



# Innovation Center

## Policies & Procedures

July 2012

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# Innovation Center

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### THD Innovation Center

1355 Highlands Ridge Road  
Smyrna, GA 30082  
Main Line (770) 799-1750  
Fax (770) 799-1754

### Hours of Operation

**THD Associates** | Monday – Friday, 6:30AM to 6:30PM  
**Supplier Access** | Monday – Friday, 7:30AM to 5:30PM  
By Appointment  
**Receiving Hours** | Monday – Friday, 8:00AM to 5:00PM  
No Appointment Necessary



## Product Line Reviews (PLRs)

All Product Line Reviews (PLRs) and space reservations should be scheduled 30 days in advance to ensure your time in the facility can be accommodated. All labor in the IC is provided by MET. Submit labor requests to IC via email (30) days in advance of project need. Submit labor work schedule to IC via email (21) days in advance of arrival to arrange escort. The IC email address is [innovation\\_center@homedepot.com](mailto:innovation_center@homedepot.com).

## Space Reservations

- Complete reservations in [thdic.com](http://thdic.com) and confirm **PRIOR** to shipping merchandise to the Innovation Center (IC).
  - For access to the [thdic.com](http://thdic.com) system, visit [thdic.com](http://thdic.com) and complete the Create an Account link.
  - Once your account is validated you will be able to create your reservation request. Account validation typically happens the same business day.
- For MAP or Off-Shelf reservations, place requests through the MAP for QuickBase system.
  - Access is granted by the MAP/OSM team by sending an email to [map\\_team@homedepot.com](mailto:map_team@homedepot.com).
  - Once access is granted, you will receive an email from the MAP/OSM team with details on making reservations and shipping your items.
  - Shipping labels are different for MAP/OSM items and will be sent directly to the supplier once the reservation is approved.
- We will work to configure your space request as best as possible in the timeframe requested.
  - Space reservations are worked based on sensitivity and availability.
  - Secure work areas are available and must be requested by the merchant.

## Conference Rooms

- To reserve a conference room, send an email to [innovation\\_center@homedepot.com](mailto:innovation_center@homedepot.com).
  - The meeting organizer must be a THD Associate.
  - The email should contain the following: number of people that will be hosted in the space; if food will be provided; and who the catering source will be for the food.
  - Once your email is received, you will be emailed a confirmation of your request and room assignment. Please make requests with as much advance notice as possible.
- Once your reservation is confirmed, the meeting organizer must provide a list of the attendees and their company (including THD Associates). The security team will grant access and direct the meeting attendees to the designated location.
- The meeting organizer is responsible for table and space configurations and must ensure the space is clean and returned to its proper configuration at the end of the meeting. If the meeting space is not cleaned – the meeting organizer will be contacted to return to the IC to clean the space.
- Product is NOT permitted in the conference rooms – it must be reviewed in the warehouse.
- Meetings are to be scheduled during regular IC business hours.
- All meeting space includes projection equipment, dry erase boards and markers.



### Supplier Fees

- ALL THD suppliers will be charged \$300 per bay, per week .
  - There is a 5 business day minimum for the use of the space.
  - Additional days after the initial 5 business day minimum will be prorated at \$60 per day, per week.
  - Configured space will be quoted at a comparable rate based on the footprint of the space needed.
- All charges due to THD will be taken as credits through Accounts Receivable.
  - Please notify your accounting department of your use of the space at the IC so they are aware of the charges and will not attempt a charge back.
- All suppliers that do not have a current vendor number must bring a check or money order made out to The Home Depot for the full amount of space requested at the time of set up.
- Cardboard boxes are available at the IC for supplier use. The boxes are \$3 each and will be billed to the supplier with your monthly invoicing.
- All customers of the IC are responsible for ensuring their work area is properly maintained. If you fail to maintain your work areas, you will be contacted by the IC staff to return and address the issues. Additional fees WILL be assessed if the IC staff must clean up after suppliers or visitors (i.e. trash, cardboard, sweeping).
- All labor related to construction and deconstruction of your set in the IC will be conducted by onsite MET labor. This service is at no additional cost to our customers. Fees will be assessed for the installation of additional fixtures above and beyond beams and decking.
  - To schedule your time slot with MET send an email to [innovation\\_center@homedepot.com](mailto:innovation_center@homedepot.com). Include your current reservation information and desired time.
  - Once your email is received, you will be sent a response within 24 business hours with your designated time for set up.



