



# SERVICE PROVIDER CODE OF CONDUCT



## GENERAL CONDUCT REQUIREMENTS FOR DRIVERS/VENDORS:

1. **DRESS CODE:** Vendor representatives are asked to wear name badges with company logo/name, be dressed in professional attire and portray a neat, clean appearance (no torn, frayed jeans, tank tops, open-toe shoes or sandals).
2. **CONDUCT IN STORES:** Albertsons Companies goal is to make every day a better day for everyone. To that end, we expect vendor representatives will conduct themselves in a professional and businesslike manner in all areas of our stores (backrooms and sales floor). Treat associates and customers with courtesy, dignity and respect – like you would like to be treated. Discriminating against or harassment of anyone because of their gender, race, sexual orientation, physical abilities, or any other reason is strictly prohibited.
3. **ELECTRONIC USE:** The use of cell phones or other personal electronic devices (iPods, mp3 players, headphones, etc.) are prohibited from the sales floor, unless business critical.
4. **CUSTOMER SERVICE:** We are committed to treating others with Courtesy, Dignity and Respect and ask that our vendor partners do the same. Greet everyone with a smile. If a customer asks for help, do your best to find an Albertsons Companies associate who can answer questions if you are unable to assist the customer.
5. **GUESTS:** Friends and family members who are not paid associates are prohibited from working alongside vendors partners when servicing our stores.
6. **INVENTORY CONTROL CLERK (ICC) OFFICE/EQUIPMENT:** Access to ICC office, desk, back door receiving (BDR) equipment, except the direct exchange (DEX) port is prohibited.
7. **SAFETY:** Albertsons considers everyone's safety a priority, therefore care should be taken to avoid accidents. Stepping or climbing on product, cartons, cases, shelving, displays or racks is prohibited. The use of a power jack on the sales floor is prohibited. Unattended equipment should not be left on the sales floor. All equipment must be returned to its designated location in the backroom. There may be addition rules that are store specific.

## DELIVERY REQUIREMENTS:

1. **CHECK-IN and CHECK-OUT:** All Vendor representatives (drivers, merchandisers, sales personnel, etc.) are to report to the Receiver/ICC or Person in Charge (PIC) upon arrival at store to check-in prior to performing any Vendor activities in store. Vendor representatives (drivers, merchandisers, sales personnel) are also required to check-out with Receiver/ICC or Person in Charge (PIC) prior to departure to confirm that all Vendor functions have been completed as required (e.g., out of code, damages, credit issuance, product rotation, back stock rotation, etc.)
2. **DELIVERY TIMES:** Deliveries must be completed during store posted receiving hours unless alternate delivery times have been pre-approved by Corporate and the division DSD Manager (e.g. Scan Based Trading Vendors).
3. **DELIVERY LOCATION:** Deliveries must be processed through the back door receiving area before being merchandised.
4. **RECEIVING PRIORITIES:** \*The ICC will receive deliveries in the order of priority listed below:
  - a. Albertsons Companies Trucks
  - b. Pre-scheduled Vendors

- ***\*GO TO THE HEAD OF THE CLASS: Large-volume vendors are strongly encouraged to schedule delivery slotting times with ICC Clerks for priority receiving during designated time slots.***

c. DEX/NEX Vendors

d. Other Vendors

5. **DELIVERIES MUST BE MADE TO THE INVENTORY CONTROL CLERK (ICC):** If the ICC is unavailable, drivers should contact the store's Person in Charge (PIC) for instructions.
  6. **DELIVERY STAGING:** Deliveries must be placed in the designated receiving area. All delivered products must be staged in the designated receiving area & staged according to invoice order for accurate & efficient receiving by ICC.
  7. **INVOICE OR PACKING SLIP:** Deliveries must be accompanied by a paper invoice or packing slip. The packing slip must contain all information required on a paper invoice to be substituted.
  8. **AUTHORIZATION AND UPC CODE:** All products/items delivered must be authorized and have a SCANNABLE UPC for receiving except for items with a locally assigned code (LAC). Exceptions are to have prior approval by Albertsons Companies & division DSD team.
  9. **CREDITS FIRST:** Credits will be processed prior to receiving new invoices. No product may be removed or destroyed BEFORE a credit has been issued and closed using the credit process approved for each vendor. All credits must be on a separate invoice from deliveries.
    - a. Any exception to this policy must be made in writing at a national level.
10. **VENDORS ARE RESPONSIBLE FOR ALL LOADING/UPLOADING OF DELIVERED OR CREDIT PRODUCT**

## INVENTORY MANAGEMENT

1. **ORDER AUTHORIZATION:** Order authorization and quantities must be reviewed/approved by department manager, store director, assistant store director or ICC prior to order submission.
2. **BACK STOCK:** Back stock product must be limited to pre-approved rolling stock carts.
3. **PALLET BACK STOCK:** Palletted back stock is limited to pre-approved vendors and locations.
4. **CLEANLINESS:** Albertsons Companies prides itself on running clean stores. Therefore, we ask that vendor representatives maintain a neat and clean back stock area and minimize activity that would impact the customer shopping experience or Albertson Companies operations. Packaging materials should be promptly and properly discarded.
5. **UNSALEABLE MERCHANDISE:** Damaged or out-of-code (expired) product cannot be mingled with or near back stock. Items should be written up for credit and removed from the store immediately.
6. **PRODUCT SWAPS:** Product swaps are not permitted, except where a designated process exists.