



# Vendor Compliance Policy

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## Contents

Document Review .....	4
Purpose .....	5
Doing Business with RONA .....	5
Program Overview.....	6
Section 1: Vendor Compliance Requirements .....	12
1.1 Non-compliance notification process.....	12
1.2 On-Time Shipments.....	12
1.3 In-Full Rate .....	13
1.4 Merchandise Pickup – Transportation Requirements .....	14
1.4.1 Shipping requirements.....	14
1.4.2 Merchandise Readiness .....	14
1.4.3 Loading Time for Collect Shipments.....	14
1.5 Shipping Documents.....	15
1.5.1 Shipping Documents Requirements .....	15
1.5.2 Cross Border Compliance.....	16
1.5.3 Dangerous Goods Compliance.....	16
1.6 Appointments for Prepaid Shipments .....	16
1.6.1 Setting an Appointment – Requirements .....	16
1.6.2 Valid PO.....	17
1.6.3 On-Time Arrival.....	17
1.7 Product State.....	17
1.7.1 Packaging .....	17
1.7.2 Bar Coding .....	18
1.7.3 Non-RONA Merchandise .....	18
1.7.4 Load Quality & Product Integrity.....	19
1.8 General Provisions for Deliveries .....	19
1.8.1 Standard Delivery Requirements.....	19
1.8.2 Vendor Prepared Cross-Dock ( VPXD).....	20
1.9 CHEP Pallets .....	21

1.9.1 Merchandise on CHEP .....	21
1.9.2 CHEP Standards .....	22
1.9.3 CHEP pallet transactions in the MyCHEP system .....	22
1.10 Merchandise Return Policy.....	23
1.11 Product Introduction & Modification .....	23
1.11.1 Hazardous Products .....	23
1.11.2 Creations and Modification of Products and/or Prices.....	24
1.12 Blue Box Programs and Environmental Handling Fees (“The Ecofee Programs”)Eco-fees .....	25
1.13 Vendor Display Setups and Store Resets .....	25
1.13.1 Display Materials .....	25
1.13.2 Incorrect Materials .....	25
1.13.3 Vendor Driven Reset Schedule.....	26
1.14 Escalating Penalties .....	26
Section 2: Annexes .....	27
Annex A: OTIF Scorecard Example .....	27
Annex B: Non-compliance Scorecard Example .....	29
Annex C: OTM Notification Example .....	30
Annex D: Cross-Border Requirements.....	31
Annex E: Distribution Center List.....	32
Annex F: Pallet Examples.....	33
Annex G: Eco-fee Policy.....	36
Annex H: VPXD Shipping Labels .....	39

## Document Review

Version	Date of Update	Changes & General Comments
2.0	2024/09/01	This is version 2.0 of the harmonized RONA vendor compliance manual. Going forward, if any changes are made to RONA's vendor compliance requirements, this manual will be updated accordingly, and specific changes will be detailed in this table.
2.0.1		Ecofee modified from \$500 to \$750 Corrected reference to Appendix F

All mentions of RONA in this policy include its accompanying banners: RONA and RONA+.

## Purpose

At RONA, we help Canadians build their homes and dreams. Every day, our teams dedicate their efforts to helping our customers bring their construction and home improvement projects to life by offering them a wide selection of quality products, unparalleled service and a customer experience at the forefront of retail. Your commitment to consistently follow the hereto RONA's Vendor Compliance Policy is critical to ensure we have the right product at the right place at the right time and at the right cost to meet customers' needs and deliver an outstanding shopping experience in stores and online. By working together and achieving established performance standards, we will be more successful in growing our mutual business.

Thank you in advance for your ongoing support and commitment.

## Doing Business with RONA

In order to have access of all the information available on the vendor's portal linked below, vendors are asked to set-up accounts by sending their request to [extranet@rona.ca](mailto:extranet@rona.ca) or following the steps as described on the vendor portal <https://vendors.RONA.ca/support>

Once registration is complete, and, as applicable a Master Buying Agreement or Import Master Agreement or Digital Commerce Buying Agreement and an Vendor Information Sheet (**Agreement**) you will have full access to the information below on the [RONA Vendor Homepage](https://vendors.RONA.ca) (vendors.RONA.ca)

It is imperative that you review and understand this policy, as well as the documents and resources governing RONA's vendors, available at the vendor's portal linked above. The portal contains all the necessary vendor onboarding information, including but not limited to:

- Vendor Requirements & Onboarding Checklists
- EDI Guide
- OTM (TMS) Guide
- Routing guide
- Product Introduction & Modification procedures
- Legal notifications
- Online Exclusive Operational Guide
- Wood policy
- Safer Chemicals Policy
- Human Rights Policy for Vendors

**The Vendor Compliance policy assumes you already understand the aforementioned topics covered at the RONA Vendor Homepage.**

To improve ongoing communication with our vendors, we have created several mailboxes that vendors can contact should they have questions regarding compliance requirements. This includes requests for details about warnings or penalties or any disputes you may have regarding non-compliance. These mailboxes are monitored daily. Below is a breakdown of our communication channels.

## Compliance Mailboxes:

Topic	Mailbox
Vendor Performance Policy, DC Requirements, Supply Chain Performance Metrics, Transportation Requirements	<a href="mailto:VendorPerformance@rona.ca">VendorPerformance@rona.ca</a>
Accounts payables	<a href="mailto:servicepayables@rona.ca">servicepayables@rona.ca</a>
RONA's Transportation Management System (OTM) set-up and support	<a href="mailto:tms@rona.ca">tms@rona.ca</a>
Transportation ops inquiries	<a href="mailto:inbound.Rona@rona.ca">inbound.Rona@rona.ca</a>
Rebate program	<a href="mailto:rabaisrebates@rona.ca">rabaisrebates@rona.ca</a>
Ecofees	<a href="mailto:ecofee@rona.ca">ecofee@rona.ca</a>
Responsible Procurement Policies, Wood Policy, Safer Chemical Policy, Human Rights Policy for Vendors	<a href="mailto:environment@rona.ca">environment@rona.ca</a>

## Program Overview

The Vendor Performance Program aims at providing the vendors with the framework in terms of Supply Chain requirements when fulfilling, shipping and delivering RONA's orders regardless of whether it is for in stock products or online exclusive products. The measures and thresholds are established based on a combination of industry standards and RONA-specific criteria.

There are two main sections:

- The On-time/In-full section referring to fulfilling and delivering the purchase orders as per the defined lead times and quantities
- The compliance section provides the logistic guidelines for delivery to our Distribution Center (DC)s and stores.

**Tables 1.1 to 1.5** below are a quick reference guide to all applicable vendor compliance requirements. Under the "Compliance Requirement Type" column of the table, you may click on each section number to be brought to that non-compliance type's respective area within the manual. These sections are detailed in their descriptions of each non-compliance type, providing in-depth examples and breakdowns of every compliance requirement.

