Course 4: The Home Depot Program

Course Overview
- Description

Partnership
- THD Canada & Mosaic
- Program Goals
- Key Performance Indicators
- Mosaic/THD CR Team

The Home Depot Canada
- Company Overview
- THD Store Contacts
- THD Consolidated Reset Key Contacts
- Product Assortment
- Reset Cycle
- Reset Window
- Activity By Night

Reset Specialist’s Role
- Your Role
- Building Relationships
- Staying Informed
- Execution Schedule
- Performance Issues

Tools for the Job
- Overview
- Uniform and Appearance
- Reset Information Tools
- Reset Kit
- Call Report

A Day in the Life
- Introduction
- Pre-Visit Preparation
- Reset Information Tools
- In-store Activities
- Home Depot Systems
- Merchandise Exit Strategy
- Service Level Guidelines
- Wrap up Visit Activities

Summary
- Learning Summary
The Home Depot Program > Overview > Description

Description

Course Title: The Home Depot Canada CR Program

Description: This training course provides you with basic information about the Consolidated Reset Program, a partnership between Mosaic and The Home Depot Canada.

Knowing the big picture of the program allows you to understand the tasks we perform and the goals we achieve with each visit.

Category: Required Course

Time: 45 min.

Quiz: Yes

By the end of this course you will be able to:

- Explain Home Depot & Mosaic partnership goals
- Explain your role on the CR Team
- Describe basic expectations and tools for the CR visit
The Home Depot Canada & Mosaic

Mosaic is honored that The Home Depot (THD) has selected us as their partner for The Home Depot Canada Consolidated Resets (CR) program to provide flawless execution of basic merchandising services for various brands, products and categories.

What is a Consolidated Reset?
Consolidated Resets (CR) is Home Depot’s process for executing merchandise resets for new and existing product in stores.

CR Resets occur in Home Depot stores after store hours so that displays can be dismantled and new merchandising initiatives and displays, which carry new product, can be completed without disturbing the normal function of the store.

The Reset process ensures that the merchandise displays and products in THD stores are consistently updated and kept fresh and new looking throughout the year.

Home Depot CR Objectives
- Speed to market with product line changes
- Do it Right Once!
- Quality control of resets
- Consistency across stores
- Improve the shopping experience for customers
- Improve productivity for stores
Program Goals

The success of this program relies on you, the Reset Specialist, to have the knowledge and execution skills to carry out the Home Depot merchandising initiatives. You are the foundational part of the CR Team and play an integral part in helping Mosaic execute flawlessly for THD.

Mosaic’s goal is to perform efficient merchandise resets that will enhance the customer’s experience and allow the Home Depot store associates to focus on the customer service needs for their stores.

Our goal is to be the merchandising execution expert in The Home Depot retail environment. We want to ensure The Home Depot is known by their customers for having a clean, well-organized store that offers customers the latest and best in home improvement products.

The Home Depot is also committed to providing top-notch customer service and ease of shopping for their consumers. By completing the merchandise reset initiatives at night, Mosaic ensures that the Home Depot store is set and ready for the associates to offer great customer service the minute the store is open for business the next day.

The following are more specifically the program goals:

- Execute flawless merchandise resets that support The Home Depot’s merchandise initiatives.
- Build relationships with The Home Depot store teams that will result in an efficient smooth reset execution.
- Provide accurate reporting to THD during all phases of the reset process.
- Ensure “Grand Opening Readiness” each day in each store during all reset execution windows.
The Home Depot Program > Partnership > Key Performance Indicators

Key Performance Indicators

To ensure we meet and exceed the program goals, we have established the following measurements or Key Performance Indicators (KPIs) to ensure our success:

- **Pre-walk Compliance** 99%
- **Execution Compliance** 100%
- **Customer Satisfaction** 97%
- **Training and Efficiency** 100%
- **People Retention** 75%

While these metrics are goals for the overall CR Program, as a Reset Specialist you play an important role in supporting the overall program success in all but one of the metrics:

- **Pre-walk Compliance 99%**
  - The Pre-walk is completed by the Consolidated Reset Execution Manager (CREM) before the Reset, and is measured by Bill of Materials (BOM) Accuracy, Planogram (POG) Accuracy and Layout Deficiencies.

Review each of the performance metrics below to determine where you can challenge yourself to meet the levels set by THD and your management team.

- **Execution Compliance 100%**
  - “Length of Time to Green Status” is measured by the % of reset completion within the number of days set for the window.
  - “Exit Strategy Compliance” is the % accuracy in preparing SKUs for RTV, and Clearance.
  - Accuracy of nightly reports submitted.

