



Online Exclusive Operational Guide

RONA Inc. and CommerceHub

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GLOSSARY

RONA inc.	Term used to represent the legal entity
Lowe's/RONA/Réno-Dépôt	Brands under each banner
Lowe.ca, rona.ca, renodepot.com	Associated websites
RONA inc.	Term for Lowe's/RONA/Réno-Dépôt brands in the Canadian market

INTRODUCTION

This document has been designed for RONA's Online Exclusive Vendor partners. It contains important information for navigating through the Online Exclusive **business operation for the Canadian market.** *

As part of our commitment to deliver a true omni-channel customer experience, RONA, along with its banners (RONA, Réno-Dépôt, and Lowe's), is currently transitioning to a stand-alone solution for its Online Exclusive offerings aimed at reaching even more customers with new and differentiated products. CommerceHub is the platform of choice.

The following information applies to all RONA inc. Online Exclusive offerings.



OBLIGATIONS OF SUPPLIERS

Product Identification

All consumer product cases shall bear a Universal Product Code (“UPC”) meeting GS1 Canada requirements:

GS1 Canada
885 Don Mills Rd, Don Mills, Ontario, M3C 1V9 (416) 510-8024
www.gs1ca.org/home.asp

All formats of items intended for sale shall have unique UPCs that can be read by optical scanners. Product formats may be units, boxes, or any other unit of sale. The check digit shall form an integral part of the UPC.

Multi-pack products shall have a unique UPC. A unit product shall not have a UPC unless it is intended for sale to consumers by the unit. Barcodes, either UPC, or EAN, are compulsory for all products listed at RONA. All barcodes must comply with the GS1-128 identification standard, previously known as the UCC/EAN-128 identification standard.

All products shall have a bilingual (English and French) identification that meets the standards set by the Government of Canada and by the Office Québécois de la langue française. For more information on laws and regulations in effect in Canada and the Province of Québec, suppliers may visit:

- a) [http://www.laws.justice.gc.ca/eng/regulations/C.R.C.%2C c. 417/index.html](http://www.laws.justice.gc.ca/eng/regulations/C.R.C.%2C%20c.%20417/index.html)
- b) <http://www.legisquebec.gouv.qc.ca/en/showdoc/cs/C-11>

Thus, all labelling on a product or on its container or packaging, and any text in a document or on an object provided with the product, including the user manual, instructions, and warranty certificate, must be provided in English and in French.

Hazardous Products

It is the Vendor’s responsibility to meet requirements prescribed under Canada’s Transportation of Dangerous Goods Act (L.C. 1992, c. 34) and the associated regulations when shipping dangerous or hazardous goods within Canada or to Canada.

When requested by RONA inc. or by a client, the Vendor must provide the product Safety Data Sheet in English and/or French for all products regulated under the applicable Canadian laws and regulations, including without limitation:

- Hazardous Products Act (R.S.C., 1985, c. H-3)
- Transportation of Dangerous Goods Act, 1992 (S.C. 1992, c. 34)
- Consumer Chemicals and Containers Regulations, 2001 (SOR/2001-269)
- Pest Control Products Act (S.C. 2002, c. 28)

- Fertilizers Act (R.S.C., 1985, c. F-10)

Product Compliance

The supplier must comply with the applicable laws concerning (i) the quality, safety, labelling, and packaging of products, and (ii) intellectual property.

Eco-Fees

The supplier acknowledges having read the RONA inc. Eco-Fee Policy included as an appendix and it is committed to comply with it. When authorized by regulation, RONA inc. reports and pays the eco-fees for all products of the supplier's brands and RONA inc.'s private brands sold online on rona.ca, renodepot.com, and lowes.ca. The supplier is aware that it will not include any amounts related to stewardship programs in the price of the affected products it sells to RONA inc.

RONA ADVANCED CATALOG: CONTENT AND DATA EXPECTATIONS

Image Standards

Refer to the Graph Charter Photo section on vendors.rona.ca

[Click on Product Supplier](#)

[Click on Documentation](#)

[Click on Graphic Charter photo](#)

Multiple photos requested.

Video Standards

- Professionally produced video and audio components (no smartphone videos).
- Must not reference other retailers or competitors.
- Must not direct the viewer offsite or reference third-party websites.
- Must contain actual video footage (no slide shows), ideally less than two (2) minutes long.

RESOLUTION	1920 x 1080 (16:9) or higher
FRAME RATE	30fps (29.97) OR 24fps (23.976)
FILE FORMAT	H.264 (.MP4 FILE EXTENSION)
BIT RATE	6,000 - 8,000 kbps
AUDIO	AAC STEREO (48khz or 96khz)

Data Standards

- The product name (maximum of eighty (80) characters).
- The product description (maximum of 1,000 characters).
- Rona reserves the right to modify your data according to the editorial requirements of the company.
- Data requirements are unique to each category and are listed on the individual data templates. We strongly suggest that you complete all the required fields.
- Products missing required data, images or important information related to the category may see its online publication delayed until the data is completed correctly.
- Vendors must supply any and all legal and compliance-related documents for products when necessary (e.g., FTC Lighting Facts, Energy Guides, WaterSense, etc.).
- You can use as a reference tool the [Online Exclusive – Checklist for Product creation](#)

Supplemental Product Documents

Vendors are encouraged to supply available supplemental product documents to enhance the customer experience. **These types of documents are expected in PDF in both English and French.** Supplemental product documents include, but are not limited to, the following examples:

- Installation instructions
- Assembly instructions
- Care instructions
- Product manuals

Data or Image Updates

Vendors are responsible for communicating all relevant updates to product data to their Online Exclusive Merchandising team in a clear and timely manner.

