

# DPI Specialty Foods

## DPI Business Partner's Bill of Rights

- ✓ Fair and Ethical Business Conduct
  - We treat our vendors fairly, as we wish to be treated.
- ✓ Focus On Sales
  - We partner with our vendors in order to find ways to work together to sell more of their products, using end cap, shipper opportunities and the like.
- ✓ Reliable and Timely Communications
  - We share category review dates and are open to updating planograms. We are open to regular business reviews with our vendors. We reply to your inquiries in a reasonable amount of time.
- ✓ New Items
  - We let our customers decide what items they want to carry. We are focused on Speed to Market.
  - We follow-up with customers after presentations of new items and promotional programs.
- ✓ Speed to Shelf
  - We work with vendors and brokers to make sure the item(s) are on the shelf where they belong in a timely manner once they are authorized by our customers and in our system.
- ✓ Implementing programs
  - We work hard to make sure that your programs are offered and executed properly.
- ✓ Spoils Control
  - We work with our vendors and brokers to help manage spoils and other issues that reduce everyone's profits by providing and participating in the analysis of information in order to manage these issues more effectively.
- ✓ Deductions Support
  - We fully support any deductions with solid documentation. (If it is a freight issue we will provide the signed freight bill, if it's a DPI customer charge back we will provide a copy of the charge back, etc.)
  - We are responsive in a timely way on vendor challenges to deductions
- ✓ We pay our bills within agreed upon terms
- ✓ Right to Redress
  - Our doors are open: Vendors are welcome to escalate their concerns as they feel necessary to the Vice President of Vendor Relations
- ✓ We expect no less from our partners in terms of standards of performance and conduct than they expect from us