- **Customer Satisfaction 97%**
  - “Voice of Associate” is measured by a scorecard completed by THD store associates. Measurements include: on-time completion, cleanliness / storage of materials, and overall satisfaction.

- **Training and Efficiency 100%**
  - Actual hours versus forecasted hours by week and completion of the Reset Installation Guide.

- **People Retention 75%**
  - Turnover management and retention.
The Mosaic/THD Consolidated Reset Team

Mosaic has created a dedicated field execution team for The Home Depot (THD) Consolidated Resets (CR). You, the Reset Specialist, play the most important role, the foundation of our planned success!

You will learn about your role in detail in a moment, but for now it is important for you to realize that Mosaic and the Home Depot rely on your performance on every reset to make a positive impact.

By maintaining the highest quality execution standards, carried out with the utmost level of professionalism, we are assured the greatest potential for success. Success for The Home Depot Canada CR program translates into success for Mosaic as a whole.

Your Support Team

You are supported by a number of enthusiastic team members working to make this program a success.

- **Zone Execution Manager (ZEM)** – Responsible for managing the process and execution for the overall region. There are 2 regions, Zone 1 Canada West and Zone 2 Canada East.

- **Region Execution Manager (REM)** – Directly supervises the activities of the Consolidated Reset Execution Managers (CREMs) ensuring overall program performance and success. Aligned with the Home Depot Zone Execution Managers (ZEMs)

- **Consolidated Reset Execution Manager (CREM)** - Directly supervise the activities of Project Managers and their teams in a multi store territory aligned with Home Depot District Managers.

- **Project Manager (PM)** – Your direct supervisor responsible for day-to-day communication and performance management of Reset Specialists. Contact your PM for questions.

- **Operations Management** – Your Mosaic CR Operations team is located within the THD corporate office. At Mosaic's corporate office in Mississauga, there is a team of Management, Training, HR, IT, and Payroll professionals ready to support you.

The entire Mosaic team is prepared to support your efforts in the field and provide a meaningful experience for our Home Depot Canada Reset Specialists.
The Home Depot Company Overview

The Home Depot, the world's largest home improvement retailer, currently operates in 10 Canadian provinces, 49 U.S. States, Puerto Rico, and Mexico. The Home Depot employs over 27,000 people in Canada.

THD Customers
The Home Depot stores cater to do-it-yourselfers, as well as home improvement, construction and building maintenance professionals. Each store stocks approximately 40,000 to 50,000 different kinds of building materials, home improvement supplies and lawn and garden products.

THD Culture
The Home Depot's corporate culture believes in giving back to the communities it serves. Team Depot, an organized volunteer force, was developed in 1992 to allow associates to contribute to the communities where they live and work.

THD Stock and Finances
The Home Depot stock is publicly traded (NYSE:HD) and is included in the Standard & Poor's 500 Index and the Dow Jones 30 Industrial Index. For eight consecutive years, The Home Depot has been ranked by Fortune magazine as America's Most Admired Specialty Retailer.
THD Store Contacts

It’s helpful for you to understand the various store positions held by The Home Depot associates.

Although you may not interact with all of these associates during overnight resets, it is important you know and understand the different positions within a store.

- **District Manager** - Responsible for a designated number of regional stores and has decision making power for that district.
- **Store Manager** - Has ultimate decision-making power for the store.
- **Assistant Store Manager** - Has decision-making power when the Store Manager is not available and other authority as delegated by the Store Manager.
- **Receiving Manager** - Oversees product/inventory coming and going out of store. Can assist with locating shipments and stock.
- **MET** (Merchandising Execution Team) – This is the daytime merchandising team for THD.
The Home Depot Program > The Home Depot Canada > THD CR Key Contacts

THD Consolidated Reset Key Contacts

There are several key people you will work with while at the store during the overnight reset hours. Remember, interacting with any retail associate is a chance to build relationships and improve performance in that store.

• **CR Store Captain (CRC)** – The Consolidated Reset Captain supports Mosaic’s CR teams in the successful execution of merchandising resets.
  - Contact person for all THD communication for resets and also the main contact point for Mosaic’s Project Manager.
  - Accountable to THD for the execution of Merchandising Exit Strategy by Mosaic CR Crews.
  - Responsible for supporting Mosaic CR Crews in locating all Product, POP, and material required for merchandising execution resets.
  - The Consolidated Resets Captain (CRC) is THD in-store OWNER for all merchandising execution resets.