If any changes to the description, attributes or images must be made after the onboarding to CommerceHub, please contact by email: PublicationWeb@rona.ca

Clearly indicate the following information:

- Company name
- Product name
- Product number
- Requested by

INVENTORY FEED EXPECTATIONS

To provide the best customer experience for Online Exclusive products, we need to ensure that inventory is available when we accept an order from a customer. By providing timely inventory availability updates to RONA through the CommerceHub OrderStream platform, our Vendors can minimize having to cancel committed customer orders because of insufficient product availability. Complete, accurate and frequent inventory feeds are the best tool we have, to reduce customer service issues and provide a consistently positive experience for our customers.

RONA's Inventory Feed Requirements

- **Inventory Feed Transmission Methods:** Inventory feeds for Online Exclusive products should be submitted through the CommerceHub OrderStream platform.
- **Inventory Feed Frequency:**
 - **Weekly Feed**
 - All Vendors will be required to submit an inventory availability quantity for all active items on a weekly basis.
 - Products lacking current inventory availability will be marked as out of stock and not available for purchase.
 - **Daily Feed**
 - If the available quantity for an item change between weekly feeds, Vendors must provide updates to available inventory quantities at least once a day. Vendors are encouraged to provide updates more frequently (up to four (4) times a day) to maximize sales and minimize cancellations.
- **Failure to provide accurate daily inventory updates will result in unnecessary order cancellations:** Cancellations will be monitored for each Vendor, and poor performance will be addressed as necessary on a case-by-case basis. Continued poor performance may result in products being removed from the website and/or Vendor may be fined.
- **Inventory Feed Components:** Details for the information that is to be provided for available inventory quantities should be coordinated through CommerceHub.
- **Inventory Feed Completeness:** Weekly inventory feeds should contain available stock levels for ALL products that are currently active on RONA. Daily updates are required for any item for which available inventory quantities changed from the weekly number.
 - Items that are active but do not appear on the weekly feed will be marked as out of stock and not available for purchase. Items missing from the feed will not automatically be interpreted as discontinued. If discontinued status is not included on the inventory feed, RONA must be informed independently of product status changes.
 - Provide the Next Available Date and Next Available Quantity in your inventory feed, for items that are temporarily out of stock.
- **Vendor Inventory Contact:** All Vendors must provide RONA with a name, phone number and email address to contact in case of questions or issues with inventory (see with the VBA team).

PRODUCT ONBOARDING | AFTER FIRST INTEGRATION

Adding New Products to Lowe's/RONA/Réno-Dépôt

The basic procedure for adding products after the first onboarding:

- Validate with your Online Exclusive Merchandising team if your products are within RONA's priorities.
- Onboard your products in Commerce Hub, Advanced Catalog based on your Merchandiser recommendations.
- Once they are 100% compliant, advise your Online Exclusive Merchandising team of the addition of new products.
- The Online Exclusive Merchandising team will review your products in Advanced Catalog
- After validation and confirmation, your Merchandising team will confirm what products will be published online.

Product Data Updates Post-Launch

- RONA must be notified as soon as possible when products require a data update (e.g., new romanticized product descriptions, design changes of features and attributes, etc.).
- Email contact: PublicationWeb@rona.ca
- Products found to have out-of-date or insufficient product data may be removed from the site at RONA's discretion until updates are provided and the changes can be executed.
- If translations are found to be inaccurate, RONA reserves the right to charge you for new translations.

Product Status Updates

Product status refers to an item's availability for purchase: Available, Unavailable, or Discontinued.

- It is the Vendor's responsibility to notify the Online Exclusive Merchandising team when a product is discontinued. Simply excluding a discontinued item from the inventory feed is not considered proper notification of discontinued product status. Doing this will not remove the items from the websites, the "Discontinued" inventory status must be sent through OrderStream.
- Please note that "Out of stock" status does not constitute discontinuation of a product.
- To discontinue an item, set the inventory to zero and change the status from "Available" to "Discontinued". This will then properly remove an item from all websites.
- Please refer to the RONA Inventory Guide given during the onboarding process.

PURCHASE COST EXPECTATIONS

Updated Cost

- The Vendor must provide RONA with a ninety-day (90) notice for any cost change.
- Purchase cost can only be submitted using the form provided for that purpose. Please refer to your Online Exclusive Merchandising team to receive the form. Please make sure to complete all the requested fields.
- Any cost changes should be communicated to the Online Exclusive Merchandising team and approved in writing before they are deemed to be accepted.
- Orders should not be cancelled due to invalid cost. Contact your Online Exclusive

Merchandising team if you receive a customer order with an invalid cost.