### Facility Access

- Merchants must approve entry for ALL visitors by sending an email to [innovation\\_center@homedepot.com](mailto:innovation_center@homedepot.com). The email needs to include:
  - Name of visitor(s) and company they represent.
  - Set they will be working on with the reservation number.
  - Date(s) they will need access to the facility.
  - Please DO NOT send your communication directly to the security desk email.
- Upon arrival at the IC, all visitors must register with security at the front desk.
  - Visitors will receive a visitor badge prior to entering the facility. Visitor Badges must be visible on your person at all times.
  - All visitors (non-THD Associates) will be escorted in the warehouse by a member of MET labor to their designated space. Visitors are not permitted unsupervised access in the warehouse area.
  - No 3<sup>rd</sup>-party labor teams or independently contracted labor will be allowed in the IC. All labor will be provided by MET and will need to be scheduled prior to accessing the warehouse.
    - Submit labor requests to IC via email (30) days in advance of project need.
    - Submit labor work schedule to IC via email (21) days in advance of arrival to arrange escort.
    - The IC email address is [innovation\\_center@homedepot.com](mailto:innovation_center@homedepot.com).
- Once you are registered at the security desk, your MET Associate will escort you and ensure you are properly checked in for your reservation.
- Parking is available on-site but is limited.
  - Please carpool when possible .
  - Check with the security desk for overflow parking locations . Overflow parking is available behind IBM and in the Johnny's Pizza parking lots. Sidewalks are accessible from both overflow parking lots.
  - DO NOT PARK ON THE GRASS. Parking in unauthorized areas will subject your vehicle to being towed.



## Set Up

- Location(s) will be assigned at the time of check-in with the IC staff.
  - Set up is not permitted after 4PM.
- The reservation owner is responsible for checking out all freight and/or product from receiving and moving it to the designated reservation area.
- Suppliers are to required to provide their own materials (outside the standard THD fixtures) to build their sets.
  - The IC does not supply peg board, slat wall, display lumber, etc.
  - The IC has basic tools on site. It is not guaranteed that a particular tool you may need will be available. Please plan ahead and bring your own tools if you feel you need a special tool or size to accommodate your set.

## Break Down

- Upon completion of your project at the IC, the supplier has the option of removing or donating their product. THD will dispose of any product that is not removed from the building.
  - MET labor will work with project owner to deconstruct the set.
  - Many suppliers find it is NOT cost effective to return their product to their facilities. THD will assist you with a disposition of your donated product.
  - Suppliers who donate their product are still responsible for the deconstruction of their set.
- If you are participating in a PLR, the merchant will notify you when the review is complete. Any product not selected needs to be removed or donated at the suppliers discretion.
  - If you have not heard from the merchant by the end of the scheduled reservation, it is your responsibility to contact the merchant for an update.
- MET will partner with the supplier to palletize or package product for shipping. It is the supplier's responsibility to ensure the shipment is prepared prior to contacting the freight carrier of the suppliers choosing. A completed Bill of Lading or a PREPAID shipping label must be affixed to the shipment prior to contacting the carrier for pickup.



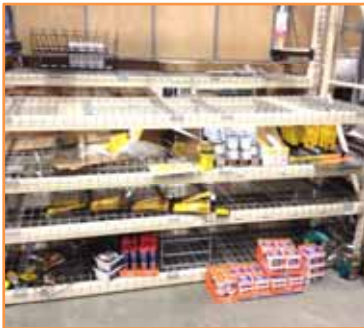
### Clean Up

- Clean up must begin at 4:30 PM and must be completed by 5:30 PM.
  - Suppliers are responsible for picking up all trash and sweeping their work area, disposing of cardboard in the baler and trash in compactor prior to checkout.