• **Forklift Operator** – Each night of the reset, the store is responsible for staffing a HD employee to run the forklift for the CR Crew. (Mosaic employees are not allowed to operate a forklift inside a HD store.) It is the PM’s responsibility to schedule with the CRC the approximate times during the reset they will need the assistance of a Forklift Operator.

• **Contractors (electricians)** – At times it is necessary for the Project Manager to contract an Electrician to attend a portion of the reset. Certain reset initiatives will require that the electrical be removed or added to complete the reset. To keep down costs, it is important crews work efficiently so that the contracted Electrician is not waiting on a portion of the reset to be complete.

• **Suppliers** – On occasion, the suppliers of the different products represented in an initiative may be present at a reset.

   It is important that we remain professional and courteous with all employees and customers we come in contact with during a reset.
The Home Depot Program > The Home Depot Canada > Product Assortment

Product Assortment

THD is proud to carry a wide variety of home improvement products. THD is not only shopped by residential customers wanting “do it yourself,” THD is also shopped by a variety of professional contractors. This chart shows the departments and product categories your team will encounter when conducting resets in THD.

<table>
<thead>
<tr>
<th>Dept. #</th>
<th>Department</th>
<th>Categories</th>
</tr>
</thead>
<tbody>
<tr>
<td>D21</td>
<td>Lumber</td>
<td>Dimensional Lumber</td>
</tr>
<tr>
<td>D22</td>
<td>Building Materials</td>
<td>Fencing, Roofing, Roofing Repair, Driveway Repair, Concrete</td>
</tr>
<tr>
<td>D23</td>
<td>Flooring</td>
<td>Carpet, Mats, Hardwood, Laminates, Tiles, Tiling Supplies, Grout, Organization</td>
</tr>
<tr>
<td>D24</td>
<td>Paint</td>
<td>Paint, Applicators, Tarps, Sandpaper</td>
</tr>
<tr>
<td>D25</td>
<td>Hardware</td>
<td>Compressors, Hand Tools, Work gloves, Power Tools and Accessories, Toolboxes, Safety</td>
</tr>
<tr>
<td>D26</td>
<td>Plumbing</td>
<td>Pipe, Plumbing Tools, Heat Registers</td>
</tr>
<tr>
<td>D27</td>
<td>Electrical</td>
<td>Lighting, Electrical Supplies, Extension Cords, Ceiling Fans, Lamps, Wire, Electrical Outlets, Switches, Light Bulbs</td>
</tr>
<tr>
<td>D28</td>
<td>Seasonal</td>
<td>Barbeques, Soil, Plants &amp; Pots, Furniture, Cleaning Supplies &amp; Chemicals</td>
</tr>
<tr>
<td>D29</td>
<td>Kitchen &amp; Bath</td>
<td>Appliances, Toilets, Kitchen &amp; Bath Sinks, Air Conditioners &amp; Fans, Bathroom Hardware, Kitchen Organization</td>
</tr>
<tr>
<td>D30</td>
<td>Millwork</td>
<td>Doors, Windows, Garage Door Openers, Moldings, Skylights</td>
</tr>
<tr>
<td>D59</td>
<td>Décor</td>
<td>Blinds, Wallpaper, Disney, Mirrors, Drapery Hardware</td>
</tr>
<tr>
<td>D70</td>
<td>Appliances</td>
<td>Dishwashers, Over the Ranges, Washing Machines, etc.</td>
</tr>
<tr>
<td>D78</td>
<td>Tool Rental</td>
<td>Many of the tools THD sells they also rent</td>
</tr>
</tbody>
</table>
Reset Cycle
All Home Depot Stores complete a CR every 8 weeks. There are several different steps that are completed leading up to each CR window. The diagram below shows each step of the Reset Cycle.

Survey
- This process is completed by THD. The survey data assists THD in planning the merchandising execution initiatives to occur in the next CR Execution Window.

Proof of Concept
- THD, Suppliers and Mosaic complete a reset on a specific merchandise initiative to determine the number of hours to plan for the reset execution.

Pre-walk
- Completed by the Consolidated Reset Execution Manager (CREM) approximately 3 – 4 weeks prior to the CR execution to determine the exact Bill of Materials and Store Layout for each Merchandise Initiative included in the CR Window.

Pilot Stores
- Two to four stores are selected to complete the CR execution before rolling out to all stores.

CR Execution
- Overnight Resets are executed by the Project Manager (PM) and Reset Specialist Crews. They occur in all stores over an 8 week window. Each store reset takes 3 – 4 days to complete.

Refresh Execution
- Smaller scope resets which occur in all stores during the last 4 weeks of an 8 week CR window. Refreshes are also completed by the Reset Crews, taking 1 -2 nights to complete.
The diagram below is a visual representation of how the Reset Windows occur every 8 weeks during the year and also how the Refresh Cycle occurs in the last 4 weeks of each Reset Window.