ORDER PROCESSING AND FULFILMENT

It is vital that order processing, returns processing and invoicing be handled in a timely manner. All orders can be processed via the CommerceHub OrderStream platform. Refer to the Vendor Manual provided by CommerceHub for instructions regarding each OrderStream process. The CommerceHub team will provide Vendors with login credentials for the OrderStream platform during their onboarding process.

Vendor Expectations

- **Purchase Orders:** Purchase orders for Online Exclusive items to be shipped directly to the customer's location will typically be released to CommerceHub OrderStream throughout the day upon approval and confirmation of the customer's order within RONA inc. order management applications.
- **Confirmation of Availability:** If a product is not available, the Vendor must provide a cancellation notice within one (1) business day of receipt of the order in CommerceHub. If no cancellation is provided, RONA will assume that the PO will be shipped completely within the lead time agreed to in the RONA inc. Vendor Information Sheet (VIS). Partial orders are allowed if they are for different lines on the order. No partial line shipments are permitted. Backorder lines are allowed: If the line cannot be fulfilled by the specified shipping date, the vendor should process a backorder through the OrderStream UI. The maximum days a Vendor can backorder a line is ninety (90) calendar days from the expected ship by date and can only backorder any given line once. The Vendor must submit the backorder quantity as well as the new expected ship date as both fields are mandatory. If the line cannot be fulfilled due to lack of inventory, ensure inventory is set to zero (0) for the item, before cancelling the order. This is covered in detail below.
- **Shipping Method:** The required shipment carrier and service type will be provided in the purchase order message in CommerceHub OrderStream.
- **Shipping Charges:** The designated carriers will provide Vendors with the carrier account numbers to be used for each shipment carrier/service level. These account numbers will be required to create a shipment in the portal of the requested carrier (further details on transportation are contained in "Transportation and Shipping Procedures (Collect)" below). Shipping charges for orders shipped on an account other than the one provided by RONA inc. will not be allowed without prior approval. At no time should shipping charges be billed back to RONA inc. Shipments which incur additional charges due to failure to follow shipping instructions will be billed back to the vendor.
- **Confirmation of Shipment:** The tracking number and appropriate carrier of each shipment must be provided by the Vendor through the Order Stream platform. The tracking number entered in Order Stream must not exceed twenty (20) characters and must correspond to the carrier used to ship the order.

- **Shipping Lead Time:** We expect the product to be shipped on or before the Expected Ship by Date that is provided in the purchase order message.
- **Packing Slip:** A branded packing slip should be shipped with each order and included within the carton or affixed to the exterior with a self-adhesive pouch. Packing lists may be printed from the CommerceHub site or from the Vendor's shipping system. Prior to using its system to print packing lists, the Vendor must submit samples for approval by CommerceHub and RONA inc. There are six (6) different formats for packing lists, depending on the banner and the customer's province of shipment. The format to be used for a shipment will be provided in the CommerceHub OrderStream PO message.

The available formats are as follows:

Banner	Ship to Quebec	Ship to any other province
RONA	RONA French-English	RONA English-French
Lowe's	Lowe's French-English	Lowe's English-French
Réno-Dépôt	Réno-Dépôt French-English	Réno-Dépôt English-French

- **Shipping Label:** Shipping labels should be printed from the carrier's portal and indicate third-party billing to the appropriate RONA inc. account number, per banner, when applicable.
- **Product Packing:** The Vendor shall package products in a manner that prevents damage during shipment and complies with all applicable laws and standards. All packages should be labelled as required for hazmat shipping per the carrier's and Transport Canada's guidelines and regulations.
 - **For parcel shipping for all banners:** Carefully read the packaging guidelines of each carrier:
 - Purolator:**https://web.purolator.com/assets/puro/pdf/rate-zone-guides/Purolator_Service_Guide_English.pdf
 - FedEx:**http://www.fedex.com/ca_english/services/pdf/ca_english_ground_rates.pdf
 - **For LTL shipping:**
 - Vendors must select the right box, pallet, or crate to prevent crushed boxes or misplaced items. Vendors must use NMFC specifications to set maximum loading weights for these packaging materials. Vendors should always verify that they are following the appropriate guidelines.
- **Bill of Lading (BOL):** For LTL shipments, it is the Vendor's responsibility to provide a Bill of Lading to the carrier per the carrier's requirements.
- **Split Shipments:** Orders with multiple lines may be split between lines. However, individual lines must be shipped complete or cancelled. If, to fulfil the entire order line quantity, the Vendor must ship the product in multiple packages, fulfilment confirmation for that line must be in a single confirmation, accounting for the entire line quantity. Tracking information for all packages in an order line should be included in the fulfilment confirmation for that line.
- **PO Updates:** If an order line cannot be shipped, the order line should be cancelled, and a reason code applied. The following reason codes are valid in the CommerceHub OrderStream application:

