Whole Foods Market Supplier Application Instructions

Overview
These instructions will provide guidance on the application forms required for on-boarding a new Supplier. Attached you will find the following forms:

1. **US Supplier Application Excel File:**
   a. Supplier Application (2 Pages) – *Physical signature required* ORANGE TAB
   b. Supplier Agreement (4 Pages) – *Physical signature required* YELLOW TAB
   c. Certificate of Insurance Instructions – Link to EXIGIS, the online insurance tracking system GREEN TAB
   d. Electronic Funds Transfer Form (1 Page) – *Physical signature required* BLUE TAB
   e. Vendor Information Portal Information (1 Page) RED TAB
   f. Supplier Compliance Checklist (8 Pages) ORANGE TAB
2. **Supplier Guidelines** – Introduction to Whole Foods Market Supplier Standards
4. **Demonstration Release and Indemnity Agreement** – *Physical signature required*
5. **New Product Authorization Form (NPAF)** - send as an Excel spreadsheet
6. **Direct Vendor Order Form (DVO)** – send as excel spreadsheet

Additional Documents Required:
1. Sample Invoice (1 Page)
2. Copies of all City/State Dept. of Health Licenses and Audits (2 or more pages)
3. Copy of Organic Certificate (if applicable)

It is VERY IMPORTANT that all forms are completed and submitted together as missing or incomplete forms will delay the submission process. Those that must be physically signed can be scanned and emailed.

**GENERAL INSURANCE REQUIREMENTS**

Insurance limits are assessed on a National Hierarchy scale based on the category your product falls into. As a Local Vendor you must meet the minimum insurance limits noted below, if higher limits are required the regional contact will let you know.

<table>
<thead>
<tr>
<th>Type of Insurance Coverage</th>
<th>Limits of Liability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial General Liability Insurance, including coverage for bodily injury (including wrongful death), broad form property damage for all premises and operations, independent contractors and broad form contractual liability</td>
<td>$1,000,000 per occurrence and $2,000,000 annual aggregate</td>
</tr>
<tr>
<td>Automobile Liability (combined bodily injury /property damage)</td>
<td>$1,000,000 per occurrence ONLY FOR DIRECT STORE DELIVERY WITH YOUR VEHICLE</td>
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</tbody>
</table>
EXIGIS- Online Insurance Tracking System

It's important that you go online and register with EXIGIS here. Begin by uploading your company information and insurance broker contact information. As you can see from the below screen shot, you might need to enter information for multiple insurance brokers. If you are going to deliver direct to the stores with your own vehicle, the system will require that you upload auto insurance in addition to your general liability.

If only owners work for your company, list that you have ZERO employees. This will create an automatic exemption from the worker's comp requirement.

The next step in EXIGIS is to select the products you are going to sell to WFM. It's important that you are specific. If you select the wrong product, you could inadvertently force the system to require higher insurance coverage unnecessarily. (For example, fresh cow's milk dairy is considered a high risk product. As such, if you select dairy products, EXIGIS will automatically list you as high risk and require higher insurance coverage). Select carefully.
Once your registration is complete, EXIGIS will contact your insurance broker(s) and request that they upload your valid and current Certificate of Insurance(s). In certain circumstances, we can waive the need for auto and worker's compensation.

**General Liability “Certificate of Insurance” aka the “Accord” Requirements:**

When your broker prepares this document for the system, there are two important components they must include:

1. **Certificate Holder:** Please list “Whole Foods Market & Its Subsidiaries, 550 Bowie St., Austin, TX 78703” in the certificate holder portion at the bottom left hand corner of the COI.
2. **Endorsement of Additionally Insured:** We’ll need the addition of a second page to your ‘Certificate of Insurance’- an official “Endorsement” that names “Whole Foods Market & Its Subsidiaries, 550 Bowie St., Austin, TX 78703” as an additionally insured on the policy. Without this endorsement, you could potentially cancel the policy without our knowledge. Most insurance brokers make this endorsement using a “CG 20 15”- that is the name for a “Broad Form Additionally Insured Endorsement.” Your insurance broker may also endorse us an ‘additionally insured’ with another form/contract. If they would prefer not to use the “CG 20 15”, they can contact EXIGIS to ensure their endorsement qualifies.

**Commercial Auto Liability**

This coverage is requested if your company is delivering to our stores with your vehicle. If something were to happen to your personal vehicle while making a business delivery, your personal auto insurance could deny liability, as the vehicle is being used for commercial, not personal, use. However, if your business cannot afford this coverage, you have a couple of options. You can potentially ship to the store instead of delivering – OR – a waiver can be requested. Please let your regional contact know if you need to request a waiver for commercial auto liability coverage. If you do so, you’ll be making deliveries to our store at your own risk.
If you have any problems with the registration process contact EXIGIS Customer Support:
Phone: 1-888-808-0872
support@exigis.com

NOTE: When scheduling demos store marketers will verify in EXIGIS if your current COI information is compliant. Demos will only be scheduled/coordinated upon EXIGIS compliance. The Demonstration Release and Indemnity Agreement must also be on file with appropriate signatures.