- This diagram is the actual CR Execution Window for 2012.

<table>
<thead>
<tr>
<th>Activity Type</th>
<th>JAN</th>
<th>FEB</th>
<th>MAR</th>
<th>APR</th>
<th>MAY</th>
<th>JUNE</th>
<th>JULY</th>
<th>AUG</th>
<th>SEPT</th>
<th>OCT</th>
<th>NOV</th>
<th>DEC</th>
<th>JAN</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Consolidated Resets</strong></td>
<td>CR6</td>
<td>CR1</td>
<td>CR2</td>
<td>CR3</td>
<td>CR4</td>
<td>CR5</td>
<td>CR6</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Consolidate Refresh</strong></td>
<td>RF6</td>
<td>RF1</td>
<td>RF2</td>
<td>RF3</td>
<td>RF4</td>
<td>RF5</td>
<td>RF6</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Reset Windows**
Activity By Night

Consolidated Resets are completed in each store over a 3 – 4 day window occurring between Monday – Thursday (Nights 1-4) during the week.

Different initiatives will be completed during each reset. For example, the image to the right shows 5 different initiatives that were completed during this reset (i.e. Building Hardware, Cutting Tools, Irrigation, Cleaning Refuse & Garbage Cans, Cleaning Bags & Sticks). During night one at the Ancaster location, you can see that all but one of the initiatives (Irrigation) were started on Night 1. Some initiatives can be completed in just one night, while others may be spread across several days.

As a Reset Specialist, your Project Manager will assign you to a different initiatives throughout the week based on your skill set.
Your Role

Now let’s talk about your role as a Reset Specialist and what you are expected to accomplish during an overnight reset visit.

The Home Depot and Mosaic have jointly determined the goals of the CR Program and rely on you to achieve flawless execution in the areas of reset compliance.

This section will give you a general overview of the tasks and responsibilities; you’ll learn more specific information in the module called “Merchandising Core Standards.”

Key responsibilities of a Reset Specialist:

- Work in collaboration with the designated on-site Project Manager to deliver on reset objectives with excellence.
- Responsible for special reset projects as assigned.
- Move shelves, rotate stock; display products and POG materials as appropriate per reset schematic.
- Install Point of Purchase (POP) signage and price labels.
- Unload and install merchandise.
- Set up departments and pricing per planograms.
- Detailed cleaning of gondolas, shelves, wood fixtures, and floor / ceiling tiles, etc.
- Work with store personnel to achieve and maintain merchandising excellence and build customer good will on reset projects.
Building Relationships

One of the most important roles of a Reset Specialist is building relationships. The strength of your relationships directly impacts the success of all the reset activities you perform.

Here are a few ways that you can build relationships on each visit:

- **Home Depot Store Captain** - Establishing a solid relationship with retail management is extremely important. Learn names, review why you’re there, state your accomplishments and solve problems. Be proactive by looking for ways to help. Ask questions and learn of ways to merchandise to improve execution.

- **Home Depot Associates** - It’s beneficial to meet and get to know all of the personnel. Learn names and make sure that they know your name. When communicating with any associate be sure to maintain good eye contact, smile and always exhibit a warm and friendly attitude. Share any challenges or successes you’ve experienced in their store and ask for their partnership toward continued success.

- **Your Mosaic Crew** – Building relationships with your fellow crew members is vitally important and teamwork will be the key to your success as a member of the CR program.
  
  - Have a positive, friendly attitude
  - Be open to learning new and faster methods from your crew members
  - Always share the responsibility, and help others succeed.
  - Learn each crew member’s strengths, skills and abilities. Remember no one is a hero if the entire team does not achieve the execution goals of the reset.
  - Be a team player. TEAM stands for “Together Everyone Accomplishes More” A crucial part of the CR Team’s success hinges on your ability to be a team player.

- **Your Project Manager** - Your PM is your leader in the field. You will be seeing this person at the resets as well as communicating by email and phone. Establish a friendly and professional relationship by promptly responding to email and calls.
Staying Informed

Reset Specialists will stay connected with their Project Manager and Crew Members in several ways.

**QRelay News and Information**

Reset Specialists will be required to login to QRelay News and Information (N&I) before each scheduled reset begins. Program tools and resources will be located on this site.

**E-mails**

Reset Specialists will receive e-mail communications from their Project Manager with information concerning the upcoming reset. Specialists should check their e-mail on a daily basis to stay connected.