Cancel Reasons	
Code	Description
bad_address	Bad Address
bad_sku	Bad SKU
cannot_meet_all_reqs	Cannot Ship as Ordered
customer_request	Customer Changed Mind
Discontinued	Product Has Been Discontinued
fulfil_time_expired	Cannot Fulfil the Order on Time
info_missing	Order Info Missing
merchant_request	Cancelled at Merchant's Request
out_of_stock	Out of Stock
invalid_item_cost	Invalid Item Cost

- If a shipment is to be imported from a Vendor located in the U.S. to a Canadian customer, it is the Vendor's responsibility to work with required cross-border carrier and to provide any necessary information to complete import/export documentation. Payment of any duty or taxes will be the responsibility of the carrier and of RONA inc.
- **Confirm Cancellation within One (1) Business Day:** RONA's Customer Care representatives may attempt to cancel orders verbally in response to customer requests. Verbal cancellations result in a cancelled order and refunded customer payment. Cancellation requests must be confirmed by the Vendor within one (1) business day. All requests should be confirmed unless a tracking number can be provided to indicate the order has already been shipped and therefore cannot be cancelled. RONA is not responsible for paying the invoice or return shipping charges for any orders confirmed as cancelled by the Vendor but shipped after the fact.

TRANSPORTATION AND SHIPPING PROCEDURES (COLLECT)

Shipping Terms: The shipping terms for RONA's shipments are Delivery Duty Paid Origin. The shipping terms for Vendor Shipments are Free On-Board Destination Collect:

- **Prepaid:** For Prepaid agreements, please skip to the next section.
- **Collect:** For Collect agreements, as stated in Vendor agreement, the Vendor must follow instructions described in the Transportation and Shipping Procedures section as:
 - **Prerequisite Before Shipping**
 - **Carrier Information**
 - **Steps to Ship an Order**
 - **Carriers Pickups**
 - **Assistance**

Prerequisite before Shipping:

To create a shipment for an order, the Vendor must use the RONA selected carriers' portals. The selected carriers are PUROLATOR, SAMEDAY and FedEx.

SELECTED CARRIERS ARE RESPONSIBLE FOR:

- Training Vendors/users in charge of creating shipments;
- Creating required user accounts for their portal;
- Providing any required user guide or support documents;
- Providing the carrier's account numbers to be used.

VENDORS ARE RESPONSIBLE FOR:

- Communicating with the carriers to organize training sessions for portal use.
- Providing the available resources to be trained
- Being trained and ready to use selected carriers' portals correctly.
- Raising any carrier issues with the RONA fulfillment team

For information purposes: RONA inc. will file claims for product loss or damage occurring during transit. If the carrier denies a product loss or damage claim due to improper or insufficient packaging, the Vendor shall reimburse to RONA inc. the price of the products and any applicable shipping costs actually incurred.

- **Carrier Information:** The purchase order message sent through the CommerceHub OrderStream platform will contain the information on the required carrier and service type to be used.

IMPORTANT: Vendors must ship orders with the required carrier and service type. In case of failure to respect these instructions, RONA inc. will charge the related transportation fees back to the Vendor.

