RONA

Dropship Operational Guide

September 2024

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A) GLOSSARY

RONA inc.	Term used to represent the legal entity
RONA/Réno-Dépôt	Brands under RONA inc.
rona.ca, renodepot.com	Associated websites

B) INTRODUCTION

This document has been designed for RONA's Online Only (dropship) vendor partners. It contains important information for navigating through the Online Only business operations for the Canadian market.

As part of our commitment to deliver a true omni-channel customer experience, RONA is using a stand-alone solution for its Online Only offerings aimed at reaching even more customers with new and differentiated products. Rithum is the platform of choice for item selection and order management.

This Dropship Operational Guide is addressed to vendors already onboarded on RONA's Online Only (dropship) program. If you are not onboarded on this program yet, please contact your Merchandising Team.

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

RONA   **RÉNO DÉPÔT**®

1. Basic Requirements

- Provide accurate and frequent inventory feeds via Rithum-OrderStream ("OrderStream"), at minimum once a week.

- A dedicated resource to monitor, fulfil, cancel orders is a strong recommended minimum.

- Receive orders multiple times a day.

- Ship orders within 2 business days or less.

- Bill shipments to the appropriate carrier account and enter corresponding tracking information promptly in OrderStream.

- Include a RONA branded Packing Slip with all orders in French and English.

- Dedicated contact for Advance Catalog item onboarding.

C) PRODUCT ONBOARDING PROCESS

1. Adding New Products to RONA

The basic procedure for adding products is to:

- Validate with your Merchandising Team that your products are eligible and can be onboarded (including categories and price).

- Onboard your products in Rithum, Advanced Catalog based on your Merchandiser recommendations. (Refer to RONA ADVANCED CATALOG: CONTENT AND DATA EXPECTATIONS.)

- The **Products Onboarding Team** will review your product information in Advanced Catalog

- Your product needs to be 100% compliant with the Online Product Content Guideline to be published. Any discrepancy with this policy will require back and forth and slow down your product listing process.

- Your item will be published.

D) RONA ADVANCED CATALOG: CONTENT AND DATA EXPECTATIONS

Find relevant content and data expectation here

1. Data Standards

i. CATEGORY SPECIFICS

- The selection of the category is especially important because it is through this choice that specific relevant information will be requested.

- Specifications should include the most relevant elements of the product, and the client should be able to compare different products of a same family (warranty, inclusions, colours, dimensions, material, package quantity, etc.). All category specifics pertinent to your products must be dully filled.

ii. PRODUCT NAME (ENGLISH/FRENCH) (Maximum **128 characters**)

- Name, colour, and dimension. This information is important to identify which product is about. This information is not visible online.

iii. MARKETING COPY (ENGLISH/FRENCH see example below)
(Maximum **1000 characters**)

- This field is mandatory, it's the marketing description that will be displayed on our websites. Free text only, no bullet point lists. English version is required. French version is recommended, providing the French version will fast-track the onboarding process.

iv. SUPPLIER BULLET (See example below) (Maximum **200 characters**/ bullet)

- This field is mandatory, and the information must be different than the one provided in Marketing copy description.

- You must fill at least 3 Supplier bullet fields out of the 9 to list the main key features of your product.

- It needs to be displayed as a bullet point. One short and clear unique sentence.

Example of Marketing Copy / Supplier Bullet:

2. Image Standards

Refer to the Graph Charter Photo section on vendors.rona.ca → Click on Graphic Charter photo

IMAGE STANDARDS	
File Type	Jpeg(.jpg)
Naming convention	Part Number (e.g. 123432-tl.jpg)
Packaging language	English and French visible (multiple images accepted)
Size	1200 pixels x 1200 pixels (minimum)
Quality	High Resolution
Resolution	300 DPI (minimum)
Background	White Background (Silo)

Up to 22 images can be uploaded in Advanced Catalog, but only the first 5 images will be shown on rona.ca, and 4 on renodepot.com.

- Front- facing image should reflect only the product you sell on a white background with no

decor or text.

- Front- facing FR and ENG images must be identical.