**Table 1.1:** Replenishment Performance Metrics: On-Time In-Full (OTIF)

Compliance Requirement Type	Compliance Threshold	Description	Explanation	Penalty
<b>On-Time Rate</b> <a href="#">Section 1.2</a>	98% On-time Compliance Threshold for POs received during the fiscal month	For each purchase order ( <b>PO</b> ) that is late, a penalty will be assessed if the applicable compliance threshold is not met. It is the responsibility of the vendor to provide documented proof of compliance within two weeks of receiving the vendor performance scorecard.	The calculation is made based on the total PO received during the fiscal month.	10% of the value of late PO, min of 250\$ if penalty is incurred
<b>In-Full Rate</b> <a href="#">Section 1.3</a>	98% In-Full Compliance Threshold for SKUs received during the fiscal month	Each PO that is not received in full will be assessed a penalty if the applicable compliance threshold is not met. It is the responsibility of the vendor to provide documented proof of compliance within two weeks of receiving the vendor performance scorecard.	The calculation is made based on total units received vs total units ordered per SKU during the fiscal month	10% of value of the units not received, min of 250\$ if penalty is incurred

**Table 1.2: Transportation Compliance Metrics**

Compliance Requirement Type	Compliance Name	Description	Penalty
<b>Merchandise Pickup</b> <a href="#">Section 1.4</a>	Shipping Requirements	Freight collect shipments must be tendered in OTM' RONA's Transport Management system BOL shipment contents (i.e. number of pallets, weight & dimension) need to match information submitted in OTM. Freight collect parcel shipments, vendor must follow RONA's routing guide Freight prepaid shipments -the vendor ships via their preferred carrier	\$500 per shipment
	Merchandise Readiness	For freight collect shipments, merchandise must be ready and compliant for pick-up at the time of the appointment.	\$500 per shipment
	Loading Time	When picking up at vendor, the vendor must observe the pick-up time limits specified in Table 5.	\$100 per labour hour
<b>Shipping Documents</b> <a href="#">Section 1.5</a>	Shipping Documents	The vendor is responsible for providing 2 copies of the packing slip, bill of lading, and master bill of lading (only for vendor prepared cross dock deliveries).	\$500 per shipment
	Cross Border Compliance	Vendor must provide additional documentation for cross border collect shipments when RONA is the importer of record both to the carrier and to RONA's import department	\$500 per shipment
	Dangerous Goods Compliance	Vendor must provide the necessary documentation and ensure the proper labelling and handling for all goods considered dangerous under the Transport Canada TDG Act	\$500 per shipment



**Table 1.3:** Distribution Center Compliance Requirements

Compliance Requirement Type	Compliance Name	Description	Penalty
<b>Appointments for prepaid shipments</b> <a href="#">Section 1.6</a>	Setting an appointment	For all prepaid shipments, the vendor must make an appointment at the destination DC by email	As per section 1.2 if PO delivered late
	Valid PO	Delivery appointment will only be granted to valid POs.	\$500 per Event
	On-Time Arrival	Vendor must respect their delivery appointment within 30-min window	\$500 per Event
<b>Product State</b> <a href="#">Section 1.7</a>	Packaging	All cartons must be packed on the pallet with the barcode facing outward. All products must be shipped in a carton. Dangerous materials must comply with all applicable laws and regulations.	\$1,000 per PO + \$100 per labour hour
	Barcoding	All vendors are required to have a scannable Universal Product Code (UPC) label, or other such labeling as RONA may require from time to time, affixed to products.	\$1,000 per PO + \$10 per label (min \$100 per PO)
	Non-RONA Merch	Vendor must ship ONLY RONA merchandise on shipment destined to a RONA location.	\$100 per labour hour to correct
	Load Quality & Product Integrity	Vendor must ensure that goods are loaded properly and safely in trailer to avoid the breakage of any goods during transport.	\$1,000 per PO + \$100 per labour hour

Compliance Requirement Type	Compliance Name	Description	Penalty
<b>General Provisions for Deliveries</b> <a href="#">Section 1.8</a>	One PO per truckload	All PO's items must be delivered the same day and in one truck. If product cannot fit in one truck, the vendor must contact their procurement representative at RONA and create a new PO # for each additional truck.	\$1,000 per PO
	SKU Splitting	Each SKU in the PO must be shipped on its own pallet and must not be packed on different pallets, unless the quantity requested is too large and requires it.	\$1,000 per PO
	SKU Mixing	If 2 or more POs are shipped in the same trailer because unit quantities allowed it, SKUs from those POs should not be mixed on the same pallet.	\$1,000 per delivery
	Palletize by Store	For Vendor Prepared Cross Dock (VPXD) Deliveries: All products must be palletized per store. Products for different stores shouldn't be mixed onto the same pallet.	\$1,000 per Event
	Vendor prepared cross-docking (VPXD) – Pallet Identification	For Vendor Prepared Cross Dock (VPXD) Deliveries: Each pallet must be properly identified using a placard.	\$1,000 per Event
	Vendor prepared cross-docking (VPXD) -Palletization by Store	For Vendor Prepared Cross Dock (VPXD) Deliveries: All products must be palletized per store. Products for different stores shouldn't be mixed onto the same pallet.	\$1,000 per Event
<b>CHEP Pallets</b> <a href="#">Section 1.9</a>	Merchandise on CHEP	CHEP type pallets must be used at DCs and in stores.	\$1,000 per Event
	CHEP Standards	The standards for product placement on CHEP pallets must be followed as per Section 1.9 of this document	\$1,000 per Event
	CHEP Pallet transaction	Vendors must complete the transaction on MyCHEP system upon shipping the product to RONA	\$1,000 per Event
<b>Merchandise Return Policy</b> <a href="#">Section 1.10</a>	Merchandise Return Policy	RONA will send a notification to the vendor to request a return. The vendor has 48 hours to respond to the notification. After responding, the vendor has five (5) business days to send the return authorization number and schedule a pick-up of the merchandise.	\$1,000 per Event

**Table 1.4:** Merchandising Compliance Requirements

Compliance Requirement Type	Compliance Name	Description	Penalty
<b>Product Introduction &amp; Modification</b> <a href="#">Section 1.11</a>	Product Introduction Sample	Vendor must provide a sample (with finalized packaging) of any new product upon request.	\$1,000 per SKU
	Product Introduction Form	Product Introduction Form information must be correct and provided on time as per the requested date. A 2-day grace period is allowed.	\$500 per Event After the 2-day grace: \$100 per day for the first 2 days \$500 per day thereafter
	Product Modification	Approval is needed and a notification must be sent to RONA if changes are made to certain aspects of a product such as packaging, materials, colour, the manufacturing process etc.	\$2,000 per Event
<b>Ecofees</b> <a href="#">Section 1.12</a>	Eco-fees	Vendor must provide the requested product data in the specific form and inform RONA of all changes to the program.	\$750 per Event
<b>Vendor Displays and Resets</b> <a href="#">Section 1.13</a>	Display Materials	It is required that vendors provide RONA with displays for set-ups and resets, on time.	\$500 for not providing display materials. \$100 for every day late.
	Incorrect Materials	Vendors need to provide RONA with planograms, signage, pricing details, and display materials that accurately match the product or display environment, on time.	\$500 for incorrect POGs, signage, pricing, or display materials. \$100 for every day late.
	Vendor Driven Reset Schedule	In the case of vendor driven resets, vendors need to adhere to the agreed upon schedule. Vendors must also accurately execute the agreed-upon planogram.	\$100 for every day of delay

**Table 1.5:** Escalating penalties

Compliance Requirement Type	Description	Examples	Penalty
<b>Escalating penalties</b> <a href="#">Section 1.14</a>	If during the fiscal year, the vendor was charged for a non-compliance event more than once, they will receive a notification for the second occurrence and an escalating penalty for the subsequent occurrences.	This penalty would take effect after a vendor's third month with a non-zero penalty total.	\$500 for each additional occurrence

## Section 1: Vendor Compliance Requirements

### 1.1 Non-compliance notification process

On the first week of each fiscal period as per RONA's fiscal calendar, vendors may receive two e-mail notifications (scorecards) (see Annex A and B) detailing compliance results for the previous month. For example, at the beginning of the month of November, a vendor could receive two e-mails indicating their compliance results for the month of October.

- One e-mail will detail the results of the vendor's on-time and in-full performance metrics, indicated in section 1.2 and 1.3 (see example in Annex A)
- The other e-mail will list occurrences of non-compliance for the policies indicated in sections 1.4 to 2.3. This notification e-mail will include information on the type of non-compliance, the date of the occurrence, the PO number, the item numbers, etc. **This e-mail will only be sent if non-compliant events were detected during the previous month.** (see example in Annex B)

Following the notifications, vendors will have a **two-week period** to respond to the e-mails should they have any questions or proof that the charge is incorrect.