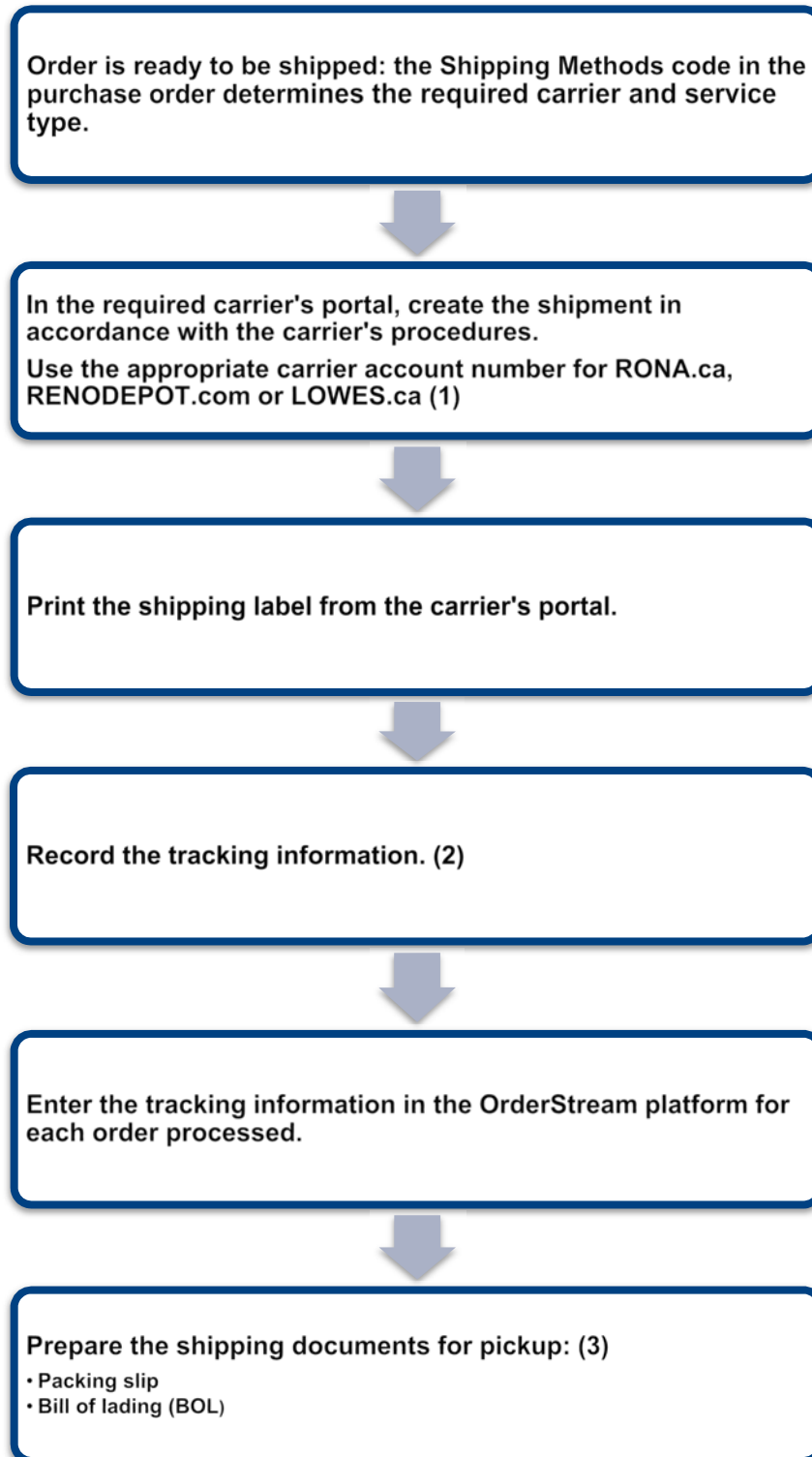
This information is provided by a code in Shipping Methods. Each code refers to a carrier and service type the Vendor must use.

The applicable codes are listed below:

Shipping Methods for Rona.ca, Renodepot.com and Lowes.ca	
Required Carrier and Service Type	Code
FedEx, International Ground	FEDX-XBRD
Unspecified – Ground	UNSP
FedEx Ground	FDX_CG
Sameday Worldwide – Basic Service Signature Required	SDCR_G2_ET
Sameday Worldwide – Basic Service	SDCR_G2
Purolator Courier, Ground	PRLA_CG
Metro Supply Chain (MTH), Ground	MRHW_DS

“Unspecified” carriers will be used in cases where the Vendor is using its own carrier for prepaid transportation. This will be allowed only when previously negotiated between RONA inc and the Vendor. If you are using a carrier not specified above, please notify Fulfillment@rona.ca to determine if the carrier can be added in OrderStream and to the customer emails.

STEPS FOR SHIPPING AN ORDER: BELOW IS A SUMMARY OF THE STEPS REQUIRED TO SHIP AN ORDER



(1) **Carrier account:** To take advantage of RONA's favourable shipping rates, the Vendor's shipping department will receive the account numbers and instructions on how

to use them from the carriers. Appropriate RONA account numbers, based on the requested carrier and service type, should be entered in the carrier's portal at the time of creating a shipment.

(2) Tracking information: Shipment tracking information must be entered in the CommerceHub OrderStream platform. This information is mandatory to enable subsequent invoices to be processed in CommerceHub.

(3) Shipping documents for pickup: The Vendor must ensure that shipping documents are ready and fully filled out with the appropriate information.

Carrier pickup: Carriers will pick up orders about 24 hours after shipment creation. Carriers can refuse to pick up a not-compliant order (packaging, label, shipping documents). The Vendor must reimburse any transport charges due to compliance default.

Assistance:

For assistance from the RONA Fulfilment team, contact: Fulfillment@rona.ca

For assistance with aspects of a carrier's portals or transportation, contact the Customer Servicedepartments:

- For Purolator: 1.888.744.7123 or cis@purolator.com
- For Sameday: 1.877.726.3329 or custservice@sameday.ca
- For FedEx: 1.800.463.3339

INVOICING AND PAYMENT EXPECTATIONS

- Invoices need to be submitted to RONA via CommerceHub. Do not mail, email or fax invoices to RONA. Any invoice that requires manual submission by RONA will result in a \$40 manual entry fee for each invoice, any such amounts will be deducted from the Vendor's payment.

