

New Store - Zero Tolerance

What: Establish a set of basic guidelines to be followed by the Merchandising Service Organization partners in every New Store Ace Project.

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

How:

- Dry set of fixtures, Gladson, consolidated fixtures, desks, hub and all Décor completed by the end of week 1
- Organization – fixtures, POP, additional décor items will be neatly organized in selected area of store throughout the project starting on day 1.
- Bench mark check list will be printed and used in all projects daily.
- Pre Punch Walk check list will be printed and used in all projects daily.
- All MSO 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 MSO 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, totes 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 insure 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. Refer to above “dry set”
- 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 store manager and Ace Project Manager. 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. This should also be addressed on the pre-con call.
- 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).
- 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).