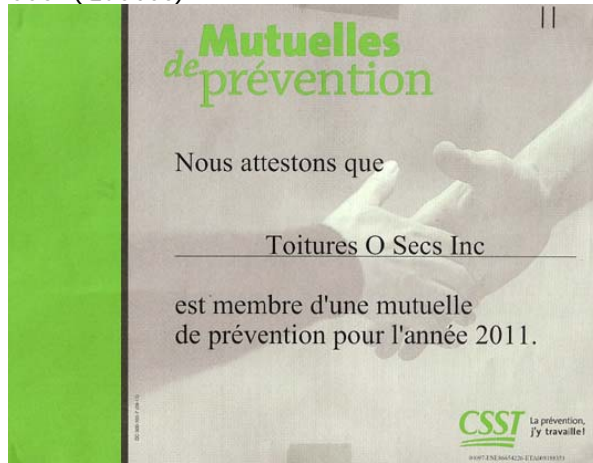
- Full Bay (8' Bay): \$275 per month* (Price Change Effective Dec 1, 2013)
- Half Bay as part of larger set **(\$137.50)
- 10'x10' open space grid : \$275 per month*
- Liability Insurance must be provided when sending in ANY product
- WSIB(Ontario),



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)



Workers Compensation (U.S. Vendors)

A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below OTHER	X01473	10/15/10	10/15/11	WC STATUTORY LIMITS	OTHER
					E.L. EACH ACCIDENT	\$ 1,000,000

certificates must be provided if vendor or delegate is entering the facility rack room to set up any bays
*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:**

Lowe's 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 photos 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.

Product Set-Up/Teardown & Disposition

- Vendor/Merchant teams are responsible for all set-up & teardown of product, displays and all steel needed for set.
- 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.

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

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 must accompany all products and include Aisle/Bay 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 you're Merchandising Manager for return purposes!

OPERATIONAL HOURS:

Monday thru 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:

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

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 provided the Lowe's Facility Specialist with the proper BOL for any shipments
- 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 3rd 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 PRODUCTS MUST BE CLEARED FROM AISLES
YOU MUST GET THE FACILITY STAFF PERSON TO CHECK
YOU'RE AISLE BEFORE LEAVING THE FACILITY**

PLANOGRAM FACILITY OPERATING RULES

1. You must REQUEST and complete a POG FACILITY REQUEST FORM which can be obtained from your Merchandising Manager or Merchandising Assistant
 - a. All Request must be accompanied by valid General Liability Insurance and Workers Compensation Coverage
 - b. All items requiring MSDS, need documents sent to Canada Planogram prior to delivery.
 - c. 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 owners expense.
8. **SAFETY SHOES ARE REQUIRED IN ALL WAREHOUSE AREAS – 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 Customer Support Centre (5160 Yonge Street, North York):

North on Yonge Street to Finch Ave West

Turn Left onto Finch Ave West

Follow Finch Ave West for 4.7 Km to Alness St

Turn Right on Alness St (First street west of Dufferin St)

Follow Alness North, Entrance is on right just passed Dolomite Drive

Travel Time: 14 min and Approx 8km

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



Lowe's Canada Planogram Facility Frequently Asked Questions

Q. What is 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

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 a 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 rule if your needs require coverage or not. Once they have made a decision they will either notify you that your DO require WSIB coverage or they will send you a letter of Clearance stating that under their coverage you are not require 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>

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 in 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

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. 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 of 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 there designated areas.

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)*

Q. Where can I go to hire 3rd party workers to help set up my bays?

A. You can use any Lowe's approved 3rd party company which must provide you with proof of Workers Compensation that covers there workers while on site. This document must be sent in with you Liability insurance and WSIB to make sure everyone is covered. The contact information for Third party vendors can be request 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

BAY DESIGNATION

AISLE:

BAY(S):