- At the end of the fiscal month, vendors receive **two debit memorandum e-mails** corresponding to the notifications sent at the beginning of the month. This will depend on whether the performance metrics were met and/or whether there were any occurrences of non-compliance with the below-reviewed policies

### 1.2 On-Time Shipments

Measures the performance of the vendor against their committed lead time defined as the number of days between the PO placement and the **requested delivery date** at destination.

**For Freight Collect Shipments:** Purchase orders must be tendered in RONA's Transportation Management System (OTM) according to the defined timelines as per the table below.

**Table 2:** Required timelines for submitting pick-up requests in OTM

Origin / Destination	Required Time to request a pick-up in OTM
From East to East & West to West	At least <b>48 hours</b> before the PO's requested date.
From the US to the same zone (East/East, West/West)	At least <b>7 days</b> before the PO's requested date.
From the US to a different zone (East/West, West/East)	At least <b>10 days</b> before the PO's requested date.
Between East and West Canada	At least <b>10 days</b> before the PO's requested date.
From the Maritimes	At least <b>10 days</b> before the PO's requested date.
Vendor Prepared Cross Dock Deliveries	Add <b>4 business days</b> to the above suggested times.

Pick-up requests should not be made on the same intended day of the pick-up. This means that not only should the request be submitted within these timeframes, but the requested pickup date from the vendor must also be within these times. If the vendor requests a pickup date that is outside of these timeframes, and the order is delivered late to our store or DC, the vendor will be considered at fault, and the late PO will affect the vendor's monthly on time shipping performance, as described in Section 1.2.

**For Freight Prepaid Shipments:** Purchase orders must arrive at their destination by the requested delivery date indicated. The vendor is required to schedule pickup of all purchase orders in accordance with the requirements described in section 1.6

**Compliance Threshold:** On a **monthly basis**, all purchase orders will be evaluated by RONA against the stated requirements to establish a compliance percentage. The required compliance percentage threshold is 98%.

**Applicable penalties:** Each PO that is late will be assessed a penalty if the applicable compliance threshold is not met. See example in Annex A. **It is the responsibility of the vendor to provide documented proof of compliance within two weeks of receiving the vendor compliance reporting.** The penalties are outlined in the table below:

**Table 3:** On-Time Shipments – Freight Collect & Prepaid Shipment Compliances & penalties:

Compliance	RONA Penalty
<b>Replenishment: 98% compliant</b>	10% of late PO value, with a minimum penalty value of \$250

Please note that if the compliance threshold is not met, and the percentage value of the late POs is found to be less than \$100, then a penalty will not be applied.

## 1.3 In-Full Rate

The In-full rate is defined as the total quantity of all units received divided by the total quantity of all units ordered on the original PO by RONA. All overages (i.e. a vendor ships more units than we ordered) are factored out of this calculation

**Compliance Threshold:** On a **monthly basis**, all purchase orders will be evaluated by RONA against the stated requirements to establish a compliance percentage. The required compliance percentage threshold is 98% for all items and orders

**Applicable penalties:** Each PO that is not received in full will be assessed a penalty if the applicable compliance threshold is not met. See example in Annex A. It is the responsibility of the vendor to provide documented proof of compliance within two weeks of receiving the vendor compliance reporting. Furthermore, it is required that vendors notify RONA -through normal channels of communication- of expected missing products in replenishment orders, as this will allow the business to react accordingly. Vendors should be aware that even if a missing product notification is sent to RONA, the compliance threshold will still take into account the missing products. The penalties are outlined in the table below:

**Table 4: In-Full Rate – Compliances & penalties**

Compliance	RONA Penalty
<b>Replenishment: 98% compliant</b>	10% of value units ordered but not received, with a minimum penalty value of \$250

Please note that the compliance threshold is not met, and if the percentage value of unreceived items is found to be less than \$100, then a penalty will not be applied.

## 1.4 Merchandise Pickup – Transportation Requirements

### 1.4.1 Shipping requirements

Based on the Agreement between the vendor and RONA, the delivery terms could be collect or prepaid. Vendors must follow the below requirement when shipping to RONA Stores and Distribution Centers

For **freight collect shipments** the vendor must tender all LTL and TL shipments in OTM as per procedure and within the required timeframe. Upon tendering the shipment by RONA's Transportation team, vendor will receive a notification with confirmation of the pick-up date and that a carrier was assigned. (please see Annex C for notification example)

For **freight collect parcel shipment** (150 lbs or less), vendors should refer to RONA's Routing Guide available on the Vendor Portal

For **freight prepaid shipments**, the vendor should tender the shipments to their preferred carrier.

**Applicable penalties:** If the pickup request is made not using the RONA's OTM system or not following the routing guide for parcel shipments, a penalty of \$500 may be applied for each non-compliant shipment.

### 1.4.2 Merchandise Readiness

Merchandise must be ready and compliant for pick-up at the time of the appointment.

- There should not be any loading errors (i.e. missing POs, additional or missing pallets).
- Vendor should ensure that only the planned POs (as per OTM notification) are loaded on the trailer
- Merchandise should be accessible for loading and unloading; the responsibility in case of breakage, theft or snow removal is the responsibility of the vendor.
- Required paperwork as per section 1.5 must be ready at the time of the pick-up

**Applicable penalties:** If the merchandise is not ready in time for pick-up and there are loading or accessibility errors, the vendor will be charged \$500 for non-compliance.

### 1.4.3 Loading Time for Collect Shipments

Loading time must not exceed the allocated amount, as shown in table 5 below.

**Table 5:** Loading time allocated at the vendor

Number of pallets	Loading time limit
1-10 pallets	30 min
11-20 pallets	60 min
More than 20 pallets	120 min

**Applicable penalties:** For loading delays exceeding allocated time due to vendors default, one hundred dollars \$100 per hour will be charged to the vendor.

## 1.5 Shipping Documents

Below are the mandatory documents for all deliveries and the information they must contain.

### 1.5.1 Shipping Documents Requirements

**Packing Slip Requirements:** Packing slips must contain the following information:

- RONA Item numbers
- Vendor product code detailed
- PO Number
- Case size (number of units/Case)
- Store Number for Vendor direct orders
- Name of carrier
- Bill of lading number
- Required date for final destination
- Product description
- Number of crates or packages
- Number of units ordered, and number of units shipped

**Bill of Lading Requirements:**

Bills of lading must contain the following information

- RONA PO number(s)
- Shipping terms (prepaid/collect)
- Shipper contact information
- Consignee contact information
- Shipment contents (i.e. number of pallets, weight & dimension)
- Goods description

**Master Bill of Lading Requirements:**

Master Bills of lading must contain the following information. Please note that this is only required for vendor-prepared cross-dock deliveries.

- # of the PO (s) included in the trailer
- # of each PO and destination store
- Number of pallets for each store

## **Documents Copies:**

Two (2) copies of the documents referred to above are mandatory. The first copy shall be visible and firmly attached to the outer part of the parcel, crate, or the last pallet loaded. The second copy is given to the driver, who gives it to the receiving clerk/gatehouse or deposits it in the designated box.

### **1.5.2 Cross Border Compliance**

For cross-border shipments, there are additional documents that the vendor should prepare and provide to the carrier to clear Customs and avoid delays. For collect shipments the Customs documents must be submitted to RONA's Customs broker Maersk Customs service's [RONACustoms@LNS.Maersk.com](mailto:RONACustoms@LNS.Maersk.com) and with a copy sent to RONA's import department at [Import.Logistics@rona.ca](mailto:Import.Logistics@rona.ca). These requirements are specified in more detail in Annex D.

### **1.5.3 Dangerous Goods Compliance**

All goods that are considered as dangerous under the provisions of the Transport Canada *Transportation of Dangerous Goods Act*, 1992 (1992, c.34) must be sent with documentation compliant with the said Act.

**Applicable penalty:** By not adhering to the requirements in Section 1.5, a penalty of \$500 may be applied on an event basis.