- Alternate pictures are for lifestyle, silos and measurements.

- Alternate pictures containing text must be bilingual to be displayed.

- All non-compliant images will be deleted.

3. 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)

4. Supplemental Product PDF 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

5. Bilingual Requirements

For your items to be published in Québec, your packaging must be bilingual (French and English).

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

- (1) [Consumer Packaging and Labelling Regulations](#)

- (2) [Charter of the French language](#)

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.

6. Publishing Requirements

Item onboarding requests must be 100% compliant before submitting for publication. Please refer to the [KEY CONTACTS](#) list if you have any question before submitting.

RONA reserves the right to modify your data according to the editorial requirements of the company. **The information provided must be accurate**, if any data contains errors or is not accurate (i.e.: description, attributes, measurement, technical specifications, etc.) this will slow down the onboarding process of your product, and RONA reserves the right to charge any costs related to adjustments.

E) PUBLISHED PRODUCT UPDATES

1. Product Data and Image Updates

- RONA must be notified as soon as possible when products require a data update (e.g., product descriptions, image, 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, your product may not be updated, or RONA reserves the right to charge you for new translations.

2. 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 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 the discontinuation of a product.

- To discontinue an item, set the inventory to zero and change the status from "Available" to "Discontinued". This will properly remove the item from all websites.

- Please refer to section F) for RONA's inventory guide and expectations.

3. Purchase Cost Expectations

- The Vendor must provide RONA with a ninety-day (90) notice for any purchase cost change.

- Purchase cost can only be submitted using the form provided for that purpose. Please refer to your Merchandising Team to receive the form. Please make sure to complete all the requested fields.

- Any cost changes should be communicated to the Merchandising Team and approved in writing before they are deemed to be accepted.

- Orders should not be cancelled due to invalid cost. Contact your Merchandising Team if you receive a customer order with an invalid cost.

F) INVENTORY FEED EXPECTATIONS

Vendors must provide timely and accurate inventory availability updates to RONA through OrderStream platform, to minimize cancelling committed customer orders because of insufficient product availability.

1. RONA's Inventory Feed Requirements

- **Inventory Frequency:** Inventory feeds must be sent via OrderStream at a minimum once per week.

- If the available quantity for items changes 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.

2. Inventory Feed Components

Details for the information that is to be provided for inventory statuses and quantities should be coordinated through Rithum.

- Items that are sellable should have an inventory status of **Available** with quantity greater than 0 (zero) or **Discontinued** with quantity greater than 0 (zero).

- The OrderStream status of **Unavailable** will display the item as **out of stock** on each website, regardless of the quantity.

- Items that are not available for purchase and will not be back in stock must be updated to **Discontinued** status with quantity 0 (zero). 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.

G) ORDER PROCESSING AND FULFILLMENT

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

- **Purchase Orders:** Vendors must be able to receive and process orders multiple times throughout the day.

- **Confirmation of Availability:** If a product is not available, the Vendor must either backorder or provide a cancellation notice within one (1) business day of receipt of the order in Rithum. 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. agreement. **If an item cannot be fulfilled due to lack of inventory, ensure inventory is set to zero (0) for the item, before cancelling the order. High cancellations may result in items being removed from RONA sites and/or incur vendor fines.**

- **Partial Fulfillment:** Partial orders are allowed if they are for different lines on the order. No partial line shipments are permitted.

- **Backorders: Backorder lines are allowed.** If the line cannot be fulfilled by the specified shipping date, the Vendor should process a backorder through OrderStream. 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.

- **Confirm Cancellation within One (1) Business Day:** 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.**

- **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 slips may be printed from the Rithum 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 Rithum and RONA inc. Packing slips must be in French and English. **Texts must be in French first, then English for shipments to Québec.**

H) TRANSPORTATION AND SHIPPING PROCEDURES

1. 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:

<u>Prepaid</u>:

For Prepaid agreements, the Vendor must provide a list with the carriers which will be used for RONA shipments. These carriers will be set up in OrderStream and RONA's systems. Purchase orders will be sent as "Unspecified" as the shipping method in OrderStream. The carrier used should always be indicated when submitting the tracking # in OrderStream. <u>Do not use</u> "Other" or carriers that do not correspond to the tracking # submitted. For US to Canada shipments, the Vendor is responsible for paying duties and taxes. In no instance should duties and or taxes be billed to the customer.

