



ISSG / PVD General Expectations

UPDATED April 12, 2017

Introduction

Lowe's is in the business of selling products and assisting customers with completing projects that help them "Love Where They Live." We are committed to providing our customers with an outstanding shopping experience wherever and whenever they shop. Your consistent commitment to following the Lowe's general expectations and safety standards is critical to ensuring Lowe's has the right products and product content in the right places at the right time. Establishing a sense of trust and reliability with our customers will enable us to deliver an unparalleled shopping experience while meeting our customers' needs. By working together, holding each other accountable, and achieving established performance standards, we will better support our customers' the needs and grow our mutual business.

The guidelines below, which are set for ISSG (In-Store Service Group), PVDs (Product Vendor Direct), and their employees, agents, contractors and subcontractors, are in place to help all parties adhere to our commitment to our customers and each other. Lowe's is committed to continuously improving our vendor and customer relationships and strives to be their first choice for home improvement. Thank you in advance for your ongoing support, commitment, and cooperation.

Arrival Process

- ISSG/PVDs should park their vehicles in the designated parking area for each store visit and while engaged in projects in furtherance of their respective agreements with Lowe's.
- ISSG/PVDs should enter the store using the primary entrance door closest to the Customer Service desk and exit the store through one of the primary exit doors located behind the cash registers at the front of the store. All packages, tool boxes, purchases, etc. are subject to search when an ISSG/PVD enters or exits the store.
- ISSG/PVDs may not bring unauthorized personnel onto Lowe's premises while the ISSG/PVD is acting in his/her official capacity. Generally, this includes, but is not limited to, individuals who are not employed by, or performing services on behalf of, the respective ISSG or PVD.
- For safety purposes and to provide Store Management visibility to when ISSG/PVDs are on site, ISSG/PVDs should utilize the vendor login system upon initial entry and final exit from the store. Individual ISSG/PVD employers may expect their ISSG/PVDs to follow stricter log in/log out requirements based on their particular business needs and purposes.
- Upon arriving at the store, ISSG/PVDs should make every effort to locate and inform the Lowe's Department Manager PSA of the purpose of their store visit. If the Department

Manager PSA is unavailable, ISSG/PVDs should contact an Assistant Store Manager or Store Manager.

- When performing in-store product service and/or merchandising projects, ISSG/PVDs should ensure that their Representatives use a secured login username and password provided by the ISSG or PVD's Vendor Service Enabler (VSE) to access the Lowe's Service Management (LSM) tool.

Exceptions:

- New Store Set crews use the Log Book and do not use the LSM system.
- Representatives of Remerchandising ISSGs or PVDs meet with the Lowe's Remerchandising Project Manager and do not use the LSM system.

ISSG/PVDs must not participate in or enable the follow actions for or on behalf of store employees:

- Requesting employees to sign agreements acknowledging an incomplete project is complete.
- Asking employees to share confidential or unauthorized information.
- Performing duties, projects, or tasks that are beyond the scope of their vendor agreement with Lowe's.

General Expectations

- Vendors must not wear headphones or earbuds while performing work at store locations as awareness of surroundings is important for maintaining a safe work environment.
- ISSG/PVDs should appropriately dispose of their trash to help upkeep the general cleanliness of the store and to help reduce the risk of negatively impacting customers' shopping experiences.
- To reduce the impact on Lowe's employee productivity, ISSG/PVDs should return all empty pallets, pallet jacks, and other equipment (e.g. two-wheeled dollies, tools, cleaning supplies, etc.) to their designated areas after use.
- ISSG/PVDs must receive written approval from Lowe's corporate office prior to doing any of the following:
 - Assembling displays
 - Moving product
 - Performing training outside of regularly scheduled "training touches" (scheduled at the start of each new year)
 - Developing in-store demos
 - Pulling stock items for display
 - Creating or endorsing a promotional contest within a store