**Conference Call**

Periodically the Project Manager will hold a conference call with the entire reset crew for training or for providing important information regarding an upcoming reset. Be sure to take the conference call in a quiet place to ensure your complete focus on the meeting.
### The Home Depot Program > Reset Specialist’s Role > Execution Schedule

**Execution Schedule**

Crew members will be provided with an Execution Schedule before the next CR Window begins. The Execution Schedule will be available two weeks before the window begins and will be posted on News and Information. The Execution Schedule shows the store location and dates of the next reset window. Ensure you are available and provide your manager with any changes to your availability.

### Communication is Key

Your ability to communicate promptly with your Project Manager is key to the success of the CR Reset program.

- Ensure you contact your PM immediately if you will not be able to make a scheduled shift. Each Reset has been strategically planned for the right amount of man hours to complete the initiatives on time.

- During a reset, if you encounter anything that would affect the efficiency or accuracy of an initiative being set on time to 100% POG Integrity, please speak with your PM immediately.

Having clear constant communication with the PM is necessary for the Reset Window to be completed accurately and on time.

<table>
<thead>
<tr>
<th>Store</th>
<th>Store Name</th>
<th>Week</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>7041</td>
<td>LANGLEY</td>
<td>1</td>
<td>4-Jul-11</td>
<td>7-Jul-11</td>
</tr>
<tr>
<td>7044</td>
<td>S SURREY</td>
<td>2</td>
<td>11-Jul-11</td>
<td>14-Jul-11</td>
</tr>
<tr>
<td>7032</td>
<td>KELOWNA</td>
<td>3</td>
<td>18-Jul-11</td>
<td>21-Jul-11</td>
</tr>
<tr>
<td>7045</td>
<td>COQUITLAM</td>
<td>4</td>
<td>25-Jul-11</td>
<td>28-Jul-11</td>
</tr>
<tr>
<td>7040</td>
<td>NANAIMO</td>
<td>5</td>
<td>2-Aug-11</td>
<td>5-Aug-11</td>
</tr>
<tr>
<td>7145</td>
<td>PORT COQUITLAM</td>
<td>6</td>
<td>8-Aug-11</td>
<td>11-Aug-11</td>
</tr>
<tr>
<td>7141</td>
<td>ABBOTSFORD</td>
<td>7</td>
<td>15-Aug-11</td>
<td>18-Aug-11</td>
</tr>
<tr>
<td>7035</td>
<td>PARK ROYAL</td>
<td>8</td>
<td>22-Aug-11</td>
<td>25-Aug-11</td>
</tr>
</tbody>
</table>
Performance Issues

The HD CR Store Captain you will work with is your partner, and although he or she is not your supervisor you should conduct yourself professionally and as if you were a guest in the store. It is appropriate for you to take direction from CR Store Captains as a partner.

We have no doubt that you will meet all that is expected of you in your role! However, if a performance issue arises, it is important for you to know how Mosaic and your Program Manager will address the situation.

If a CR Store Captain or Program Manager has an issue with your performance or in-store behavior, the recommended course of action is to inform you and to contact the CREM.

The CREM will fully investigate the situation and will work with store management to rectify the situation. The solution includes actions up to and including termination of the Reset Specialist.

Performance Issues - Inappropriate Conduct

Additionally, THD store management and your PM have the authority to make you leave the store immediately if you engage in inappropriate or harmful conduct. This includes conduct such as:

- Theft or Intentional destruction of Home Depot property or merchandise.
- Jeopardizing the safety of others or one’s self
- Treating a fellow associate, customer, contractor, sub-contractor or vendor in an abusive, threatening discriminatory or inflammatory manner
- Selling, distributing, offering, possessing, transferring or using alcohol or illegal/controlled substances during working time or on Company premises (whether on or off the job)
- Disclosing Company Information by associates on any internet discussion forum

A complete explanation of work rule violations and discipline guidelines is found in the Mosaic Employee Handbook and the Home Depot Code of Conduct.
Before we start breaking down the components of a Day in the Life of Home Depot Consolidated Reset Specialist, it is important to become familiar with the “tools” Mosaic will provide to you to support the execution of your in-store tasks. The Perfect Reset needs the perfect tools.

You will have the following tools to help you be successful in your role as a Reset Specialist:

- Uniform
- Reset Information Tools
- Reset Kit
- Call Report
Uniform and Appearance

A professional appearance must be maintained at all times while providing services on Home Depot property.

**Reset Specialist Uniform**
- CR polo shirt
  - Mosaic will provide you with 4 black polo style shirts which must be worn to each reset visit.
- Jeans, khakis, casual pants (no rips or holes)
- Steel-toe shoes or boots (Important: CSA safety shoes and safety gear must be worn.)

