

Renovations / Conversions - Zero Tolerance

What: Establish a set of basic guidelines to be followed by the Merchandise Service Organization partners in every Ace Store Renovation and Conversion Project.

Why: Ace Retailers and New Investors are making significant capital expenditures into new business opportunities. The labor portion of a Renovation and Conversion project is the highest portion of the overall cost incurred by the retailer. It is the responsibility of the Ace Project Management Team and Merchandise Service Organization partners to ensure the retailers receive the highest quality project experience possible.

How:

- Organization – fixtures, POP and additional décor items will be neatly organized in selected area of store throughout the project starting on day 1.
- Keep the store shop-able, work neatly in every aisle, keep totes on one side of aisle and limit amounts of totes in any given aisle.
- Pre Punch Walk check list will be printed and used in all projects daily.
- All Merchandise Service Organization team members will arrive in uniform. Any MSO team member not in uniform will not be allowed to work in an Ace store. A team member is in uniform when the following criteria is met
 - A clean Merchandise Service Organization logo shirt without holes
 - A clean pair of pants/shorts without holes and to be worn securely around the waist
 - Close toe shoes without holes
- Daily clean up and organization. This will occur 15 minutes before lunch break, and 30 minutes before the end of each day. This includes removing all trash on the floor and organizing the end caps, tote and fixtures.
- Drinks and snacks on floor must be disposed of immediately. These are not to be left on shelves or end caps.
- Smoking is prohibited in front of the store and smoking is not allowed on Ace store property.
- Paint desk and Helpful Hub are to be wrapped in cardboard (sides and top) to avoid damage.
- Paint desk, Helpful Hub and cash register counters are not staging areas for product or trash, including drinks or snacks. These areas are to remain neat and clean at all times.
- All sections that have been worked on during the day will be reviewed by team lead to ensure progress is adequate and merchandising is acceptable.
- Sections will be completed 100% as team is working (as much as possible) do not leave price labeling for the last week.
- When moving existing product, price labels are to be moved and reinstalled
- Team lead to review all safety requirements and ensure compliance.
- Upon project completion, any remaining product, fixtures, POP and/or decor will be staged and organized in an area agreed upon by manager and PM. This will be reviewed on the final walk.
- If for any reason the lead of the project will NOT be in the project through to completion, this will be addressed prior to start of project with the Ace Merchandising Project Manager and the Ace Project Manager.
- All issues will be loaded to Ace Project Place as they occur. Issues status to be reviewed daily by the Ace Project Support Specialist.
- Daily Field Reports should be created nightly and distributed to project stakeholders (photos are not required).



TOTE MANAGEMENT

- All totes of discontinued or Not-On-Planogram product MUST be reviewed DAILY by the team lead and the store owner/ manager to ensure the store personnel are aware of what is contained in every tote.
- Each tote will be labeled with tape to state what is contained in each tote.
- Labels should be placed on front of totes and visible.
- Smaller items will be placed in a plastic bag along with the existing label. DO NOT place smaller items in totes without bagging them.
- If for any reason the owner / manager does not review totes daily with team lead it will be reported to the Ace Project Manager.
- All totes will be organized and separated accordingly in an agreed upon location daily and at the end of the project.
- Complete and return the Feedback Loop Materials provided by the Ace Hardware Corporate Store Planning Team in the pre-paid, self-addressed envelope to return ALL of the materials (marked up fixture plan, marked up merchandise plan, sharpie pens and instructions).