## **1.6 Appointments for Prepaid Shipments**

### **1.6.1 Setting an Appointment – Requirements**

For prepaid shipments, the vendor must ensure that their appointment is set according to the following requirements, regardless of whether the delivery is fulfilled by a vendor selected carrier or by the vendor itself. The carrier chosen by the vendor that fails to comply with the appointment requirements must contact the vendor and make necessary corrections to ensure future compliance with the requirements. For deliveries to a **DC**, an email requesting an appointment must be sent to the appropriate email address as per the list in Annex E.

The email should contain the following information:

- PO number
- Vendor Name & Number
- Carrier Name
- Load Type (i.e. LTL/TL)
- Pallet Count
- CUBE
- Vendor Contact Name
- Vendor Contact Info
- Carrier Contact Info

It is suggested that vendors book appointments at least **48h in advance** so that they can reserve an appointment slot that respects the requested date of the PO.



**The vendor must ensure that transit time is included in the total lead time negotiated in the Agreement.** Any exceptions must be communicated to RONA.

Should a vendor book an appointment outside the suggested timeframe and find that the only appointment slot available is one after the PO's requested date, the vendor is considered at fault, and the late PO will affect the vendor's monthly on-time shipping performance, as described in Section 1.2. However, if a vendor books an appointment within the suggested timeframe, but there are no appointment slots available by the PO's requested date, the vendor's on-time shipping performance will NOT be impacted.

For **direct to store deliveries**, appointment arrangements must be made directly with the store.

### 1.6.2 Valid PO

An appointment will only be given for delivery of **valid POs**. If the trailer contains more than one PO, each one must be valid and registered to the e-mail of the respective distribution centers, indicated in the Distribution Center List in the Appendix section of this manual.

**Applicable penalty:** If the prepaid carrier arrives at RONA DC with an invalid and unregistered PO, a penalty of \$500 may be applied per event.

### 1.6.3 On-Time Arrival

When a vendor or a vendor-selected carrier books an appointment with RONA, they must respect the date and time of the given appointment in order to ensure a smooth receiving process. In case they are not able to honor the appointment within a 30-minute window, they must notify via email at least **four (4) hours** in advance (please see Annex E for email addresses per DC). In the event of a late appointment, receiving merchandise can be delayed or refused and the vendor will be subject to a penalty.

**Applicable penalty:** If the vendor does not meet the time of the DC appointment within a 30- minute window, or does not meet the date of the appointment, a penalty of \$500 may be applied per late appointment.

## 1.7 Product State

### 1.7.1 Packaging

The packaging requirements are as follow:

- Vendors must not ship products with loose pieces and/or inner packs.
- Cartons must be packaged with UPC codes facing outwards.
- The product must be shipped in a carton.
- Identification for each product should comply with federal and provincial laws and regulations applicable, including but not limited to bilingual packaging (French and English). See details at the following links:
  - CANADA: [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)

- QUEBEC: <http://www.legisquebec.gouv.qc.ca/en/showdoc/cs/C-11>
- All hazardous materials defined by the [Transportation of Dangerous Goods Act](#) must be packaged and labelled in compliance with the said Act and its regulations.
- It is the responsibility of each vendor to provide RONA with barcode information on all the unit's shipping packaging (inner pack, case, and pallet) in order to enable distribution of its products.

## Applicable Penalties

- A penalty of \$1,000 may be applied for each PO containing a product with non-compliant packaging, as per the requirements above.
- A recovery charge of \$100 per hour will be applied to cover labour and equipment required to bring product packaging into compliance.

### 1.7.2 Bar Coding

RONA requires all vendors to have a scannable Universal Product Code ("UPC") label affixed to products - including the products' packaging- according to GS1 Canada's specifications or any such other specifications RONA may designate.

- A scannable UPC label or another label designated by RONA shall be affixed to each unit of each
- product sold by the vendor.
- The UPC label shall also be incorporated into the graphic design of the product packaging, or as otherwise required by RONA. For example, for individual ceramic tiles, not only must each tile have affixed a separate UPC label, but also the packaging for the product (master carton) must also have a UPC label.
- The UPC must be clearly visible on each product. RONA accepts only UPC Version A, UPC Version E, EAN 8 and EAN 13 barcode symbology at point of sale.
- All cartons must be packed on the pallet with the barcode facing outward. RONA's receiving personnel must be able to scan the barcode without breaking down the cartons on the pallet.
- All barcodes must have legible characters that include a number system character and a check digit. The model number or RONA item number, and unit count contained within each level of packaging must be printed in human readable form.
- It is the responsibility of each vendor to provide RONA with barcode information on the unit and all of its shipping packaging (inner pack, case and pallet) in order to enable distribution and resale of its products.

## Applicable penalties:

- A penalty of \$1,000 may be applied for each PO containing non-compliant bar coding.
- A recovery charge of \$10.00 per label, with a minimum charge of \$100, will be applied to cover labor charges for printing and applying new labels for each occurrence of bar-coding non-compliance.

### 1.7.3 Non-RONA Merchandise

It is imperative that the vendors ensure to ship only RONA merchandise on the POs delivered to RONA's DCs and RONA stores to ensure a smooth receiving process. Should there be non-RONA merchandise on a RONA shipment, this merchandise will be field destroyed or disposed of at vendor's expense.

**Applicable penalties:** A penalty of \$100 may be applied for every labour hour it takes to correct a PO containing non-RONA merchandise.

## 1.7.4 Load Quality & Product Integrity

The vendor must ensure that goods are loaded properly and safely in the trailer. When products are not loaded properly (i.e. stacked correctly, secured properly), there is a risk that the products will be damaged during transport. More importantly, it poses a safety concern for RONA's employees that unload the product from the trailer.

**The vendor is responsible to validate these elements at the time of the loading of the trailer independently if it is a prepaid or a collect shipment.**

Load quality and product integrity requirements include (but aren't limited to) the following:

- Products should be shipped on a Chep pallet (see sec 1.9). The exception to this requirement is if the product dimensions require an oversize pallet
- Product must not excessively overhang off pallets. The maximum allowable overhang is 1" on either side of the pallet.
- Product must be loaded and secured properly so that they do not fall over during transport or during the unloading process.
- Products such as ladders or insulation shipped on pallets must be securely strapped to the pallets.
- Products such as Wood and wooden material must be delivered tightly strapped to transport blocks.
- Products should not arrive in a damaged state. Loads should not pose a safety concern to the unloaders. For example:
  - No nails sticking out of pallets.
  - No products that aren't strapped together and/or to their pallets.
  - No unsafe stacking heights of products.
  - No heavy products leaning against the trailer and risks falling over when doors are opened.

**Applicable Penalties:** If merchandise is not safely loaded and/or arrives damaged at its destination:

- A penalty of \$1,000 may be applied per PO.
- A recovery charge of \$100 per hour will be applied to cover labor and equipment required to bring load quality and product integrity into compliance.

## 1.8 General Provisions for Deliveries

### 1.8.1 Standard Delivery Requirements

**1.8.1.1 One PO per truckload:** All products mentioned in the PO must be delivered on the same day and in one truck. If there are too many products and they cannot all fit in a single truck, or if the delivery

can't be made on the requested date, the **vendor must contact RONA to create a new PO # for each additional truck**. Please see example in Annex F.

**Applicable penalty:** If a PO does not arrive complete in a single day, or if a single PO arrives in multiple trailers, a penalty of \$1,000 may be applied per PO.

**1.8.1.2 SKU Splitting:** Each SKU in a PO must be shipped on its own pallet and must not be packed on different pallets, unless the quantity requested is too large and requires it. However, if the quantity of SKUs ordered is very low, (i.e. 5 units of SKU A and 6 units of SKU B) those SKUs can be shipped on the same pallet provided they are sorted into different sections on the pallet and not arbitrarily mixed together. Please see example in Annex F.

**Applicable penalty:** As per example 1 above, if a SKU is shipped on multiple pallets when the quantity does not require it, a penalty of \$1,000 may be applied per PO.