**DO NOT leave trash or tools in or around your designated bay.**

- Any product left in an area other than the assigned bays – this includes the aisle, in the area in front of the bays or in shopping carts – after 5:30PM will be disposed of UNLESS a Vendor Hold Tag is clearly visible. Vender HOLD tags can be obtained from the IC staff.



**DO NOT store boxes, extra fixtures, junk or other stuff in adjacent bays or in aisles.**

### Storage

- Limited storage is available.
  - Do not use any additional bays for storage , ONLY use the bays assigned to your reservation. If additional space is needed see the IC staff for assistance. If additional space is used, it is considered billable space and the suppliers invoice will reflect the use of space accordingly.
- All items for storage in the overhead must be on pallets and shrink wrapped according to THD standards.
  - If you are not sure what these standards are, please partner with MET for assistance.
  - Pallets not properly banded or shrink wrapped for storage in the overhead will be donated.



### Shipping Address

Freight is accepted Monday - Friday from 8:00AM to 5:00PM

The Home Depot Innovation Center  
[Name & Date of Product Line Review]  
1355 Highlands Ridge Road  
Smyrna, GA 30082

### Identification of Shipped Items

All inbound freight MUST have an 8.5"x11" label affixed to all boxes, crates and pallets with the following information:

- Reservation Number
- Name of Set
- Date of Set
- Primary Contact for Set

<p><b>Reservation #: 000</b></p> <p><b>[Name of Set]</b></p> <p><b>Set Date: 01/01/2012</b></p> <p><b>Attn: Homer D. Poe</b></p>
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### Shipping Guidelines

- Palletize and shrink wrap product when possible. Multiple loose boxes can be difficult to locate.
- Only ship product requested by the merchant or project owner.
- All shipments must be prepaid.
  - THD will not accept any COD's or pay any brokerage fees. All brokerage fees are the responsibility of the supplier.
  - International shipments should be sent DDP – Deliver Duty Paid. This will help avoid additional invoicing to your company and refusal of your inbound shipment. DDP invoices will be the responsibility of the shipper not THD.





### General

- All visitors must wear closed-toe shoes. Visitors without proper footwear will not be permitted into the warehouse.
- All visitors must sign in at the security desk.
  - THD Associates may access the facility with their security badge. THD Associates who are regular users of the IC may contact the IC Manager to activate their badges. While in the facility, THD Associates should visually display their security badge at all times.
  - Visitors without active badge access will be issued a name tag to be worn at all times in the facility. Name tags are issued daily and expire daily. Vendor badges issued by the SSC are not valid at the IC.
  - Suppliers require a copy of the reservation number and printed reservation verification from the merchant to check in with security.
- No cell phones, cameras, laptops, tablet PCs or recording devices are permitted in the IC warehouse.
  - Lockers are provided free of charge to store all items not permitted in the warehouse.
  - If you need a photo taken, please see the IC staff and they will assist you.
- PLEASE DO NOT SMOKE NEAR ENTRANCES AND PROPERLY DISPOSE OF CIGARETTE BUTTS. There are two designated smoking areas at the IC:
  - North front corner of the building.
  - Near receiving, just outside the fence line near patio area. Smoking is not permitted within the patio area – it is a common area and THD is a smoke-free workplace.
- Do not deliver product through the front lobby.
  - Carts are not permitted in the front office area.
  - Please unload/load your product and tools via the receiving area.

### Damage to Property

- Suppliers are liable for any damage caused to building floors, walls, columns, racking and doors.
  - No paint, lacquer, adhesive or other coating may be applied to floors, columns, racking or walls.
  - Paint may not be applied to the fixtures or sets inside the building. All painting must be done outside in the parking lot.

### Facility Services

- Phone, fax, and wireless internet access is available in the Business Center, free of charge.
- Beverages and snacks are available in the break room.
  - NO FOOD OR BEVERAGES ARE PERMITTED IN THE WAREHOUSE.



