



To Our Valued Suppliers  
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Date February 3, 2025  
Subject **Requirements for calling on Publix**

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**Purpose** To communicate the specific identification, dress, and safety requirements for all suppliers who call on a Publix.

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**Checking in and out at a Publix store** All supplier representatives must have a company-issued name badge with photo identification and follow the rules below to check in when arriving at a Publix store.

- Park away from the store when not making a delivery, particularly during customer shopping hours.
- Always check-in with the manager-in-charge. DSD delivery personnel can check in with the DSD inventory clerk.
- All DSD suppliers and shelf execution team (SET) members must document their check-in upon arrival and check-out prior to leaving using the electronic check-in/ check- out (ECCO) tablet located at the receiving desk.
- A supplier(s) name and purpose of visit must be entered at the time of check-in.
- Associates or agents involved in unique, or project work must have a letter from the appropriate Publix associate authorizing the work within our stores. Supplier representatives should carry a copy of this letter.
- Always check out with the appropriate Publix manager after completing the work but prior to leaving the store. The Publix associate may review or approve the work performed prior to the supplier representative(s) leaving the store.
- Individuals must present for inspection any bag, box, purse, or backpack prior to leaving the building. Any item in possession in the store must be accompanied by a receipt.

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**Customer service**

Providing premier customer service is a fundamental expectation for all Publix associates. As your employees or agents are working in our stores, we expect they will provide the same level of service our associates are expected to provide. It is our goal to give our customers 100% of our attention. This includes

- acknowledging all customers they come in contact with
- remaining aware of customers when working on an aisle by moving out of a customer's way
- assisting customers in reaching or locating products or taking them to a Publix associate that can assist them
- refraining from using personal electronic devices (including cell phones for personal reasons or earbuds/earphones) while on the sales floor
- cell phones can be used if taking care of a customer inquiry, but other business, personal calls or texting should be taken off the sales floor
- not smoking or vaping in the store or near the front doors or loading dock
- being respectful of Publix associates and customers at all times by avoiding abrasive or derogatory language. The use of profanity, on or off the sales floor, is not tolerated.

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**Stocking standards**

Our customers expect all products within our stores to be stocked in a clean, organized, and consistent manner; regardless of whether they were stocked by a Publix associate or an employee or agent of your company. While any employee or agent of your company is stocking, they must ensure

- aisles aren't blocked by equipment or product and cardboard and plastic is always stored safely off the floor
- boxes or plastic are kept on the float and not placed on the floor
- floats, merchandise, or cardboard cutters should never be left unattended on the sales floor during business hours
- shopping carts are not used for stocking
- floats or small backstock racks are used when the store is open, pallets and large stocking equipment can only be on the sales floor when the store is closed
- no more than one rack or float at a time is taken to the sales floor during hours the store is open
- products are stocked in neat, straight rows with the product label facing forward and the planogram for the store is not modified
- approved step ladders are used when needed. Never stand on a float, cart, or crate
- product stocked on the top shelf does not exceed the skyline for each planogram ("POG").
- products have the proper shelf tags and signs (never place handwritten tags and signs)
- all products are rotated when stocked and no products are out of date
- backstock is organized at the completion of the visit into the assigned location, and
- only the amount of product that can be stocked in 30 minutes or less is pulled to ensure perishable product is maintained at a proper product temperature.

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**Shelf and equipment cleaning**

Publix provides a premier shopping experience for our customers, including a clean store. Suppliers are expected to ensure shelves and equipment are clean and presentable before stocking product. Only use authorized cleaner and disposable cleaning cloths, which can be provided to you by the DSD inventory clerk or department associate. You must wear the appropriate protection when handling chemicals. If a shelf requires more cleaning than what can be done with these items, alert the DSD inventory clerk or a member of the management team for the department so they can arrange to have the shelf or piece of equipment cleaned.

Note: Publix associates will clean shelving and equipment for alcoholic beverage suppliers if state law prohibits this type of service.

**Working in a food preparation area**

If you need to work in or pass through one of our food preparation areas within our stores, you must contact and receive permission from the department manager in charge. Our food preparation areas and the equipment in these areas are considered clean and sanitized. If approved to work in our food preparation areas, you must

- wear a Publix approved hair and/or beard restraint; no hats are allowed in a food prep area
- wear slip resistant, closed toed shoes
- wash your hands upon entry to the area
- wear gloves and utilize appropriate PPE when handling prepared food which requires it, and
- you should not have any jewelry on your hands or wrists, only a plain wedding band or ring is allowed.