Food Safety Compliance

The last tab in the US Supplier Application File titled "Supplier Compliance Checklist" is there for us to gauge your food safety preparedness. We need to know that you have considered the various factors specific to your product carefully and that you have put appropriate food safety measures in place. When you see a blue link in the right hand column, use it to link to navigate to important and relevant resources online. For example, be sure you are compliant with the FDA's standards for Health & Hygiene, Bioterrorism, Food Registry, Labeling & Nutrition and Food Allergens. You must have established recall procedures that include a mock (practice) recall and batch code system.

- What if you use a co-packer? You’ll want to contact your co-packer and complete the checklist together. Don’t assume they have all the requirements in place. You are ultimately responsible.
- FDA Food Facility Registration: As of December 2012, the FDA requires all food production facilities, small and large, to register with them online. Information about that registration is included with your application packet.
- What if you do not produce food? Go through the checklist either way and mark NO or N/A where it does not apply to your products.

Vendor Internet Portal

All vendors are responsible for maintaining item catalogs with complete and accurate item information and timely cost information in our Vendor Internet Portal (VIP).

These catalogs must be updated whether there are changes or not every 30 days. By filling out the Vendor Internet Portal Form found in the US Supplier Application Excel file you are acknowledging this requirement. Once the packet is turned in for processing a Team Member at our Global office will be in touch via email or phone with information about the portal. Click on the link below to see an introductory video about the Vendor Internet Portal:

Link to VIP Entry Video
New Product Authorization Form (NPAF)

All products that have been reviewed and approved must be listed on the New Product Authorization Form. You will need the following information to complete the form:

*Note the form must be filled out in ALL CAPS*

UPCs: The most common UPC code is the UPC-A type which will be formatted “1-23456-78910-2”. You only need to list the first 11 digits from left to right. If you have a different UPC code let your regional contact know.

Brand: Indicate the Brand name of the product

Item Description: List the flavors or varieties in this column.

Vendor Name: List the company name that will be invoicing Whole Foods Market. If your product will go through a distributor, that distributor name should be placed in this space.

Order Number: If you use order numbers list those here, otherwise list the UPC code.

Unit Shipment: List how the product is shipped, whether it is by the Pound, Case, or Each

# Of Items: This is the pack size or how many items are in the case if not sold by Each.

Pack Cost: Total cost of the pack as shipped.

Item Size: The size of each item as it would sell in the store. Example: A package of cookies is 8 ounces, you would list 8 in this spot.

Unit of Measurement: The measurement of the item in US Standard Units. i.e. Ounces, Pounds, Liters etc.

Item Cost: The cost of each item sold.

Item Retail: Whole Foods Market chooses the retail for products so you can either leave this blank or put SRP.

Dimensions: This will assist us when putting the item into the planogram for the category.

NPAF Form

<table>
<thead>
<tr>
<th>FULL UPC ONLY</th>
<th>BRAND ALL CAPS</th>
<th>ITEM DESCRIPTION ALL CAPS</th>
<th>VENDOR NAME Official business name or distributor</th>
<th>ORDER NUMBER use UPC if no internal order numbers</th>
<th>UNIT How it ships to the stores EACH / POUND / CASE - must be spelled out, not abbreviated</th>
<th># of items in the pack as shipped</th>
<th>UNIT COST Cost of pack as shipped</th>
<th>ITEM SIZE The size of the thing on the shelf, # only</th>
<th>UNIT OF MEASURE UOM of the thing on the shelf, must be spelled out, ex: OUNCES</th>
<th>ITEM COST $</th>
<th>ITEM RETAIL</th>
<th>Dimensions</th>
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<tbody>
<tr>
<td>EXAMPLE</td>
<td>ACME BRAND</td>
<td>WIDGET ONE</td>
<td>SMITH DISTRIBUTION</td>
<td>78810</td>
<td>CASE</td>
<td>12</td>
<td>$24.00</td>
<td>8 OUNCES</td>
<td>2 in X 3 in X 5 in</td>
<td>$2.00</td>
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Direct Vendor Order Form (DVO)

DVO is our Direct Vendor Order System. DVO is a web based ordering unit that allows the stores to scan the products they need and the order is automatically sent to your email or fax. DVO is mainly used by Grocery, Whole Body, and Specialty teams but we do require that all suppliers be set up with DVO.
How to Submit Your Application Documents

Please submit ALL of the application documents together in one of the following ways:

1. Scan and email all forms that need physical signatures into PDF files and email to your store or regional contact along with all EXCEL files which do not need signatures. Email: mw.local@wholefoods.com.

2. Mail all documents to the Midwest Regional Office at 640 North LaSalle Street suite 300, Chicago Illinois 60654.

3. Fax all documents that need physical signatures to 512-482-7055 and email all documents that do not need signatures to mw.local@wholefoods.com.

**Please note**- If the PDF files in one email exceed 10 MB then the email will bounce back. If that occurs, please use an online file share service such as Dropbox to transfer the file to us. Dropbox is safe, free and easy to use. www.dropbox.com.

It is important to make sure ALL paperwork is submitted together as any incomplete or missing forms will delay the onboarding process. Processing begins once ALL paperwork is received and verified to be complete and will take 3-4 weeks to process. Your store or regional contact will be in touch once the submission is complete. If you have any questions please contact the store or email mw.local@wholefoods.com.