Use:

- Rona.ca and renodepot.com websites for RONA inc.
RONA inc.
220 Chemin Du Tremblay
Boucherville, Qc
J4B 8H7
- Vendors should not submit an invoice before an order has shipped.
- Invoices must include the PO number communicated on the order.
- SKU numbers and item costs invoiced must match what appeared in the purchase order.
- Number of line items and quantity of items per line item invoiced should match what appeared in the purchase order.
- Vendors may send one (1) invoice per line, but the number of items for each line should always match the order.
- Invoices for Cancelled orders will not be accepted. Shipping fees may be rebilled to the Vendor if RONA's account was used to ship a cancelled order.
- If a cost update occurs after a PO has been accepted by the Vendor but has yet to be invoiced, the Vendor must invoice the item costs provided in the PO.
- Any replacement orders should be invoiced at the same item costs as in the original PO, regardless of whether there have been cost changes after original PO was placed. A new PO needs to be created.
- It is the Vendor's responsibility to include their GST/HST/QST Tax Registration Number and to accurately enter the sales tax amount for each invoice according to the Vendor's invoice requirements.
- Tax amounts must be submitted at the line level in OrderStream under the appropriate field (GST/HST/QST).
- The sum of the tax fields (GST/QST/HST) must not exceed the tax % for the respective province for the total item cost on the invoice.
- Vendors are responsible for reconciling their own accounting records.
- Vendors are responsible for monitoring their CommerceHub Needs Invoicing queue and for providing invoice resolutions in a timely manner.
- Vendors are expected to use the accounting tools available in the CommerceHub portal to self-serve invoice and payment issues.
- Vendors are responsible for correcting invoice errors in a timely manner. Invoices must be processed successfully in CommerceHub for submission to our accounting system. An invoice that is left in error status is the same as RONA never receiving the invoice.
- To identify which banner the PO is being ordered from, reference the Sales Division field in OrderStream.

For any questions, please refer to Key Contacts on page 24 to obtain information regarding invoicing and payment.

RETURNS

Returns: The Vendor shall reimburse RONA for the full price of any and all customer returns, whether due for buyer's remorse or damaged and defective products, together with all related costs (including, without limitation, import, export, shipping and handling, and return cost) which will be calculated according to RONA's standard cost valuation methodology

Mis-shipments

None of the allowances or rebate cover Vendor shipping errors, such as incorrect or incomplete shipments. Examples of Vendor shipping errors include the following:

- The Vendor shipped an item with the wrong finish (e.g., the customer ordered the item in white finish and received it in black finish).
- The Vendor shipped the item in the wrong size (e.g., the customer ordered a bar-height bar stool and received a counter-height stool).
- The Vendor shipped a different item from what was ordered (e.g., the customer ordered a doorknob and received a door knocker).
- The Vendor shipped an incomplete item/order (e.g., the customer ordered a five- (5)-piece dining set comprising a dining table and four (4) dining chairs but received a three- (3)-piece dining set comprising of a dining table and two (2) dining chairs).
- The Vendor shipped additional items that were not ordered (e.g., the customer ordered two (2) vases but was shipped three (3) vases).
- Vendor shipping errors are the Vendor's responsibility to resolve. The Vendor must provide a call tag to have an item returned to its warehouse or must authorize field destruction or donation of the item. RONA will not pay invoices submitted for mis-shipped products or products with concealed damage that were not requested via PO.

Charges and Fees

Vendors are expected to build any charges and fees into their product cost proposals for RONA. Charges and fees added as ancillary charges to the invoice will not be accepted.

VENDOR PERFORMANCE EVALUATION

The goal of the Vendor performance process is to improve supply chain efficiency, monitor Vendor results and identify and address performance that results in a poor customer experience.

For Online Exclusive Vendors, we evaluate the Vendor's performance based on the following two (2) performance metrics:

Global performance

a) **On-Time Shipments:** To ensure RONA that meets customer delivery expectations:

- All orders submitted in CommerceHub must be accepted by the Vendor within one (1) business day (eight [8] business hours)
- All orders must be shipped, and appropriate tracking information provided through the CommerceHub application within two (2) business days (sixteen [16] business hours)
- Total time between when RONA submits an order in CommerceHub and when the order is shipped must not to exceed three (3) business days (weekends and Canadian statutory holidays are excluded in the calculation of business days)

b) **Completed Shipments:** Whenever possible, RONA expects Vendors to maintain sufficient inventory levels to fulfil customers' orders. To ensure inventory accuracy, Vendors must:

- Maintain a completed fill rate of at least 98.5%.
 - The completed fill rate is calculated as the number of orders shipped as a proportion of the orders submitted in CommerceHub.
 - The completed fill rate will exclude order cancellations made at the customer's request (buyer's remorse) or cancellations initiated by RONA.
- Full inventory information for all SKUs is to be provided to CommerceHub each week.
- Transmission of inventory updates (incremental inventory) occurring within the week are to be provided to CommerceHub at least once a day via OrderStream.
- All cancellations are to be made in CommerceHub within one (1) business day (eight (8) business hours).

Vendor performance on the above metrics will be reviewed by RONA periodically and cover all required deliveries made during that period. Vendors will be able to view their performance metrics via the CommerceHub application as well as through Vendor performance scorecards provided by RONA. Failure to comply with the above performance metrics will result in disciplinary actions including delisting of products from the rona.ca website, cancellation fines of 2% of purchases in the period in which the completed delivery rate falls below 98.5% or termination of the Vendor agreement.