**1.8.1.3 SKU Mixing:** If 2 or more POs are shipped in the same trailer because unit quantities allowed it, SKUs from those POs should not be mixed on the same pallet. Please see example in Annex F.

**Applicable penalty:** As per example 2 above, if SKUs from different POs are shipped on the same pallet, a penalty of \$1,000 may be applied per delivery.

#### **1.8.1.4 Varia:**

- For mixed pallets (not applicable to Vendor Prepared Cross-dock), products must be side by side, ideally on the same row.
- Each vendor or carrier's vehicle (tractor, trailer or truck) may be inspected by RONA's Safety and Loss Prevention Department upon arrival at a DC or shop. If the vendor refuses to comply, access to the site will be denied.
- Anyone who behaves inappropriately while on RONA property shall immediately be escorted out by the Safety and Loss Prevention Department.
- All orders shipped by courier service (ex. UPS, Purolator) must be shipped complete or it will be refused upon reception.
- Any person entering a RONA's facility must abide by the Health & Safety rules in place at said facility.

## **1.8.2 Vendor Prepared Cross-Dock (VPXD)**

**1.8.2.1 Pallet Identification:** Proper pallet identification is essential to an effective cross-docking program.

Each pallet shall be identified with a placard containing the required information to ensure seamless flow of VPXD orders at RONA's distribution centers. Please see examples in Annex H

Preferred implementations are industry standard shipping labels such as MH10 shipping labels or GS1-128(UCC-128) shipping labels

In circumstances where industry standard shipping labels are not achievable, the minimum requirements are for a legible and well secured placard containing the following information fields.

- Ship to: DC Name and DC Address
- Delivery to: Store number #
- RONA PO number
- Pallet count identifier (e.g.:1 of 4)
- From: Vendor name, Vendor address, Vendor contact number

All labels and placards necessary to transport Hazardous Materials must be applied on pallets according to the Transportation of Dangerous Goods Act.

**Applicable penalty:** If pallets are not clearly identified as per the requirements listed above, a penalty of \$1,000 may be applied per event.

1.8.2.2 **Palletization by store:** POs for different stores must be palletized on separate pallets and should never be mixed. Requirements may be adjusted by common agreement in instances where store POs must be combined during transit to avoid inefficient transportation activities.

**Applicable penalty:** If orders for multiple stores are loaded onto the same pallet, a penalty of \$1,000 may be applied per event

#### 1.8.2.3 **Varia:**

- Vendors participating in the VPXD program are required to account for appropriate transit time as specified in Table 2 of Section 1.2 of this document to ensure compliance with on-time delivery expectations.
- VPXD shipments must adhere to all transportation document requirements found in Section 1.5. including the specific requirement for a Master Bill of Lading as specified in section 1.5.1. Only the pallets itemized on the Master Bill of Lading will be accepted. A final check will be made by the manager when the products are received at their final destination.
  - If there is a discrepancy between the quantity on the packing slip and the one received at the DC RONA will advise the Logistics Department to take the necessary measures

## 1.9 **CHEP Pallets**

### 1.9.1 **Merchandise on CHEP**

The vendors are required to use CHEP pallets when delivering to RONA's distribution centers and stores **unless otherwise indicated or if delivering appliances or overseas shipments**. For any additional information or to set-up an account the vendor can contact CHEP Canada (1-866-261-2437).

**Applicable penalty:** If merchandise is delivered on non-CHEP pallets, a penalty of \$1,000 may be applied per event.

## 1.9.2 CHEP Standards

The vendor must comply with the CHEP pallet usage standards as described below. In case of default, non-compliant pallets will be returned to the vendor's expenses. The standards for the products placement on CHEP pallets shall be as follows (\*VPXD = Vendor Prepared Cross Dock):

Width (in/cm)	Length (in/cm)	Height (in / cm)	Max weight	Max weight / box*:	Max truck weight	VPXD height
40 / 101.6	48 / 121.9	48 / 121.9 (with pallet)	2750 lbs./1250 kg	55 lb./25 kg	64 900 lbs./29 500 kg	8 feet

**Applicable penalty:** If merchandise delivered on CHEP pallets does not meet the CHEP pallet usage standards listed in this section, a fine of \$1,000 may be applied per event.

Furthermore:

- All pallets must be loaded without overflowing.
- Merchandise on a CHEP pallet shall be “stretch-wrapped” to prevent losses and breakage in transit.
- If the goods can't be loaded onto a CHEP pallet properly, vendor shall contact the receiving site to find out how to optimally palletize the products. Vendor must ensure that the pallet used can support the weight of goods and complies with other standards.
- RONA returns CHEP pallets to CHEP Canada. Vendor liability for the rental of CHEP pallets ceases when the delivery reaches a DC or store. CHEP pallets can be stacked in a trailer if the weight and / or height and nature of the product allow it.


## 1.9.3 CHEP pallet transactions in the MyCHEP system

Vendors must comply with the transactional standards described below to carry out a transaction in our various CHEP accounts. Here are the standards to follow:

All transactions to RONA CHEP accounts must contain a valid PO in the ‘OTHER REFERENCE’ section. The RONA PO contains seven (7) digits.

### SHIPMENT DATE

2023 - 05 - 01

### REFERENCE

Reference

### OTHER REFERENCE

Other Reference

Sender	Receiver	Date of Dispatch	Reference 1	Reference 2	Reference 3
--------	----------	------------------	-------------	-------------	-------------

ABC	XYZ	2022063	899XXXXXX	12345678	XXXXXXXXXX
-----	-----	---------	-----------	----------	------------

**Applicable penalty:** If the transaction does not comply with the standards of use described in this section, we will, in collaboration with CHEP, reverse the transactions. The vendor will have to regenerate a transaction with a valid purchase order.

## 1.10 Merchandise Return Policy

Unless otherwise agreed upon in the Agreement, return policies are specific to each vendor but all vendors must take back any non-compliant, defective, damaged product or with a manufacturing defect, at the vendor's expense (including the transport and handling charges). If it is impossible for the vendor to take back a product, the vendor will reimburse all related fees paid by RONA.

For goods to be returned, RONA will contact the vendor to notify them about the merchandise. The vendor has **48 hours** to respond to this notification. Once an agreement has been made, the vendor will have **five (5) business days** to send the return authorization number and schedule a pick-up of the merchandise.

**Applicable penalty:** If the vendor DOES NOT respond to RONA's notification on time, DOES NOT provide a return authorization number on time, or schedule a pick-up, a penalty of \$1,000 may be applied per event.

## 1.11 Product Introduction & Modification

In the "Doing Business with RONA" section of this manual, it is mentioned that complete details of product introduction and modification, among other vendor onboarding information, can be found on the vendor's portal: RONA Vendor Homepage. It is important to be aware that there are non-compliance penalties for not satisfying the requirements of product introduction and modification. The following requirements must be adhered to:

### 1.11.1 Hazardous Products

All hazardous products, including without limitation the ones of the Workplace Hazardous Materials Information System (WHMIS) (Hazardous Products Act), Transport Regulation (Transportation of Dangerous Goods Act), Consumer Chemicals Regulations (Hazardous Materials Regulations), chemicals and consumer containers, pesticide (Pest Control Products Act), and fertilizers (Fertilizer Act and Regulations) are considered hazardous, such as:

- Complete the Hazardous Materials section of the Product Introduction Form for each product creation.
- All hazardous products must be accompanied by a Material Safety Data Sheet (MSDS), available in French and English.
- Ensure the Material Safety Data Sheets comply with the requirements of WHMIS 2015 - GHS. See details on the Canadian Center for Occupational Health and Safety website: [https://www.ccohs.ca/oshanswers/chemicals/whmis\\_ghs/general.html](https://www.ccohs.ca/oshanswers/chemicals/whmis_ghs/general.html)
- Complete the dangerous goods transportation data in the product introduction sheet for any product regulated under the Transportation of Dangerous Goods Act of Canada.