<u>Collect</u>:

For Collect agreements, as stated in Vendor agreement, the Vendor must follow below:

i. PREREQUISITE BEFORE SHIPPING:

- To create a shipment for an order, the Vendor must use the RONA selected carriers' portals. The selected carriers are Purolator, Day and Ross, and FedEx.

ii. 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.
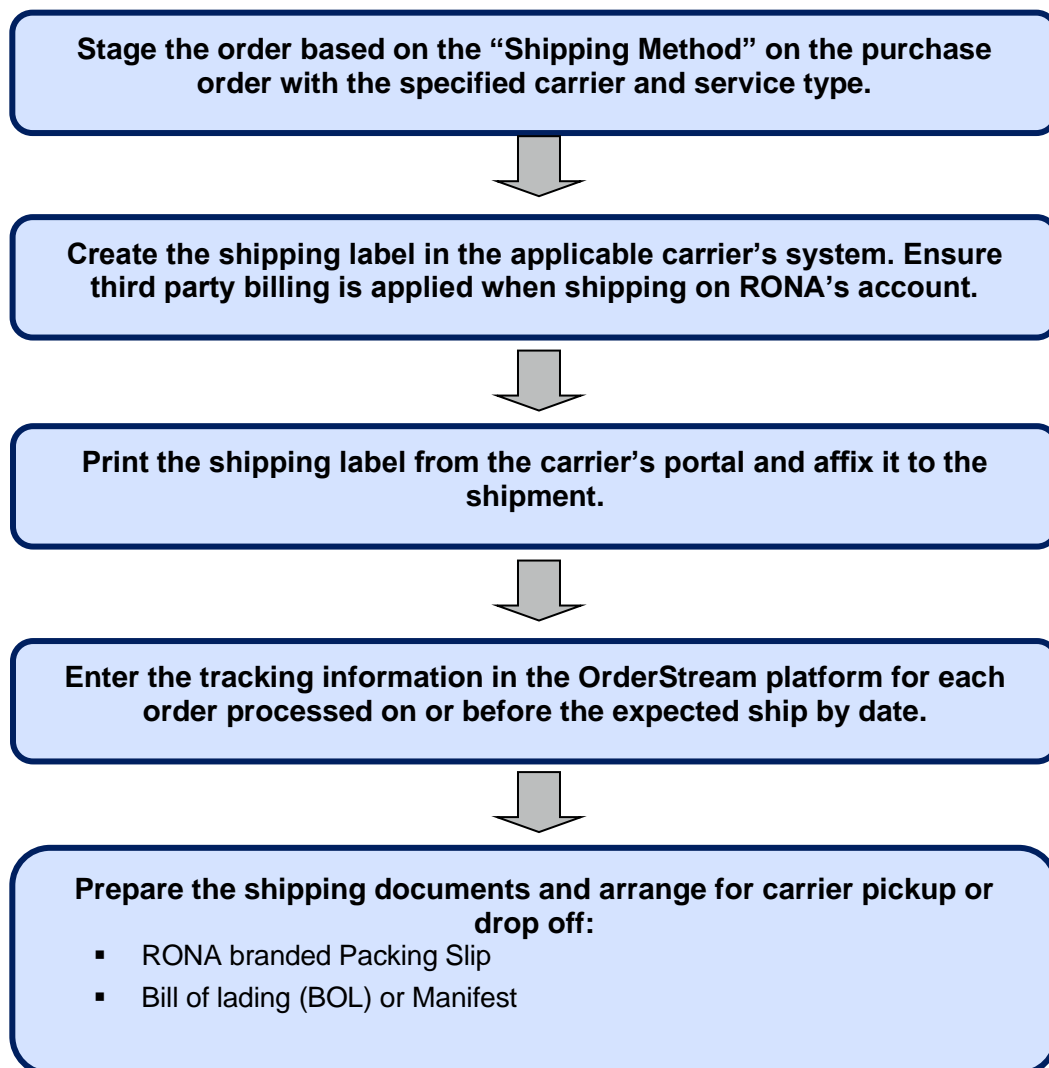
iii. VENDORS ARE RESPONSIBLE FOR:

- 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 fulfillment@rona.ca

For information purposes: RONA inc. will file claims for product loss or damage occurring during transit, for shipments under RONA billing accounts. 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.