The supplier shall provide **two (2) valid email contacts** for the reception of scorecards. It is the supplier's responsibility to notify RONA of any change regarding contacts for the monthly scorecard.

RONA INC. ECO-FEE POLICY

RONA inc. (RONA) is committed to complying with legislation on extended producer responsibility and to stewardship program management in Canada, also called environmental handling fees or eco-fees programs. These programs request that brand owners and producers bringing new products to market subject to this legislation are legally responsible for eco-fees payment and reporting in accordance with legislation. Because this responsibility is shared between RONA and each of its suppliers, this policy aims to clearly define the responsibilities of each party.

According to the trade agreement signed with RONA and the *Online Exclusive Operational Guide – Lowe’s*, the supplier must respect the actual policy and follow the actual guidelines:

- **The supplier** will clearly identify a contact person responsible for stewardship programs.

Products Sold in the RONA Stores Network, and at its Banners RONA, Réno-Dépôt, and Lowe’s:

- **If the supplier has a place of business in the province having a stewardship program and its products are covered by the stewardship program or if the supplier is registered for such program on a voluntary basis**, the supplier must report and pay the eco-fees for all products of the supplier’s brands sold in RONA’s network.
- **If the supplier does not have a place of business in the province having a stewardship program, its products are covered by the stewardship program and that the supplier is not registered for such program on a voluntary basis**, RONA reports and pays the eco-fees related to the supplier-branded products sold in stores of the RONA stores network. In this case, the supplier authorizes RONA to claim to the supplier and the supplier is committed to pay RONA within the time prescribed by RONA an amount equal to (i) the amounts assumed by RONA for all products of the supplier’s brands sold in the Lowe’s network and (ii) the administration fees established at the discretion of RONA. In addition, in this case, the supplier will not include any amounts related to stewardship programs in the price of the affected products it sells to Lowe’s.
- **RONA reports and pays the eco-fees** for all sales of its private-brand products sold in the RONA network (see attached list of RONA’s private brands).

Products Sold Online Only:

- **When authorized by regulation, RONA reports and pays the eco-fees related to the supplier-branded products**, in the province where the goods are supplied and having a stewardship program, for all products sold online on rona.ca, renodepot.com, and lowes.ca. The supplier will not include any amounts related to stewardship programs in the price of the affected products it sells to RONA. This is not applicable to programs where the brand owner has a place of business in the province where the goods are supplied. In this case, the supplier must report and pay the eco-fees for all products of the supplier's brands, in the province where the goods are supplied, for all products sold online on rona.ca, renodepot.com, and lowes.ca. RONA is aware that the supplier will include the amount of the applicable eco-fees in the price of the products. (See below the related programs).
- **RONA reports and pays the eco-fees for all sales of its private-brand products sold online** on rona.ca, renodepot.com, and lowes.ca (see attached list of RONA's private brands).

A supplier may diverge from the terms of this policy only if it has signed a remitter's agreement with Lowe's that is applicable and, in a form, acceptable to RONA. The supplier then undertakes to sign such a remitter agreement with Lowe's if required by the stewardship program.

In all cases, the supplier must inform RONA of the status of its registration for stewardship programs by contacting ecofee@rona.ca and immediately notify RONA if this status changes, and also supply promptly, at the reasonable request of RONA, any information relating to the supplier, its products and stewardship programs.

RONA shall have the right, at any time and from time to time, to make any amendment, suppression and addition to this eco-fee policy for which the supplier has been informed by a written notice.

List of RONA's private brands:

RONA	UBERHAUS PRO	ACE	STAGREEN
RONA ECO	PRO-PULSE	KOBALT	RELIABILT
HAUSSMANN	RONA COLLECTION	ALLEN + ROTH	HARBOR BREEZE
RONA OLYMPIQUE	RONA X-PERT	PROJECT SOURCE	HOLIDAY LIVING
HAUSSMANN XPERT	FACTO	BLUE HAWK	GATEHOUSE
CONCEPT	NORDIK	STYLESELECTIONS	GARDEN TREASURES
RONA COMMERCIAL	UBERHAUS SELECT	UTLITECH	EVERTRUE
UBERHAUS	VITALIUM	PORTFOLIO	TOP CHOICE
UBERHAUS DESIGN	RENO-DÉPÔT	AQUASOURCE	UTILITECH

List of the programs for which RONA is registered:

