

## UPDATE TO THE SCOPE OF WORK FOR THE FIBERON – HOME DEPOT PROJECT

Effective May 1, 2015

When we kicked off the first month's visits to The Home Depot for Fiberon, we mentioned there may be some adjustments required before starting May's visits. After reviewing April's visits, we want to clarify some of the issues we found. These adjustments are effective immediately for the May visits:

- There remains some confusion between Veranda and Fiberon. Veranda is a Home Depot brand name used for many different products the same way Sears uses Kenmore for many of their appliances. Kenmore appliances can be produced by Maytag, Amana, Westinghouse, etc – they just label it Kenmore for Sears. In the same way, Veranda is produced by many different suppliers, of which Fiberon is one – the one that is relevant to Quest.
- You may see Veranda fencing or railing products outside the front of your store – that is NOT produced by Fiberon, so ignore it! You may see Veranda on bi-fold doors, lattice and particularly vinyl railing – these items are NOT Fiberon items so ignore them, too!
- The ONLY railing we're concerned with is COMPOSITE railing, which is made by Fiberon – see pictures below. Most stores will have one bay of vinyl railing and one of composite railing next to it – we ONLY touch the composite bay! Not only does the large overhead sign say Composite by Fiberon, but the boxes and packages of product do as well. (Those of you on the west coast don't have stores that stock the composite railing).
- You must correlate your before and after pictures so Fiberon can see what is being accomplished in your stores. That means if you take, for example, 3 "before" pics you need to take the same 3 "after" pictures. We don't want to see before pictures of one category then after pics of another – that doesn't accomplish anything.

- We don't need to see pictures of the overheads. Many of you are used to taking pictures of the overheads for other companies or products. We don't need to see Fiberon product in the overheads for this project.
- You should be placing a tear pad at the composite railing bay and providing a picture, before and after. If there's already a tear pad hung, take pictures as well.
- Speaking of tear pads, Fiberon will be printing and distributing more pads as soon as possible. You will be notified when they are shipping to your homes.
- The number one task you can help with in each visit is to get the fasteners merchandised on the three sided grey metal fixture! This is sku 525-072. We continue to see stores without this product available to customers. It is critical you work with the Dept Head or MET team supervisor to find these skus and get them down or get them marked out of stock to zero so the replenishment system will order them. We're starting the height of the season for Fiberon decking boards – customers need these fasteners to install the boards! Think of it like customers that come in to buy paint and the store is out of stock on brushes – not a good situation! This is the biggest impact you can make on your visit – remember to take the appropriate before and after pictures when you're successful with this task.
- There are a couple of minor changes to the call report effective with the May visits.
- Last point – if you need additional catalogs, please call or e-mail Charlie LaPolla directly. The people at the toll free number are not in a position to help. Charlie is at [charliel@fiberondecking.com](mailto:charliel@fiberondecking.com) or 732-850-2154.

Following are some pictures to illustrate to points discussed above. If you have any questions, please call the office for clarification immediately.



This is the COMPOSITE bay we service!



This is the VINYL bay we DO NOT service!



Empty hole in set!



Product in overhead!



Hole filled – success!



WRONG FASTENERS!



NO FASTENERS!



CORRECT FASTENERS! THIS IS A HOME RUN!!