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.

2. Steps for Shipping an Order (Prepaid/Collect)

Stage the order based on the "Shipping Method" on the purchase order with the specified carrier and service type.

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Create the shipping label in the applicable carrier's system. Ensure third party billing is applied when shipping on RONA's account.

↓

Print the shipping label from the carrier's portal and affix it to the shipment.

↓

Enter the tracking information in the OrderStream platform for each order processed on or before the expected ship by date.

↓

Prepare the shipping documents and arrange for carrier pickup or drop off:
- RONA branded Packing Slip
- Bill of lading (BOL) or Manifest

3. Shipping Requirements (Collect)

RONA determines the shipping method per item, based on the packaging dimensions provided by the vendor in Advanced Catalog or Vendor Quote Sheet (VQS). These dimensions are used to estimate shipping costs and retail costs.

The predetermined "Shipping Method" is sent on all purchase orders via OrderStream. The Vendor must create shipping labels with the instructed carrier and service level.

The carrier used should always be indicated when submitting the tracking # in OrderStream. Do **not** use "Other" or carriers that do not correspond to the tracking # submitted.

When the order is marked as "shipped complete" in OrderStream, an email is triggered to the customer with the tracking # and the carrier used to ship the order. The customer can track the order using this information and opt to receive status notifications from the carrier when applicable.

It is the Vendor's responsibility to ensure any EDI set up in Rithum (if applicable) complies with the above requirements.

Parcel Shipping Packaging Guidelines

Single Package Shipments				Multi-Piece Shipments		
Max Length	Weight	Max Girth + Length		Max Length	Weight	Max Girth + Length
108 inches (274 cm)	150 lbs (68 kg)	165 inches (419.1 cm)		N/A	≤ 450 lbs (204 kg)	≤ 10 packages

- Individual items that exceed the single shipment metric, will be assigned the Ship Method corresponding to our LTL Carrier.

- Consolidated orders that exceed the multi-piece shipments metric, may be shipped with RONA's LTL carrier.

- **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.

- 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.

- **Packaging Guidelines** for each carrier found below:

Purolator	Day and Ross	FedEx
📄 PDF	📄 PDF	📄 PDF
Purolator_Packaging Guide_EN_2.pdf	How to Package Your Freight_Feb 2021 (1).	GrlPkgGuidelines_fxc om.pdf

- **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.

- If you add a new shipping location, or change/close an existing shipping location, inform your Merchandising Team and fulfillment@rona.ca

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.

For assistance with aspects of a carrier's portals or transportation, contact the Customer Service departments:
- o For Purolator: 1-888-744-7123
- o For Day and Ross: 1-877-726-3329
- o For FedEx: 1-800-463-3339

For assistance, contact: fulfillment@rona.ca

4. Carrier pickup (Collect)

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.

5. Cross-border Shipments (US to Canada)

If a shipment is to be imported from a Vendor 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 If using RONA's billing accounts, payment of any duty or taxes will be the responsibility of the carrier and of RONA inc. If the Vendor is paying for shipping, the Vendor is responsible for paying duties and taxes. In no instance should duties and or taxes be billed to the customer.

6. Mis-Shipments (Prepaid/Collect)

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 inc. will not pay invoices submitted for mis-shipped products or products with concealed damage that were not requested via PO.

I) 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.

J) 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.

K) INVOICING AND PAYMENT EXPECTATIONS

Invoices need to be submitted to RONA via Rithum. 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.

- Vendors should not submit an invoice before an order has shipped.

- 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 Rithum Needs Invoicing queue and for providing invoice resolutions in a timely manner.