- Failure to comply with the above requirements may result in causing issues with item setup.

## 1.11.2 Creations and Modification of Products and/or Prices

### 1.11.2.1 Product Introduction Sample

A sample of any new product must be provided during the product introduction phase of vendor onboarding if requested. This is required item data to be added to the database where each product is listed (name, description, photo, product number "SKU") and to create electronic and circular catalogs. All associated costs are borne by the vendor and deducted from payment, according to the guidelines for vendor onboarding.

**Applicable penalty:** If the vendor does not provide a sample of the new product upon request, a penalty of \$1,000 per SKU may apply.

### 1.11.2.2 Product Introduction Form

In addition to a sample, vendors must ensure that the product specifications they indicate on the product introduction form are accurate and that the form is submitted by the agreed upon date. A 2-day grace period is permitted, but thereafter, vendors will be charged for being late. The form will need to include details such as crate/pallet size, minimum purchase quantity, product size, packaging details and dimensions, bar codes of the unit and all of its shipping packaging (inner pack, case and pallet), country of origin, hazardous material information and any requested information in the Form.

**Applicable penalty:** If the product introduction form is missing information, has incorrect information, or was not submitted on time, a penalty of \$500 per event may apply for incorrect information. Also, after the 2-day grace period for submission, vendors will be charged a fee of \$100 per late day, up to 2 days. After 2 days, vendors are charged a fee of \$500 per late day.

### 1.11.2.3 Product Modification

A notification to, and approval from RONA is required if changes are made to certain aspects of a product, as briefly outlined below (a full list of details is available on the vendor portal, and is covered during the vendor onboarding process):

- Changes to product packaging.
- Changes to design elements of the product (components, materials, colour, specifications).
- Corrections to any discrepancies of previous product models.
- Changes in the manufacturing/production process (changes in tools, equipment, location, etc.).
- Discontinuing of a product.
- Potential price change of a product.
- Change in Safety Data Sheet (SDS) or any data concerning a regulated hazardous material.



**Applicable penalty:** If a vendor does not notify RONA of product modification prior to any shipment, a penalty of \$2,000 may apply on an event basis.

## **1.12 Blue Box Programs and Environmental Handling Fees (“The Ecofee Programs”)Eco-fees**

RONA is committed to complying with provincial extended producer responsibility legislations along with Blue Box Programs (“Packaging Fees”) and Environmental Handling Fees (“EHF”). RONA complies with the legislation on Extended Producer Responsibility in the management of environmental expenses. The introduction on the market of product thus governed entails the shared responsibility with the vendor to declare and pay the associated The Ecofee Programs see the RONA Eco-Fees Policy in **Appendix G**. The vendor acknowledges having read it, consents and agrees to comply with it, including, without limiting the foregoing, all the vendor 's payment obligations to RONA or others.

The vendor must:

- Inform RONA of all changes or added registration to a Blue Box Program or Environmental Handling Fee programs at [ecofee@RONA.ca](mailto:ecofee@RONA.ca).
- Complete the requested data in the Product Introduction Form in the Advanced Catalog in the Ecofee and/or Sustainable Development section.

**Applicable penalty:** If a vendor does not notify RONA nor provide compliant requested data, a penalty of \$750 per event will apply.

## **1.13 Vendor Display Setups and Store Resets**

Effective in-store resets and vendor display setups are crucial to the continued success of RONA and its vendors. As such, it is important that vendors adhere to the following requirements:

### **1.13.1 Display Materials**

In order for merchandisers to understand how vendors want their products to be displayed, vendors need to provide relevant and accurate planograms, signage, and pricing details, on time.

**Applicable penalty:** A penalty of \$500 per Event may be applied for not providing display materials, as well as a Penalty of \$100 for every day late.

### **1.13.2 Incorrect Materials**

Vendors must also provide RONA with accurate displays (agreed upon colour, size, etc.) for set-ups and resets, on time. In terms of relevancy and accuracy:

- Vendor provided displays must adhere to the agreed upon specifications that the vendor and RONA established. Specifications include factors such as colour, display size, text size, font style, etc.
- Planograms (POGs) need to include accurate details for product placement, product number, brand, and description. POGs must also be relevant to the store environment in which they are being displayed: correct store & correct language.
- Signage and pricing details need to be relevant to the item. Additionally, they need to match

the environment in which they were intended for: correct store & correct language.

**Applicable penalty:** A penalty of \$500 per Event may apply for incorrect POGs, signage, pricing, or display materials, as well as an additional penalty of \$100 for every day late.

### 1.13.3 Vendor Driven Reset Schedule

In the case of vendor driven resets, it is important that vendors adhere to the agreed upon schedule. Additionally, vendors must also accurately execute the agreed upon planogram.

**Applicable penalty:** If a vendor does not start or finish according to the agreed upon reset schedule, a penalty of \$100 may be applied for each late day (to get the correct planogram).

## 1.14 Escalating Penalties

If during the fiscal year, vendors have committed the same non-compliance three or more times, they will be charged an additional penalty. If the vendor, after a first month with a specific non-compliance penalty, commits the same non-compliance for a second month, they will receive a warning. If the same non-compliance occurs for a third month in the same fiscal year, they will be charged an escalating penalty. Penalties start at \$500 and increase in increments of \$250 per month, up to a total of \$3,000. Once the next fiscal year begins, the escalating penalties are reset.

Section 2: Annexes - Annex A: OTIF Scorecard Example

Date:10/10/2024

Ref.:VP-1234-2024P01

Vendor:1234-Best Flooring INC

Address:123 Vendor Street, Montréal, Qc

Currency:CAD

VP-Vendor Nbr- Fiscal  
year\_Fiscal period

Total monthly on-time  
performance rate

Total monthly fine in \$

Monthly POs Quantity

Monthly SKUs quantity

Total monthly in-full  
performance rate

Type	Commandé	Retard/Manquant	Performance	Pénalité
Type	Ordered	Late/Missing	Performance	Charge
Late POs/Retard BCs	8	0	100.00%	- \$
Short Qty/Qté manq.	1320	0	100.00%	- \$
TOTAL				0.00 \$

## On-time tab

Requested date compared with receipt date to determine if the PO was delivered late

Ready date is the date the vendor indicated in OTM as PO to be ready for pick-up for collect shipments

SITE	BC	TRANSPORT	DATE COMMANDE	DATE REQUISE	DÉLAI APPRO.	DATE PROMISE	DATE DISPONIBLE	RETARD DISPO.	DATE RÉCEPTION	JOURS RETARD	VALEUR BC	PÉNALITÉ
SIT	PO	FREIGHT	DATE ORDER	REQUESTED DATE	LEAD TIME	PROMISED DATE	READY D	LATE BC	RECEIPT D	DAYS L	PO VALU	CHARGE
											5,138.02 \$	359.59 \$
X4	4291338	Pick-up collect	12/26/2023	1/9/2024	14	2/6/2024	1/9/2024	4	2/6/2024	22	1,000.58 \$	100.06 \$
X4	4299359	Pick-up collect	1/2/2024	1/16/2024	14	2/6/2024	1/16/2024	4	2/6/2024	15	671.22 \$	67.12 \$
99	4316295	Pick-up collect	1/10/2024	1/22/2024	12	1/22/2024	1/22/2024	2	2/2/2024	6	384.96 \$	38.50 \$
X4	4327000	Pick-up collect	1/16/2024	1/30/2024	14	2/21/2024	1/30/2024	4	2/21/2024	16	911.70 \$	91.17 \$
M1	4328165	Pick-up collect	1/16/2024	1/30/2024	14	1/30/2024	1/30/2024	4	1/30/2024	-3	555.60 \$	- \$
X4	4341722	Pick-up collect	1/23/2024	2/6/2024	14	2/21/2024	2/6/2024	4	2/21/2024	9	627.48 \$	62.75 \$
99	4353618	Pick-up collect	1/29/2024	2/8/2024	10	2/9/2024	2/8/2024	0	2/20/2024	5	384.96 \$	- \$
X4	4356297	Pick-up collect	1/30/2024	2/13/2024	14	2/21/2024	2/13/2024	4	2/21/2024	2	601.52 \$	- \$

PO delivered late AND booked late

PO delivered early, no charge

PO Late but within the grace period, no charge

PO Late BUT booked in OTM on time- no charge

**Calculation example:** 5 out of 8 POs delivered the on-time percentage equals 63% ( 5/8= 63%) which is below the 98% threshold. The charged amount is calculated as 10% of the PO.