If during the course of your work an area is made unclean, immediately contact the department manager in charge. Additional cleaning and sanitation may be required. Food safety is our top priority.

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**Attire**

Maintaining a professional appearance is an expectation of our customers and a requirement of all Publix associates. Any employee or agent representing your company must follow the attire guidelines below.

- Hair should be neat (professional and/or business style).
  - Name badge or identification of some type.
  - Male associates without facial hair should be clean-shaven; with facial hair should be neat and trimmed.
  - Body jewelry should be minimal.
  - Clothing must be neat. If uniforms/company shirts are provided they must be worn during each store visit. Black or very dark jeans (no holes, not faded, properly fitted and worn) are permitted. Blue jeans in any condition are NOT permitted. Sloppy, old and/or torn clothing is not acceptable (some examples include faded/torn jeans, baggy shorts, athletic shorts or pants, sweatpants, t-shirts with advertisements, tank tops, flip flops).
  - Sleeveless shirts are not permitted.
  - Hats should be worn with the bill or lid facing forward.
  - Hats should be:
    - company-branded or
    - solid colored with no branding, messaging, or designs.
  - All shoes must be closed toed shoes.
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**Safety**

The safety of our associates, suppliers and customers is of the utmost importance. Suppliers should report any hazards or injuries to the manager in charge.

Suppliers are not authorized to use the baler, compactor, dock levelers, scissor lifts, or motorized pallet jack in the store. To further maintain a safe and secure environment, Publix will not tolerate any assault, threat of injury or act of violence towards any individuals. This includes

- hitting, pushing, kicking, or spitting,
- obstructing, restraining, or blocking the movement of another person to injure, threaten or anger the other and
- making statements which threaten physical harm or are intended to anger an individual.

Any act of violence as indicated above (whether your employee or agent initiated the contact or not) may result in them being asked to leave the premises permanently and may result in the inclusion of law enforcement.

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**Prohibited items**

At Publix Super Markets, Inc. we share the belief that each of us should be able to work in a safe and secure environment. To maintain such an environment, employees or agents representing your company are not permitted to bring the following items into any company vehicle, Publix building, parking lot surrounding Publix buildings, or any Publix meeting or function.

- Any type of firearms (whether loaded or not).
- Switchblade knives or knives with blades longer than 4 inches if not required by job function.
- Explosives.
- Any objects or substances carried for the purpose of harming or threatening others.

An employee or agent representing your company who feels it's necessary to carry pepper spray for personal protection may bring this onto the property as long as it is secured in his or her vehicle while inside the facility. The pepper spray cannot be carried with them or in their pocket while in a Publix facility.

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### **Use of electronic devices**

Authorized employees or agents representing your company can use electronic devices within our stores to check item distribution, collect item facings, position and to record voids. These devices must not be used to collect our section POG's or to collect our promoted or everyday retail prices. Without an authorization letter communicating the use and capability of your portable computer, our store management teams may ask your employees or agents representing your company to cease the use of portable devices in our stores especially if they suspect the collection of our POGs or prices has occurred. For authorization letters, please contact the office of Chris Shaw or Lee Revis.

Authorized employees or agents representing your company are not authorized to use our computer workstations, handheld terminals ("HHT"), this includes reviewing orders or creating display plans. The use of the electronic check in/check out (ECCO) system and DSD receiving DEX ports is allowed.

Note: Please reference the electronic check in/check out (ECCO) Supplier Reference Information in the Other Resources section in Supplier Resources on the Publix Business Connection website for information on how to use the ECCO system.

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### **Photography**

Unless authorized by Publix management, your employees or agents representing your company are not allowed to photograph information on any of our computer systems or Publix associates. Without an authorization letter for photography of a specific purpose, our store management teams will ask anyone taking photos to immediately stop.

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### **USB devices**

Phones and other devices cannot be plugged into a Publix computer for charging. Attaching a USB device to a Publix owned computer is strictly prohibited. Never use outlets on aisles or other locations that may create a safety hazard for associates or customers.

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### **Conflict of Interest**

Publix does not allow a former Publix associate to represent a supplier in a business relationship with Publix within two years of the associate's separation from Publix.

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### **Action**

Please share these requirements with your employees or agents calling on our stores. Anyone not meeting these requirements may be asked to leave our stores by store management.

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**Questions**

If you have questions regarding the information in this memo, please contact your category manager. If a question arises regarding our consistency of enforcement, please contact the appropriate divisional director of merchandising.

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**Thank you**

We appreciate your continued support to help differentiate Publix and to increase our mutual business.

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