



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:

Hours of Operation

- Meeting Rooms
8:00am-5:00pm, Monday-Friday
Closed on Lowe's corporately observed holidays
- Shipping/Receiving & POG Set-up
8:00am-4:00pm, Monday - Friday. By Appointment
CALL 416-514-2830
Closed on Lowe's corporately observed holidays
Vendors visiting facility must make appointment with Facility coordinator & have permission of merchant to visit.

Leasing fees

- Full Bay (8' Bay): \$250 per month*
 - Half Bay as part of larger set **(\$125.00)
 - 10'x10' open space grid : \$250 per month*
 - Liability Insurance must be provided
 - WSIB certificates must be provided if vendor or delegate is setting up or tearing down products or displays
- *Debit memo Vendors will be billed in their standard currency (CAD or USD). Vendors paying by cheque may pay in either CAD or USD
- **There on 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.

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 left exactly as they were found 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.L documents.
- Any product remaining 30 days after the specified leasing timeframe will become property of Lowe's Canada, ULC.



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

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
- Facility will provide and maintain all facility equipment
- 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

Directions and Operating Procedures for Lowe's Canada Planogram Facility

This document contains shipping address, guidelines, rack plan layout, and map for Lowe's Canada Planogram Facility in Toronto, ON. This document also includes a listing of nearby hotels.

Our shipping address:

Lowe's Canada Planogram Facility
1081 Alness St.
Toronto, ON
M3J 2J1

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"
- If you are shipping in "Prototypes", please inform you're Merchandising Manager for return purposes!

OPERATIONAL HOURS:

Monday thru Friday 8am – 5:00pm

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

*Appointments required 48 hours in advance CALL 416-514-2830

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. This includes: Receiving, securing and to aid with but not arrange for shipping. 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. 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 items requiring MSDS, need documents sent to Canada Planogram prior to delivery.
2. ALL AISLES MUST BE COMPLETELY OPEN BY 5:00 PM EACH DAY
 - a. No Beams or racking is to be left in aisle or bays not allocated to you.
3. NO PRODUCT IS TO BE LEFT IN THE AISLES
4. FOLDING CHAIRS AND FOLDING TABLES (IF AVAILABLE) MAY BE USED FOR PRESENTATIONS BUT CANNOT BE LEFT IN THE AISLES OVERNIGHT
5. 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
6. SIGN IN UPON ARRIVAL AND SIGN OUT UPON DEPARTURE IS REQUIRED EACH DAY YOU ARE HERE.
7. 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 MERCHANDISING REPRESENTATIVE OR PLANOGRAM SPECIALIST
8. SETUP IS RESTRICTED TO ASSIGNED LOCATION ONLY
9. SAFETY SHOES ARE REQUIRED IN ALL WAREHOUSE AREAS – NO ADMITTANCE TO WAREHOUSE AREA IF CSA APPROVED FOOTWEAR IS NOT WORN

10. NO FOOD OR DRINK (EXCLUDING WATER) ALLOWED IN WAREHOUSE AREAS. PLEASE CONSUME IN OFFICE AREA OR MEETING ROOMS

Toronto Local Area Hotels

Holiday Inn Express Hotel & Suites

30 Norfinch Drive

North York, Ontario

M3N 1X1

Front Desk: 416-665-3500

<http://www.hiexpress.com/hotels/us/en/north-york/yyzny/hoteldetail>

Comfort Inn Toronto North

66 Norfinch Dr

North York, Ontario

M3N 1X1

Front Desk: 416-736-4700

<http://www.comfortinn.com>

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. 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. <http://www.wsib.on.ca/en/community/WSIB/230/ArticleDetail>

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. 416-730-7494 Or email CanadaPlanogramFaci@Lowe.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. Will my sets be secure?

A. the facility will maintain security cameras, motion sensors throughout the building. Vendors will be required to provide picture identification, business card and merchant approval before being allowed to work in the facility. You will be given a KEYCARD in exchange to allow you into a set area of the building. This must be returned before leaving anytime during the day. 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.

Additional Points:

- The Planogram Facility is wireless and supports both the Guest and Lowes Networks similarly to the CSC
- Vendors are responsible for preparing all out bound shipments



NAME:

RETURN ADDRESS:

SHIP TO: 

LOWE'S CANADA PLANOGRAM FACILITY
1081 ALNESS ST
NORTH YORK, ONT
CANADA
M3J 2J1

BAY DESIGNATION

AISLE:

BAY(S):



Clearances

New eClearance feature

Contractors who need to renew clearances to their principals and are not on their principal's list can now do it in 3 simple steps:

1. Log into eServices and go to eClearance
2. Click Renew My Clearance Certificates from the Tools menu
3. Clearances that can be renewed will have a check mark. Click the Renew My Certificates button

Read our [user guide](#) (624.1kb, PDF) about contractor clearance renewal.

If you are on a principal's list, your clearance will renew automatically.

What are clearances?

A clearance is a number issued free of charge by the WSIB. It declares that a business, contractor or subcontractor is registered with us and has an account in good standing.

Contractors use clearances to help demonstrate they are registered with the WSI Band pay their premiums on time. Businesses rely on clearances to avoid liability for insurance premiums owing in connection with the work or service being performed.

Changes to clearances

To make clearances easier to use, we have made changes:

- | We have shifted the focus away from the concept of a certificate and to the validity of the clearance number. This change will improve security throughout the system.
- | Clearances are now valid for up to 90 days instead of 60.
- | Predictable renewal dates will help you keep track of when clearances expire.
- | Generic clearances have been discontinued in favour of specific clearances that show specific principal-contractor business relationships.

Clearances also have a new look. Here is a sample:



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

Learn more about [changes to clearances](#).

eClearance

Now you can easily and conveniently take care of simple clearance needs online:

- | Get a clearance to demonstrate your account is in good standing.
- | Check the validity of a clearance to avoid financial liability when employing contractors.
- | View clearance status at any time.

Or, enroll in a customized version of the eClearance service to manage even more of your clearance needs online:

- | Manage lists of contractors,

- | Automatically issue new clearances,
- | View your firm's history of clearances,
- | Receive a variety of automatic email notifications, and more.

[Access eClearance or enroll in the customized version now.](#)