- Vendors are expected to use the accounting tools available in the Rithum 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 Rithum for submission to our accounting system. An invoice that is left in error status is the same as RONA never receiving the invoice.

For any questions, please refer to KEY CONTACTS to obtain information regarding invoicing and payment.

L) 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 Dropship Vendors, we evaluate the Vendor's performance based on the following   two (2) performance metrics below.

1. Global Performance

i. ON-TIME SHIPMENTS

To ensure RONA that meets customer delivery expectations:

- All orders submitted in Rithum 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 Rithum application within two (2) business days (sixteen [16] business hours).

- Total time between when RONA submits an order in Rithum and when the order is shipped must not to exceed two (2) business days (weekends and Canadian statutory holidays are excluded in the calculation of business days).

ii. 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 Rithum.

  - 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 Rithum each week.

- Transmission of inventory updates (incremental inventory) occurring within the week areto be provided to Rithum at least once a day via OrderStream.

- All cancellations are to be made in Rithum 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 Rithum 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 RONA Inc. websites, cancellation fines up to 2% of all purchases in the period in which the completed delivery rate falls below 98.5%, or termination of the Vendor agreement.

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

M) OBLIGATIONS OF VENDORS

1. Product Compliance

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

2. Product Identification

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

<div align="center">

GS1 Canada

885 Don Mills Rd, Don Mills, Ontario, M3C 1V9 (416) 510-8024

www.gs1ca.org

</div>

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 Québecois de la langue française. For more information on laws and regulations in effect in Canada and the Province of Québec, Vendors may visit:

- (1) Consumer Packaging and Labelling Regulations

- (2) Charter of the French language

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

3. 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)

4. RONA Inc. Eco-Fee Policy

RONA is committed to complying with legislation on extended producer responsibility[1] and to stewardship program management[2] in Canada, also called Blue Box Programs (PPP) and Environmental Handling Fee/Eco-fee Programs[3] respectively. In accordance with provincial legislation, these programs request that brand owners and producers bringing new products into the Canadian market are legally responsible for eco-fee remittance and reporting to stewardship programs. Because this responsibility is shared between RONA and each of its vendors, this policy aims to clearly define the responsibilities of each party.

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[1] Extended producer responsibility (EPR) is a policy approach in which a producer's responsibility, physical and/or financial, for a product is extended to the post-consumer stage of a product's life cycle. EPR shifts responsibility upstream in the product life cycle to the producer (i.e. brand owners, first importers or manufacturers) and away from municipalities and general taxpayers.

[2] A stewardship program requires manufacturers of certain consumer products to take financial and environmental responsibility for the end of life management of those products. End of life management refers to the collection and recycling of the materials from consumers.

[3] Eco-fees, or environmental handling fees (EHF), are used to finance the recovery and recycling of regulated products at the end of their life cycle.

According to the trade agreement signed with RONA and the "*Dropship Operational Guide – RONA",* The Vendor must respect the policy in its entirety and follow all its guidelines:

i.   PRODUCTS SOLD THROUGHOUT THE RONA STORES NETWORK (RONA/RONA+/Réno-Dépôt/DICK'S LUMBER)

- If the Vendor has a place of business in the province where a stewardship program exists, **or** if the Vendor is deemed to be a resident brand holder in accordance with the program's rules and its products are covered by the stewardship program or if the Vendor is registered for such program on a voluntary basis, the Vendor must report and pay the eco-fees for all products of the Vendor's brands sold throughout RONA's network.

- If the Vendor does not have a place of business in the province having a stewardship program and **is not deemed to be a resident brand holder in accordance with the program's rules**, **if** its products are covered by the stewardship program and the Vendor is not registered for such program on a voluntary basis, RONA is obligated to report and pay the ecofees related to the Vendor -branded products sold throughout the RONA stores network. In addition to the above, the Vendor will not include any amounts related to stewardship programs in the price of the affected products it sells to RONA.

  - The Vendor authorizes RONA to reclaim the paid fees back from the Vendor and the Vendor 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 Vendor's brands sold in the RONA network and (ii) the administration fees established at the discretion of RONA.