## In-Full tab

SITE	TYPE	BC	DATE COMMANDE	DATE REQUISE	SKU RONA	SKU FOURN.	Item Description	Qté Commandée	Qté Livrée	Valeur Manquante	PÉNALITÉ
SITE	TY	PO	DATE ORDER	REQUESTED D	RONA SKU	VENDOR S	Item Description	Order Q	Qty Fill	Value Short	CHARGE
										2,334.44 \$	233.44 \$
M1	DC	4547210	4/18/2024	4/29/2024	123	ABC1	Item 1	96	96	0.00 \$	- \$
X4	DC	4547238	4/18/2024	5/9/2024	124	ABC2	Item 2	54	54	0.00 \$	- \$
X4	DC	4547239	4/18/2024	5/9/2024	125	ABC3	Item 3	54	36	229.50 \$	22.95 \$
X4	DC	4547239	4/18/2024	5/9/2024	126	ABC4	Item 4	48	45	100.14 \$	10.01 \$
X4	DC	4547239	4/18/2024	5/9/2024	127	ABC5	Item 5	896	896	0.00 \$	- \$
X4	store1	4554520	4/22/2024	5/13/2024	128	ABC6	Item 6	96	96	0.00 \$	- \$
X4	store2	4557644	4/23/2024	5/14/2024	129	ABC7	Item 7	560	0	2,004.80 \$	200.48 \$
99	DC	4568081	4/25/2024	5/6/2024	130	ABC8	Item 8	384	384	0.00 \$	- \$
99	DC	4585476	5/2/2024	5/13/2024	131	ABC9	Item 9	144	144	0.00 \$	- \$

36 out of 54 order units delivered 67% in-full rate, below 98% threshold

10% of the shorted value is calculated as penalty

SKU quantity as per order

SKU quantity as received

## Annex B: Non-compliance Scorecard Example

Transportation or Distribution-related fines



### Vendor Compliance Fine Notification Letter

Distribution Center Fines Table				Additional information			
Picture Reference	Type	Fine Name	Notes	Date of Infraction	PO Number(s)	Fine Total	
	General Provisions for Deliveries	SKU Splitting	plusieurs produits sur des palettes differente ex: code 1540320 sur deux palettes , 1540153 sur deux palettes au lieu d'avoir été sur une seul palette . Le ti hi est aussi pas respecté	6/5/2024	4620889	\$1,000.00	
						\$1,000.00	

Transportation Fines Table						
Picture Reference	Type	Fine Name	Notes	Date of Infraction	PO Number(s)	Fine Total
	Appointments	On-Time Arrival	Appointment date and time: 06/13/2024 6:00am Arrival date and time: 06/13/2024 9:50am	6/13/2024	4639310, 4639310	\$500.00
						\$500.00

Penalty type

POs for which non-compliance was raised

Penalty amount

## Annex C: OTM Notification Example

Objet : Order 90990\_3880586-001 - Transportation Order Confirmed

Instruction **You are registered to receive notifications regarding order status information. This email contains order information and the current status update.**

Event **Order 90990\_3880586-001 - Transportation Order Confirmed**

Message Severity **Informational**

Requested date at RONA DC

### Order ID and Reference Number

ID	<b>RONA.90990_3880586-001</b>	
	Reference Number Qualifier	Reference Number Value
	<b>RONA.FREEZABLE</b>	<b>NO</b>
	<b>RONA.PO_REQ_DT</b>	<b>2023-07-19</b>
Reference Number	<b>RONA.HAZARDOUS</b>	<b>NO</b>
	<b>RONA.SUPPLIER_PO</b>	<b>3880586</b>
	<b>RONA.TOTAL_PALLET_SPACES</b>	<b>23</b>
	<b>RONA.READY_PLANNING_DATE</b>	<b>2023-07-07</b>

Date it was planned by RONA operations

### Order Information

Origin Name **Vendor name**

Origin Location **City, postal code, country**

Dest Name **BOUCHERVILLE (TRANSFERT STK)**

Dest Location **BOUCHERVILLE, J4B 8H7 CAN**

Pick-up date & delivery date

### Time Windows

Pickup	<b>2023-07-19 00:00:00</b>	To
From	<b>America/Montreal</b>	
Delivery		To <b>2023-07-19 23:59:59</b>
From		<b>America/Montreal</b>

## **Annex D: Cross-Border Requirements**

All vendors shipping from the US to Canada must take note of the following information:

### **RONA Import Logistics Contacts**

All customs related communications must be directed to the following parties:

Primary contact: Import Logistics team, **Import.Logistics@rona.ca**

Escalation contact: Eduardo Silva, **Eduardo.Silva@rona.ca**

### **RONA inc. Customs Broker:**

MAERSK Customs Services

Group email: **RONACustoms@LNS.Maersk.com**

### **Cross-border documents:**

Vendors must provide carriers with a copy of all documentation listed below upon loading to avoid issues at the border for customs clearance.

- Canada Customs Invoice (CCI) **(must include HS Codes, Country of Origin, Customs Broker contact info)**
- Vendor/Commercial invoice
- Packing List
- CUSMA/USMCA certificate
- Bill of Lading (BOL)

## Annex E: Distribution Center List

Distribution Center	Address	Appointments
<b>Boucherville (99)</b> Québec	220, chemin du Tremblay Boucherville QC J4B 8H7 <b>Phone:</b> 514-599-5900 / <b>Fax:</b> 514-599-2531	90990.rendez-vous@RONA.ca
<b>Steeles Avenue (Halton Hills) (80)</b> Ontario	11 000 Steeles Avenue Halton Hills ON L9T 2X8 <b>Phone:</b> 905-876-4118 / <b>Fax:</b> 905-876-9993	dc80.receiving@RONA.ca <b>Phone:</b> 905-876-4118, x233
<b>St-Hyacinthe (J1)</b> Québec	2855, rue Vanier St-Hyacinthe QC J2S 8Y2 <b>Phone:</b> 450-778-1737 / <b>Fax:</b> 450-778-2049	Entrepot.St-Hyacinthe@RONA.ca
<b>Rocky View (X4)</b> Alberta	111 High Plains Trail, Rocky View County, AB T4A 3M6 <b>Phone:</b> 403-235-7657 Option 2	Receiving.RockyView@RONA.ca <b>Phone:</b> 403-235-7657 Option 2
<b>Crossfield (F1)</b> Alberta	16 McCool Crescent Crossfield AB T0M 0S0 <b>Phone:</b> 403-946-4643 / <b>Fax:</b> 403-946-4734	Receiving.Crossfield@RONA.ca <b>Phone:</b> (403) 946-2375
<b>Dick's Lumber (86)</b>	16659 Fraser Highway, Surrey, BC V4N 4G7 <b>Phone:</b> (604) 882-6321	<b>Phone:</b> (604) 882-6321
<b>NFI (87)</b>	6810 40 Street SE, Calgary, AB T2C 2A5 <b>Phone:</b> (403) 236-3484	<b>Phone:</b> (403) 236-3484
<b>Milton (M1)</b> Ontario	8450 Boston Church Road, Milton, Ontario, L9T 8E4 <b>Phone:</b> 905-636-4791	appointments.3110@rona.ca
<b>Milton (X3)</b> Ontario	7095 Fifth Line, Milton, Ontario, L9T 2X8	DCX3.Receiving@RONA.ca