**What Not to Wear**
- Since you are not Home Depot employees, you may NOT wear a Home Depot apron.
- No hats or T-shirts are permitted at any time.
- Visible body piercing are not permitted.
Reset Information Tools

Your Project Manager has access to a Home Depot website (THDCR.COM) where project information tools are stored. These tools include:

- Reset Installation Guides
- Bill of Materials
- Planograms
- Store Layout

We’ll learn more about each of these later in this course as we review the “Day in the Life” of a Reset Specialist.
Reset Kit

Each crew will be provided one reset kit and your PM has responsibility for the kit.

Reset kits include the physical tools you need to get the job done such as drills, hammers, scissors, cable ties, and more. The reason these kits are provided is so that you never need to borrow tools from the store to complete the reset. It is important that you return all tools and unused supplies to your Project Manager at the end of every shift.

Some of the items you’ll have available in the reset tool kit:

- Drills
- Mallets
- Scissors
- Pry Bar
- Saws
- Safety Glasses
- Extension Cords
- Wrench
- Box Cutter
- Measuring Tape
- Socket Set
- Pliers
- Wood Screws
- L Brackets
- Cable Ties
- Cleaner
- Rags
Call Report

Log Hours
At the end of each shift, you’ll log on to Mosaic’s QRelay site and complete a call report to log your hours. The information you upload will be used to create your paycheck.

Report Mileage
You will also use the QRelay call report to log your Travel and Expense (T&E).

Complete instructions for completing a call report is in the “QRelay Course.”
“A Day in the Life” Introduction

You’re the most important piece of the partnership between Mosaic and The Home Depot Canada.

There are so many facets to completing a reset, and each one is critical to your success and the value of Mosaic’s performance. This section will give you a high-level overview of the process from pre-visit preparation to end-of-day tasks.

Once you have an understanding of a “Day in the Life” of a Reset Specialist, you’ll then complete other lessons to learn the specific procedures and tasks referenced in the overview.
Pre-Visit Preparation

As mentioned previously, before your visit, your CREM will have conducted Pre-Walk at the store to make sure the visit will go as smoothly as possible.

You also play an important part in making sure the visit is successful. For instance, at least one day before your visit you should:

- Verify your scheduled time and location. Check the CR Execution Schedule posted on News and Information. Also check your e-mail for any last minute instructions from your Project Manager.
- Make sure your clothing and shoes are clean.
- Get plenty of rest and eat healthy to prepare for staying up all night.

**Note:** If possible before the first night of the reset, sleep more than normal the day before. An extra nap can prepare your body to stay up for 24 hours because you won't be sleep-deprived when you start.
Pre-Meeting

The PM will hold a kick-off meeting at the beginning of each night at 9pm with all team members. This meeting is a rally at the Pro Desk area and will cover the following items:

• Ensure the on-line safety class has been completed. **Important:** You’ll need to carry the Safety course completion verification with you to every reset.
• Verify crew members are wearing the appropriate uniform including safety shoes/boots.
• Crew members sign-in to record their hours
• Pre-work and Reset Assignments are distributed.
• Crew members have a chance to ask questions before work begins.

**NOTE:** You must complete Home Depot online safety training class and have approved steel-toe shoes or boots before commencing work.

Now let’s take a look at the specific execution documents you’ll be using during the reset.
Retail Installation Guide (RIG)

Earlier you learned that you will be provided several reset information tools to do your job. Let’s learn about these tools now.

Reset Installation Guides are step-by-step instructions on how to set the bays. For example during the reset you may be assigned to reset Kitchen Organization bays. The RIG will contain all the steps and instructions on how to completely set this new display and your PM may direct you to photos or instructions in the RIG as needed.

**What Does It Contain?**

- Before and After Pictures
- Scope of Work
- Pre-Installation Information
- Hardware & Tools Required
- Bay Installation Steps
- Setting to Planogram
- Signage Installation
- Merchandise Exit Strategy
Bill of Materials (BOM)

The Bill of Materials is a list of all steel, fixtures and POP that has been ordered for the set. The Project Manager uses the BOM to verify that all of necessary materials have arrived at the store. If any missing items are noted, they will be reported to the Home Depot CR Project Team and sent to the store. The PM may ask you to assist in checking in the merchandise using the BOM.
Planograms

What Are They?
Planograms (POGs) are a technical drawing of what the bay should look like. There is a Planogram for every bay. The Planogram provides the beam sizes, elevations, vendor fixtures and articles of each bay. This will be distributed to the merchandisers executing the set.