### General Safety

- Immediately report any unsafe behaviors, conditions or equipment to the IC staff.
- Immediately report any incidents or accidents involving injury or property damage to the IC staff.
- Electrical outlets are provided in the overheads.
  - All extension cords or power strips must be in good working condition and provided by the supplier creating the set.
- No storage behind or around racking is permitted.
- No alcoholic beverages or illegal/controlled substances are permitted.
- No speeding (over 5mph) or reckless use of vehicles is allowed.
- Materials that have a MDSS (Material Data Safety Sheet) commonly referred to as “Hazardous Materials” are permitted in the facility. However,
  - All materials should be properly labeled for transportation and easy identification of the contents when it arrives at the IC.
  - Clean up or containment of any hazmat spill or waste will be charged to the supplier, regardless of how or who caused the incident.
  - If the hazmat product is going to be shipped back to the supplier from the IC, the supplier (shipper) must provide new labels and hazmat shipping documentation for the outbound carrier. The supplier will be the person of record who signs all outbound shipping documents.
  - THD (nor any representative of THD) will not prepare shipments or sign shipping documents for outbound transit of hazmat items from the IC.
  - It is preferred that a supplier provide EMPTY containers for any items considered combustible or flammable .
  - Hazardous material shipments may be refused or donated at the discretion of THD.

### The Home Depot Safety and Loss Prevention Standards

THD is committed to creating safe shopping and working conditions. Our commitment to safety is based on the belief that “no accident is acceptable.” The following is a general overview of the Home Depot Safety and Loss Prevention standards and is not intended to be all-inclusive.

- As a supplier to The Home Depot, you and your designated representatives are expected to fully understand and comply with all SBA provisions including the Vendor Safety Standards as well as any other applicable rule or regulation including but not limited to environmental and safety regulations.

It is essential you understand your obligations before conducting operations at The Home Depot. Disregard of any requirements set forth or any applicable federal, state or local environmental, safety or health regulations can result in removal from THD property, the inability to continue doing business with THD, and/or any other remedy available to THD under applicable law, supplier Buying Agreement or other agreement.



### The Home Depot Safety and Loss Prevention Standards (continued)

- ❑ THD is committed to complying with all applicable federal, state and local ordinances, which include, but are not limited to, OSHA, DOT, EPA, NFPA, NEC, and ADA regulations. As a supplier of THD, you are similarly expected to comply with all environmental, safety and health regulations.
- ❑ Reps are not permitted to operate THD powered lift equipment, including forklifts, order pickers, reach trucks and electric pallet jacks.
- ❑ THD ladders may be used if the following safety standards are followed:
  - Lock step brake engaged at all times on rolling ladders; may not be moved when occupied.
  - Handrails are held when ascending/descending ladders.
  - No standing on or leaning outside of ladder rails.
  - No throwing or dropping of merchandise from ladders.
  - No placement of merchandise or trash on the steps, platforms or handrail.
  - Ensure no one is standing below ladder when stocking/retrieving merchandise.
  - Only stepladders or platform ladders (fiberglass) may be used in the Light/Fan Cloud. No step stools are permitted.
- ❑ No climbing on racking is permitted.
- ❑ Personal protective equipment (goggles or gloves) must be worn when handling power equipment, sharp objects and while using THD saws. All safety devices and guards must be used and safe operating instructions followed.
- ❑ All entrance/exit paths and aisles must remain free of debris to deter trips and falls.
- ❑ Fire safety regulations must be followed, including maintaining clear access to fire exits and fire extinguishers, keeping racking flue spaces clear, avoiding use of pegboard, side-by-side stickers or other solid decking materials and maintaining a minimum of 18" clearance below sprinklers.
- ❑ No flammable, corrosive or products considered to be hazardous by 3E standards are permitted inside the IC. All Containers for display must be shipped empty or the shipment will be refused.
- ❑ Hazardous waste generated as a result of building sets must be properly managed. Please see a member of the IC staff for Immediate assistance with disposal.
- ❑ First Aid kits and eye wash stations are in receiving. Additional eyewash stations are located near the saws and near cage 3.
- ❑ National Racking Standards (NRS) must be followed at all times, including:
  - All front beams must be secured to uprights with operable safety clips or locking pins and grade 5 bolts. Grade 5 bolts are required on both front and rear shelf level beams that hold extra heavy product categories (tile, flooring, roofing, brick/block/pavers/stone, sheetrock mud, garden bagged goods, salt pellets, concrete and 4'x8' sheet goods).
  - All bays must have a minimum of two shelf levels that are spaced at least 24" apart. If the distance between shelf level beams is more than 36", the lower of the two shelf levels must have 5" high beams or greater. Refer to the current NRS release for a list of exceptions.