Annex F: Pallet Examples

Issue	Compliant Pallet	Non-compliant Pallet
<div><ul style="list-style-type: none"><li>• All SKUs not fitting on one pallet</li><li>• Two POs containing the same SKUs</li></ul></div>		

Product not overhanging the skid



Pallet built with different SKUs when 1 SKU is less than a skid, must be grouped by SKU





Product  
securely  
wrapped



## Annex G: Eco-fee Policy

### Blue Box Programs and Environmental Handling Fees (“The Eco-fee Programs”)

RONA is committed to complying with provincial extended producer responsibility legislations along with Blue Box Programs (“**Packaging Fees**”), and Environmental Handling Fee (“**EHF**”). These programs require that brand owners and producers bringing new products into the market which are subject to this legislation are legally responsible for EHF and/or Packaging Fees payment and reporting in accordance with each provincial recycling program. This responsibility is shared between RONA and each of its vendors, this policy aims to clearly define the responsibilities of each party. According to the Agreement signed with RONA and the RONA Vendor Compliance Policy, the vendor must respect this policy and the following guidelines:

### Blue Box Programs (“**Packaging Fees**”)

The vendor will clearly identify a contact person responsible for stewardship/EPR programs. This information must be submitted along with other information in the Vendor Information Form.

An email will be sent to the address provided above with a form to be filled, indicating the vendors reporting responsibilities for provincial Blue Box programs.

- If the vendor has a place of business in any of the participating provinces and is the proprietor of their brand for which its products are covered by any of the Packaging Fees or if the vendor is registered to such program on a voluntary basis, the vendor must report and pay all Packaging Fees for all products of the vendor’s brands sold throughout the RONA network.
- If the vendor does not have a place of business in any of the participating provinces and is the proprietor of their brand for which its products are covered by any of the Packaging Fees programs and that the vendor is not registered to such program on a voluntary basis, RONA reports and pays the Packaging Fees related to the vendor branded products sold throughout the RONA network. In this case, the vendor authorizes RONA to reclaim the fees paid on their behalf (reclaimed at the beginning of every calendar year for fees paid the year prior). Packaging Fees paid by RONA are paid and calculated by the provincial programs for all products of the vendor’s brands sold in the RONA network along with the administration fees established at the discretion of RONA. In addition to the above, the vendor will not include any Packaging Fees in the price of the affected products it sells to RONA.

**\*IMPORTANT\*** The vendor must provide both the product packaging data and product attribute data in the Product Introduction Form located in the Advanced Catalog within the Ecofee and/or Sustainable Development section. This data should include all parts of the product packaging material currently managed by provincial Blue Box programs (for example, cardboard, HDPE plastic wrap, expanded polystyrene, etc..) and all the products’ applicable attributes (batteries included, lightbulbs included etc.).

## Environmental Handling Fees (“*EHF*”)

According to EHF Recycling Program regulations, when a supplier is resident in any participating province with an active EHF Recycling Program the regulations indicate that the supplier must report and remit all the appropriate environmental handling fees according to the products they supply to RONA. The products subject to EHF's include but are not limited to light bulbs, batteries, paint, electronics, tires, etc.

In the interest of achieving compliant reporting and remitting of EHF's in any participating province, RONA may be inclined to sign a remitters agreement with the vendor which would establish reporting responsibilities where RONA will be the sole reporter of designated products according to the agreement. Should a vendor choose to sign a remitters agreement with RONA, the vendor will not include any EHF's in the price of the affected products it sells to RONA.

**Should a vendor fail to provide RONA with the requested product information or fails to notify RONA of any changes with Blue Box Programs (“*Packaging Fees*”) and Environmental Handling Fee (“*EHF*”) program memberships, an applicable fine of 750\$ will be charged per event of non-compliance.**

For all reporting and remitting to government mandated regulators, presently Alberta Recycling Management Authority “ARMA” and Resource and Productivity Recovery Authority “RPRA”, the Vendor is responsible for these obligations.

\*RONA reserves the right at any given time to make any amendments, suppressions, and additions to this eco-fee policy.

RONA reports and pays the eco-fees for all sales of its own private brand products sold in the RONA network.

- Rona
- Landon & Co
- Celebrations par Landon & Co
- Valu+



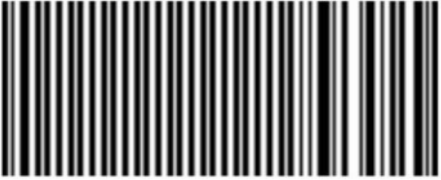
For all questions concerning the Ecofee Policy and its guidelines, please contact [ecofee@rona.ca](mailto:ecofee@rona.ca).

RONA currently works with the following programs to stay compliant with Canada's Extended Producer Responsibility legislations, including but not limited to:

AB – ABCRC – Beverage containers	QC – AQRCB – Beverage Containers
AB – ARMA – Electronics	QC – C2R – Batteries
AB – ARMA – Paint	QC – EcoPeinture – Paint
AB – UOMA – Oil	QC – EPRA – Electronics
AB – ARMA – Tires	QC – PCA – Light Recycle
AB – ARMA – HSP	QC – UOMA – Oil
AB – C2R – Batteries	QC – Min. finance – Tires
AB – PCA – HSP	QC – GoRecycle – Major Appliances
BC – C2R – Batteries	QC – PCA – Pressurized Containers
BC – ENCORP – Beverage containers	SK – Min. finance – Beverages Containers
BC – EPRA – Electronics	SK – C2R – Batteries
BC – Interchange Recycling - Oil	SK – EPRA – Electronics
BC – CESA – Small Appliances	SK – PCA – Paint / HHW
BC – MARR – Major Appliances	SK – SARRCC - Oil
BC – OPEIC – Outdoor Power Equipment	SK – SSTC – Tires
BC – PCA – HHW	NL – UOMA – Oil
BC – PCA – Light Recycle	NL – MMSB – Tires
BC – PCA – Smoke & CO Alarms	NL – MMSB – Beverage Containers
BC – TSBC – Tires	NS – Divert NS – Beverage Containers
MB – C2R – Batteries	NS – EPRA – Electronics
MB – EPRA – Electronics	NS – PCA – Paint
MB – MARRC – Oil	NS – Divert NS – Tires
MB – PCA – Paint / HHW	NS – UOMA – Oil
MB – PCA – Light Recycle	NS – C2R – Batteries
MB – CBCRA – Beverage Containers	NS – PCA – Light Recycle
MB – TSMB – Tires	NS – Divert NS
NB – ENCORP – Beverage Containers	ON – RPRA – Batteries/HSP/ITT-AV/ Lighting/Tires
NB – EPRA – Electronics	ON – EPRA – Electronics
NB – PCA – Paint	ON – C2R – Batteries
NB – UOMA – Oil	ON – PCA – Paint/Pesticides/Fertilizers/Solvents
NB – Recycle NB – Tires	ON – PCA – Light Recycle
NB – Recycle NB – Electronics/Paint/Oil/Tires	ON – Ryse Solutions – Tires
NL – EPRA – Electronics	ON – Ryse Solutions – Pressurized Containers/ Propane Containers
NL – PCA – Paint	

## Annex H: VPXD Shipping Labels

### Preferred industry standard label

<b>From:</b> Vendor name Vendor Address City, Province/State, Country	<b>To:</b> RONA DC RONA DC Address City, Province, Country
<b>SHIP TO POSTAL CODE:</b> 	<b>CARRIER:</b> Carrier name Bill of lading:
<b>PO#:</b> _____ Pallet ____ OF ____	
<b>Store Number:</b> 	<b>For:</b> Store #: Store name: Store address City, Province, Postal code
<b>SERIAL SHIPPING</b> 	

### Alternative non-industry standard template

<b>SHIP TO:</b>  DC name DC Address	<b>DELIVER TO:</b>  Store number #:
PO number #:	
Pallet : ____ OF ____	
Supplier name Supplier address Vendor contact phone number	<b>NOTE: Packing slip is included</b>