BC - CSSA (RecycleBC) - Packaging	MB - C2R - Batteries	NB - PCA - Paint
BC - C2R - Batteries	MB - C2R - Batteries	NB - RECYCLE NB - Tires
BC - BCUOMA - Oil	MB - EPRA - Electronics	NB - SOGHU - Oil
BC - ENCORP - Beverage containers	MB - MARRC - Oil	NB - EPRA - Electronics
BC - EPRA - Electronics	MB - PCA - HHW	NS - RRFB NS - Tires
BC - MARR - Major Appliances	MB - PCA - Light Recycle	NS - PCA - Paint
BC - OPEIC - Outdoor Power Equipment	MB - CBCRA - Beverage Containers	NS - EPRA - Electronics
BC - PCA - HHW	MB - TSMB - Tire	NS - RRFB - Beverage Containers
BC - PCA - Light Recycle	ON - CSSA (Blue Box) - Packaging	NL - MMSB - Beverage Containers
BC - PCA - Smoke&CO alarms	ON - SO - MHSW	NL - MMSB - Tire
BC - PCA - CESA - Small Appliances	ON - OES - Electronics	NL - EPRA - Electronics
BC - TSBC - Tires	ON - OTS - Tires	NL - PCA - Paint
AB - ABCRC - Beverage containers	ON - AMS - Oil	NWT - Alb. Recycling - Electronics
AB - ARMA - Electronics	ON - PCA - PSF	NWT - Gov NWT - Beverage Containers
AB - ARMA - Paint	ON - PCA - Paint	PEI - EPRA - Electronics
AB - ARMA - Tires	QC - EEQ - Emballage	PEI - Gov PEI - Beverage Containers
AB - AUOMA - Oil	QC - BGE - Contenants de breuvages	PEI - Gov PEI - Tire
SK - CSSA (MMSW) - Packaging	QC - Écoteinture - Peinture	PEI - PCA - Light Recycle
SK - Min.Finance - Beverage Containers	QC - Min.finance - Pneus	PEI - PCA - Paint
SK - EPRA - Electronics	QC - EPRA - Electroniques	PEI - SOGHUOMA PE - Oil
SK - PCA - Paint	QC - CALL2RECYCLE - Piles	YU - EPRA - Electronics
SK - SARRCC - Oil	QC - SOGHU - Huiles	YU - Gov.Yu - Beverage Containers
SK - SSTC - Tires	QC - PCA - Lampes	YU - Gov.Yu - Tire
MB - CSSA (MMSM) - Packaging	NB - ENCORP - Beverage Containers	

List of programs for which, if the supplier is a brand owner and has a place of business in the province where the goods are supplied, the supplier must report and pay the ecofees. The list below can be expected to change depending on the provincial regulatory evolution.

BC - CSSA (RecycleBC) - Packaging
SK - CSSA (MMSW) - Packaging
MB - CSSA (MMSM) - Packaging
QC - EEQ - Emballage
ON - CSSA (Blue Box) - Packaging
ON - SO - MHSW
ON - OTS - Tires
ON - AMS - Oil

KEY CONTACTS

Topic	Contact
Agreement <ul style="list-style-type: none"> ▪ General vendor account questions ▪ Agreements ▪ General Support: Documentation and support in French 	<p>If vendor has an in-stock agreement: Refer to your Central Category Manager</p> <p>If no in-stock agreement: Refer to your Online Exclusive Merchandising team</p>
Product updates <ul style="list-style-type: none"> ▪ General online exclusive program questions ▪ Cost changes ▪ Vendor performance ▪ Assortment/Product management & updates 	<p>Refer to your Online Exclusive Merchandising team</p>
Onboarding vendors <ul style="list-style-type: none"> ▪ Translations ▪ QA review ▪ Product onboarding information, questions and issues 	<p>Products onboarding team: PublicationWeb@rona.ca</p> <p>Onboarding vendors: Jennifer.Tremblay@rona.ca</p>
Order fulfillment <ul style="list-style-type: none"> ▪ Order fulfillment and questions ▪ Carrier inquiries ▪ Inventory ▪ Lead time change requests. ▪ Warehouse changes 	<p>RONA Inc eCommerce Fulfillment: fulfillment@rona.ca</p>
Fraudulent Orders	<p>fraud.web@rona.ca</p>
Information/Customer Service	<p>Online.Traces@rona.ca</p>
Commerce Hub: Questions or technical issues with CommerceHub	<p>During onboarding: <i>Advanced Catalog:</i> dscopartnersetup@commercehub.com or 518-810-0700 Option 2>2>2 <i>Order Stream:</i> partnersetup@commercehub.com or 518-810-0700 Option 6</p> <p>Once Live: <i>Advanced Catalog:</i> support@dsko.io or 844-HUB-HELP <i>Order Stream:</i> customersupport@commercehub.com or 1-844-482-4357</p>
FINANCIAL / ACCOUNT PAYABLE	
Payment, remittance (invoice)	<p>apvendor@rona.ca</p>
Allowance deduction	<p>rabaisrebates@rona.ca</p>
Returns	<p>apvendor@rona.ca</p>
Agreements	<p>CanAgree@rona.ca</p>

Version	Date of update	Changes & General comments
1.0	21/04/2023	Change Lowes Canada to Rona inc Changed email addresses for support groups
1.01	21/04/2023	Sent to legal for revisions of the French version
1.02	08/05/2023	Added page numbers and corrected Lowes to Rona inc (page18) **Not submitted to Rona vendors**
1.03	07/26/2023	Update of pages 7 & 8 – information related to Advanced Catalog Changes to links to documents from MDM