Planograms are delivered 30 days before execution to be hung on Bays.

How Are They Used?
Planograms are used to:
- Verify Bay Width/Depth
- Identify obstructions in Bays
- Verify POG matches layout

You’ll learn more about how to read a POG in the Merchandising Core Standards Course.
Store Layout

What Is It?
The Store Layout is a large blueprint type document of the entire store. It shows the location of every department, fixture and aisle in the store.

How Is It Used?
Layouts are delivered 30 days before execution and are used to:
• Verify Bays are in correct location.
• Verify Highlights are accurate.
• Verify POG matches Layout.
Receiving Execution

**Detail Receiving – Night 1 Only**

On the first night of execution the consolidated shipment needs to be received in detail to ensure all components required are on-site.

- The Project Manager will designate members of the crew to assist with this task before the store closes.
- Detailing includes opening boxes to ensure each item listed on the Bill of Materials (BOM) was shipped.
- It is crucial to the success of the reset that an accurate count is taken and reported when receiving the CR shipment.
- The detailed receiving must be completed and entered into the online portal by the Project Manager no later than 12:00 am local time. This provides the Home Depot the possibility to react and potentially procure missing items to complete the reset.

Now let’s take a look at the specific execution activities you’ll experience when completing the bay resets.
Bay Reset Execution

While execution is done over multiple nights the PM and team members must act strategically to ensure that each bay they touch is complete by the night’s end.

“Grand Opening Ready” Each Day

You may hear this term quite often as you complete resets in Home Depot. Not only do the resets need to come to a stopping point each night and the store cleaned, it must be as ready as a store would be if it was the very first day and the store was ready to have it’s, “Grand Opening!”

The shopping experience of the customer cannot be compromised in any way by the CR done that night. This requires planning by the PM and follow through by every crew member. Make sure you have a full understanding of the scope of the initiatives. Communicate with your PM if you feel the project you are working on is getting off schedule.

Execution Overview

A big part of your job at the reset is to follow the instructions from your PM. The following steps gives an overview of the flow of the bay resets:

- De-merchandise and or demolition of existing set
- Processing of all product exiting the set as per the RIG
- Installation of beam, fixtures, displays and signage
- New beam labels, beams cleaned (scraped, replaced if applicable)
- Merchandising and labeling of all product
- Place overstock labeled in the overhead directly above the product home
- Place the updated copy of the POG in the POG sleeve in the bay
- Removal of all residual trash and reset material
- Place all residual clearance/buyback/RTV product on skids and to a location as directed by the store
The Home Depot Program > A Day in the Life > In-Store Activities

Staging, De-Merchandising and Preparing the Bay

Before we can get started setting the new displays, each bay included in the reset must be prepped. Each initiative is different, so it is important to follow directions from your PM for details on prepping the bay. Important aspects of prepping a bay are below:

- Once all of the materials have been received, you’ll work with the PM to stage the appropriate materials and inventory in front of the bays you’ll be resetting that night.
- Follow the instructions from your PM regarding which bays to de-merchandise first. Do not de-merchandise more than you can merchandise and reset in one evening.
- Keep products and materials organized and pay special attention to what merchandise is to be separated for the Merchandise Exit Strategy (MES). Utilizing the MES Playbook lets us know exactly where the items should go. (Example: back to the vendor, to be put on clearance, etc.)
- Use skids to stack materials and merchandise that is to be pulled off of the bay.
- Clean as you go; all bays must be swept out and all beams must be clean to remove label adhesives.
Set the Bay

Once the de-merchandising and bay preparation steps are complete, follow the order of the steps below to set the bay.

**Set the Steel**
To set the bays, verify the POG and measure to set new elevations of steel, POP (point of purchase materials) and/or pegboard. Ensure grade 5 bolts are used when securing the beams.

**Place Product Per Planogram**
Place products in designated area as prescribed in the POG. Some product may be new and you'll need to check with the CR Captain to locate.

**Place Signage and POP**
New signage and POP will be provided for most resets. Refer to the instructions in the Signage POG to place these components. You’ll learn more about how to read a sign POG in the Merchandising Core Standards course.

**Bay Sequence, Label and Price Product**
Once the product and signs are set to planogram, the next step is to sequence the bays, and print the labels that go on the beams.
Mobile Ordering Cart

There should be several Mobile Ordering Carts within each Home Depot store which are used for printing the price labels.

All bays must be sequenced before labels can be printed. Sequencing identifies the “order” in which product appears in the bay. See the “Bay Sequencing and Printing Labels” document posted in the Tools and Resources section on News and Information. You’ll learn more about labels and pricing in the next course, “Merchandising Core Standards.”