### The Home Depot Safety and Loss Prevention Standards (continued)

- National Racking Installation Standards (continued):
  - Do not cut, remove or modify racking components (i.e. beams, uprights, safety restraints).
  - If the lowest shelf level is higher than 52" a.f.f., then a rear beam is required at approximately 18" a.f.f.
  - Absolutely no drilling or screwing into cross-braces.
  - Secure displays to racking, using washers with bolts and nuts or self-tapping metal screws with washers.
  - Up to ¼" diameter holes may be drilled into each face of an upright provided the holes are spaced at least 3" apart vertically—no holes side-by-side.
  - Up to ¼" diameter holes may be drilled into the front and rear surfaces of beams provided the holes are spaced at least 3" apart horizontally—do not drill holes above and below each other. Do not drills holes on the top or bottom surfaces of beams. Refer to the current NRS release for a full set of rules.
  - Do not drill holes on the sides of the uprights. Each upright can have: horizontal holes up to ¼" in diameter and vertical holes no closer than 3" apart may be drilled into uprights.
  - Do not drill holes on the top or bottom surfaces of beams. Vertical holes up to ¼" in diameter on the front or back and horizontal holes no closer than 3" apart may be drilled into beams.
- All vender pallets must meet the following minimum standards are detailed in THD's Shipping Platform Standards:
  - All pallets built on-site must be stable, no taller than 48" and comply with stretch wrap standards below.
  - Pallet design/construction: flush, partial 4-way entry, non-reversible; all wood construction – no broken or seriously cracked boards.
  - Total pallet weight including pallet must not exceed 3500 lbs. Product must not overhang pallet by more than 1" on any of 4 sides.
  - Pallet must meet size requirements: 20"x23" quarter pallet; 40"x32"; 48"x40"; 72"x40" or 96"x40"
  - Maximum 1 ½" spacing between deck boards. Minimum 5/8" (actual) thick deck and bottom boards - none missing.
  - All stringers to be solid, unbroken – no double stringers or patches for repair.
  - No protruding nails – all boards attached with minimum of 2 screw type nails, staggered.
  - Stretch wrap – All vendor stretch wrap products must meet the following minimum standards:
    - All palletized products must be stretch wrapped and/or banded to the pallet in such a way to ensure adequate load containment during the shipping and handling process.
    - All stretch wrap on pallets being shipped to/from the IC must be 75 gauge at a minimum – in addition, if pallets are exposed to weather, stretch wrap must have UVI protection.
    - Stretch wrap must be applied with three full turns at the base of the load and midway down the pallet, covering all 4 corners of the pallet.
    - The film must be applied with a 50% overlap up to the height of the load and include three full wraps at the top.



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**The Home Depot Safety and Loss Prevention Standards (continued)**

- Merchandising Safety Standards must be followed at all times, including:
  - Never cut or remove stretch wrap from palletized merchandise while it is in the overhead.
  - Do not hand-stack merchandise higher than 4 Feet in overheads. Merchandise must be stable with no open or crushed boxes.
  - No can-on-can stacking. Keep product in cases or insert cardboard between layers. Exception: 2 ½ - 5 gallon cans/buckets can be stacked 2 high in intermediate overhead if cases are intact.
  - Case-cut merchandise stored over 8 feet above the floor must be palletized and stretch wrapped. Exception: 1 gallon cans/buckets can be stacked 2 high in intermediate overhead if cases are intact.
  - Use 3" toe beams (if elevated) and safety beams, safety cables or spring-loaded restraints to secure vertically stacked merchandise (i.e. pipe), front facing merchandise (i.e. windows, doors, ladders) and wheeled merchandise (i.e. lawnmowers, grills).
  - Secure displays of top-heavy merchandise to prevent tipping (i.e. pedestal sinks, vanities, cabinets, drill presses, or lampposts).