- ISSG/PVDs must not take unauthorized photographs of product sets or customers in the aisle.
- At no time shall ISSG/PVDs create, print, or hang unapproved signage in any Lowe's store or on Lowe's premises. Approved signage is defined as Customer Experience (CX) approved signage that has either a Lowe's barcode or a Lowe's approved Pro Services Hot Sheet.
- ISSG/PVDs must receive Store Management approval before using Lowe's property, moving product, or pulling stock items for Display RTM or Store Use Billout.
- When providing In Store Services in Lowe's stores, ISSG/PVDs should not use or publically display any tools, equipment or other items bearing the name of, or the name of any proprietary brand of, any Lowe's competitor.
- ISSG/PVDs should behave in a professional manner. ISSG/PVDs should refrain from making disparaging remarks about any of the brands or products that Lowe's carries including quality comparisons to other products or brands carried at Lowe's.
- If approached by a customer, ISSG/PVDs should inform the customer that they are not a Lowe's employee and should offer to find a Lowe's employee to assist the customer. Under no circumstances should an ISSG/PVD engage in dialogue regarding a product group outside of the Vendor's specific area of expertise (in the case of PVDs).
- After the ISSG/PVDs complete their work, they should report back to the PSA Department Manager, Assistant Store Manager, or Store Manager for a Post-Project Walk and sign-off on the ISSG/PVDs supplied call report

Vendor Identification Requirements

All ISSG/PVDs should be easily identifiable by both name and employer at all times by meeting the following criteria:

- For safety and identification purposes, all ISSG/PVDs (both Routine and Merchandising Project representatives) in a Lowe's store are required to wear either the tan and blue "Vendor" vests or a name badge that displays their first name and their employing company's name, logo, or other acceptable company designation while working or training in a store. Badges should be worn in a visible location. Lanyards are discouraged for safety purposes.
- All employer-provided name badges must be printed and not hand-written. The material of the badge is up to the employer's discretion, but ISSG/PVDs are strongly encouraged to provide durable, permanent name badges to their employees. Please refer to the *Name Badge Samples* document for examples of acceptable and unacceptable name badges and suggestions on where to purchase name badges.

- If an ISSG/PVD representative forgets their name badge, they are responsible for going to the Customer Service Desk to notify a Lowe's employee that they will be working in the Lowe's store.
- Lowe's employees may ask an ISSG/PVD to present their name badge if it is not visible.
- ISSG/PVDs will not be permitted to remain in a store without a name badge. Lowe's employees may report ISSG/PVDs who repeatedly arrive at the store without a name badge to Lowe's Corporate Deployment.
- In addition to a name badge, ISSG/PVDs must wear a solid colored t-shirt, sweater, sweater vest, long or short sleeved collared shirt, or golf shirt, which may have the vendor's Company logos and/or designations and the employee's name embroidered on the clothing.

ISSG and PVD Confidentiality Requirement

All ISSG/PVDs are expected to maintain the confidentiality of information entrusted to them by Lowe's or its customers whether received in-store, online, or otherwise. ISSG/PVDs must respect and protect Lowe's intellectual property rights and maintain the confidentiality of trade secrets and other Lowe's proprietary information, which includes any information that is nonpublic or not easily obtained or determined. Confidential information includes, but is not limited to, all information relating to prices, costs, rebates, promotional payments or programs, volumes sold or purchased, terms or conditions of sale, how products or vendors are selected, pricing, future or potential business plans or any similar information.

When granted access to Lowe's software and/or hardware systems, all ISSG/PVDs must use the system for bona fide business purpose. Any unauthorized access or retrieval of any confidential information of Lowe's is strictly prohibited. ISSG/PVDs shall not use stolen or misappropriated technology.

Licensure Requirement

All ISSG/PVDs must remain in compliance with all applicable federal, state and local laws, regulations, ordinances, codes or other legal requirements, including, but not limited to, compliance with occupational safety and health, immigration, licensure, tax and pay/hours of work legal obligations.

This policy is not intended to and does not supplant, modify, or amend the respective agreements between Lowe's and the ISSG and PVD. To the extent this policy contradicts or differs from the terms of such agreements, the respective agreements between Lowe's and the respective ISSG and PVD shall control.