My Store Tools

Another Home Depot store system you’ll be using is the myStore Tools system.

This is Home Depot’s Inventory Management System (SAP) Article Lookup system. When you need to find out if inventory has been shipped to the store or need to know how many on-hand articles there are, this is the inventory system you’ll need to access. (Your PM will give you direction when/if you need to assist with inventory look ups.)

See the “Article Lookup” document posted in the Tools and Resources section on News and Information. Ask your PM for assistance when using myStore Tools for the first time.
The Merchandise Exit Strategy (MES) is the process of pulling all of the clearance, RTV or buyback product and counting and storing to hand-off to the store manager. MES product will have one of three dispositions:

- Clearance (Yellow)
- Return to Vendor / Buy Back (Green)
- Anomaly (Red)
- Return to Home/Find a Home (Blue)

Product included in Merchandise Exit Strategy (MES) must be counted, palletized, shrunk wrapped and placed outside of the RTV cage with a document detailing the SKUs and counts unless otherwise directed in the Project Scope of Work.

1. Locate ALL articles listed on the MES.
2. Place articles on a skid, by vendor. Do not mix vendors. (Merchandise should never be left in a cart).
3. Complete article counts on pre-filled form (note the color of the forms above).
4. The PM will work with the store on the placement of the skids.

Your PM is responsible for making sure that the Merchandise Exit Strategy is conducted according to provided instruction.

Your PM may ask you to assist with this responsibility.
Contractor Service Level Guidelines

Trash Disposal
Each CR Crew is responsible for cleanup and disposal of all cardboard, trash, signs, and fixtures. Follow these guidelines:

- All cardboard must be properly recycled and should never be placed in the trash compactor.

- Never throw away merchandise that has not been painted orange to indicate that the markdown has been captured. (Ex: displays, stock product, etc.) Do not dispose of any merchandise without approval from your PM.

- Do not throw away any type of hazardous material (Ex: paint cans, rags used in a chemical clean up, etc.) All hazardous materials, including but not limited to paint cans, chemical-soaked rags, batteries, light bulbs, etc. must be properly handled and disposed of. Ask your PM and/or the CRC regarding the correct procedures for disposal.

Note: Hazardous materials should never be discarded in the dumpster, down a sink or in a storm drain.
Reset Wrap Up Activities

Check every display to ensure that the following criteria has been met:

- The bay is set to POG integrity.
- Bay is free of litter and foreign product.
- Wipe down each bay and ensure no residue from old labels is showing.
- Signs are straight and in their proper place.
- All product has been priced according to standards.
- Product is faced forward to the edge of the beam
- Partial boxes of product have been consolidated without creating holes
- Product packaging used as merchandise trays is fresh.
- Product is full but not overstocked on the shelf.
- Product packaging is faced outward.
- Overheads are organized and product is “striped” above it. You’ll learn more about this in the “Merchandising Core Standards” course.
- Ensure every aisle and display is “Grand Opening” ready.

Bay Service Record

The BSR is found in the pouch of every bay. Upon completion of the set, the BSR is to be completed. (Work with your PM to ensure this is done.) Additionally, the POG is also placed in the pouch.

Important

All bays must be safe and shoppable for the customer; all aisles must be free and clear of all trash, pallets, carts, overstock, tools, or any other remnants of the reset prior to store open for all overnight resets and 10:00 am for resets conducted in the early morning hours.
Review Work Completed with the Project Manager

Check in with your Project Manager and ensure you complete the following:

- Any portion of a bay that has not been finished, make sure that any excess materials or product is staged in the overhead storage of that bay.
- Even if the bay is not complete, every product must be priced and neatly displayed.
- Return any carts or skids to their rightful areas.
- Communicate any deficiencies or issues that may hinder execution for the following evening.
- Review the night’s activities and what you’ve accomplished.
- Return any tools or supplies to the Project Manager to be stored in the Reset Kit.
- Sign the attendance log when you check out with the PM before you leave the store.

**Note:** Your PM may hold an end of the night quick rally to ensure all items have been completed and give any instructions for the next day.
Learning Summary

So far, you have learned about the following important Home Depot information:

- Home Depot & Mosaic partnership goals
- Your role on the CR Team
- Basic expectations and tools for the CR visit
- A Day in the Life of a Reset Specialist

Refer to your Reset Specialist Learning Path for instructions on how to complete the Quiz for this course.

Once you’ve completed the quiz, you’ll proceed to the next course, “Merchandising Core Standards.”