- **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).

List of current RONA's private brands:

Landon & Co	Celebrations by Landon & Co
RONA	Valu+

List of the programs for which RONA is registered:

AB – ABCRC – Beverage containers	NL – UOMA – Oil
AB – ARMA – Electronics	NL – MMSB – Tires
AB – ARMA – Paint	NL – MMSB – Beverage Containers
AB – ARMA – Oil	NS – Divert NS – Beverage Containers
AB – ARMA – Tires	NS – EPRA – Electronics
AB – ARMA – HSP	NS – PCA – Paint
AB – C2R – Batteries	NS – Divert NS – Tires
AB – PCA – HSP	NS – UOMA – Oil
AB – ARMA – Packaging	NS – C2R – Batteries

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

List of programs for which,

- If the Vendor has a place of business in the province, or owns its own brand and/or is registered on a voluntary basis, in accordance with the rules of certain provinces, the Vendor must declare and pay ecofees for all products sold throughout the RONA network;

- If the Vendor is considered a brand owner and resident in Canada, in accordance with the rules of certain provinces, the Vendor must declare and pay ecofees for all products sold throughout the RONA network.

The list below may be subject to change as provincial regulations evolve. Therefore, all Vendors must comply with the regulations of each Canadian province.

AB – ARMA – Packaging	NS – Circular Materials – Packaging
AB – Circular Materials – Packaging	ON – RPRA – Batteries/HSP/ITT-AV/Lighting/ Tires/ Packaging
AB – ARMA - HSP	ON – Circular Materials – Packaging

BC – Circular Materials (RecycleBC) - Packaging	QC – Eco Entreprise Quebec (EEQ) – Packaging
MB – Circular Materials (MMSM) – Packaging	SK – Circular Materials (MMSW) – Packaging
NB – Circular Materials – Packaging	

ii.   PRODUCTS SOLD ONLINE ONLY – DROPSHIP

- In the province where Online Only products are sold and where a stewardship program exists, the Vendor acknowledges that it will remit any amounts related to stewardship programs. In this case, the Vendor must report and remit the eco-fees for all products they supplied to RONA in the province where the Online Only products are sold. RONA is aware that the Vendor could include the amount of the applicable eco-fees in the cost price of the products.

- Should the Vendor neglect to report or pay ecofees for their products, RONA could be obligated to report and pay on their behalf, therefore:

  - The Vendor authorizes RONA to reclaim the paid fees back from the Vendor and the Vendor 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 Vendor's brands sold in the RONA network and (ii) the administration fees established at the discretion of RONA.

For more information, please contact ecofee@rona.ca.

KEY CONTACTS

Topic	Contact
Agreement ▪ General vendor account questions ▪ Agreements ▪ **General Support:** Documentation and support in French	Merchandising Team List
Product updates ▪ General Dropship program questions ▪ Cost changes ▪ Vendor performance ▪ Assortment/Product management & updates	Merchandising Team List
Onboarding vendors ▪ Translations ▪ QA review ▪ Product onboarding information, questions, and issues	**Products Onboarding Team:** PublicationWeb@rona.ca
Order fulfillment ▪ Order fulfillment and questions ▪ Carrier inquiries ▪ Inventory ▪ Lead time change requests ▪ Warehouse changes/closures	**Dropship Operations Team:** fulfillment@rona.ca
Fraudulent Orders	fraud.web@rona.ca
Information/Customer Service	Online.Traces@rona.ca
Rithum: Questions or technical issues with Rithum	**During onboarding:** Advanced Catalog**:** dscopartnersetup@Rithum.com OrderStream: partnersetup@Rithum.com Phone #: 518-810-0700 **Once Live**: Advanced Catalog: support@dsco.io OrderStream: customersupport@Rithum.com Phone #: 1-844-HUB-HELP
FINANCIAL / ACCOUNT PAYABLE	
Payment, remittance (invoice)	apvendor@rona.ca
Allowance deduction	rabaisrebates@rona.ca
Returns	apvendor@rona.ca
Agreements	CanAgree@rona.ca