



Planogram Facility Operations/Security Measures

Effective date: 06/05/16

Operating Hours (Monday-Thursday 7:30AM to 6:30PM and Friday 7:30AM to 5:30PM)

Normal Business Hours (Monday-Friday 7:30AM to 4:30PM)

- During the hours of 7:30AM to 4:30PM Monday through Friday a Planogram facility employee will be present at the front lobby desk area to assist visitors with directions, meeting room availability, and security measures.

After Normal Hours Access (Monday-Thursday 4:30PM to 6:30PM)

- All security guidelines listed below apply after normal hours.
- After normal hour access to the facility will be granted by the vendor contacting the posted number on the Kiosk. The employee will then come to the lobby to grant access to the vendor, issue a colored ID tag and security key card.
- **Planogram Facility Employees will notify vendors at 6:00PM and at 6:15PM that the facility will be closing for the evening at 6:30pm.**
- Planogram Facility Employees will ensure that all vendors have had their areas inspected and have signed out prior to leaving the facility.
- The closing Planogram facility employees will do a walkthrough of the entire facility opening all rack section doors and checking all public areas before securing the building for the evening.
- Access outside the hours of Monday through Thursday 7:30AM to 6:30PM and Friday 7:30AM to 5:30PM is not allowed.

Directions to the Troutman Planogram Facility

[Directions and Information about the Troutman Planogram Facility.doc](#)

Gaining Access to Warehouse

- Entry to the warehouse floor or meeting room areas will be granted by the Planogram Facility Administrator to all non Lowes visitors.
- Vendors must sign in and exchange their photo ID for a security key card to be granted access into the facility.
- Planogram facility employees reserve the right to inspect all bags, backpacks, briefcases, boxes etc. upon entry of the building.

Color Coded Sections of Facility (Vendors)

- Vendors will be given a color coded nametag (purple, blue, white or green based on the area of the warehouse floor they will be granted access to) by the Planogram Facility Administrator. The ID will be worn and visible at all times while in the facility. Vendors should remain only in the color coded area that matches their nametag.
- Vendors will be allowed to walk on the main drive aisles of the facility in different colored zones in order to gain access to the zone they will be working in or to access racking components, restrooms and other public areas.
- Vendors will be given a security key card to gain access to the section of racking they will be working in.
- Vendors will be granted access to only one section of racking at a time. If a vendor has multiple sets in different sections of the facility then they have to obtain a key card from the Planogram Facility Administrator granting access to the second or third racking sections while turning in the key card for the prior work area.
- Vendors found in unauthorized areas of the facility or found to be “snooping” around competitor’s products will be escorted out of the facility. The corresponding Merchandiser will then be notified of the incident by the Planogram Facility Manager.

Color Coded Sections of Facility (Lowe’s Employees)

- Planogram Facility employees will be required to wear a red vest for easy identification.

Video Surveillance

- Monitors will be suspended from the ceiling to be visible from the 4 entrances so visitors can see themselves walking into the facility. Monitors will be hung on the wall behind the receptionist station showing video surveillance of the warehouse floor area. The remainder of the monitors will be concealed under the hutch area of the reception desk and will only be visible by the Planogram Facility Administrator.
- There will be 19 surveillance cameras, 9 on the perimeter of the building and 10 inside.
- There will be 6 monitors. 2 of these will be suspended from the ceiling at the entranceway of the facility, 2 hung on the wall behind the receptionist desk and 2 placed under the hutch of the receptionist desk.

Electronic Devices

- Only Lowe's employees are allowed to use cameras, cell phones, I-Pods or other electronic devices in the Lowe's Planogram Facility. These items are to be left in the vendor's vehicle for the duration of the visit. Any non-Lowe's employee found with one of these items inside the facility will be asked to delete any Lowe's Planogram Facility data from the electronic device and be asked to immediately leave the premises.
- Phones are available for use throughout the facility.

When Photos are Needed

- Only Lowe's employees are authorized to take photos of any kind within the Lowe's Planogram Facility. If a vendor needs a photo of any kind, they must obtain the written consent of their Lowe's merchant (follow the procedure outlined below to obtain their consent.) Once the Troutman Planogram Facility receives the written consent of the merchant for a photo to be taken, a member of the Lowe's Planogram Facility staff will take the photo and send the .jpg image(s) to the vendor's e-mail address.

Procedure for Requesting Approval for Photos to be Taken

- All requests for photos of vendor's sets by vendors must be preapproved by the Lowe's Merchandising staff in writing to planogram.scheduling@lowes.com. Once approval has been given by the Lowe's merchandising staff in writing, the photos needed by non-Lowe's employees must be taken by the Lowe's Troutman Planogram Facility Staff.
- If a vendor requests photos as a walk-in without the proper paperwork, the vendor must have the merchandising team contact the TPOG team. Contact must be made via e-mail or by phone, by the merchandiser confirming the request.

Shipping/Receiving

- Vendors will be allowed access to the shipping area of the facility to gain access to their product shipped into the facility. They may also have access to converse with the receiving coordinator about the preparation of the outbound shipment of their product.
- Following is the location where Merchants can reference the Receiving log for the Planogram Facility in Troutman.
G:\merchnet\POG%20INFO\Troutman%20POG\Receiving\2016TPOG_RECEIVING.xlsx.
To find product shipped to the Troutman Planogram Facility in 2016 from your vendors, Click on the link below or copy and paste the path to your internet browser or your computer search engine. Select read only. Please feel free to share this with all Lowe's Employees.
- Merchants may request space at the Troutman Planogram Facility by using the space request form with the link below. Merchants please send this form to your vendors if you desire them to make space request arrangements.
<G:\merchnet\POG%20INFO\Troutman%20FAQ's%20POG%20space%20request.doc>

Exiting Building

- Vendors are required to have their work area inspected and signed off on by a Planogram facility employee prior to departure.
- Vendors must sign out when exiting the building.
- Vendors must turn in their key card and nametag when exiting the building.
- Planogram facility employees reserve the right to inspect all bags, backpacks, briefcases, boxes etc. upon exit of the building.