

**GROCERY  
OUTLET**  
*bargain market*

*GO Brands*

# **SUPPLIER HANDBOOK**

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# 1. WELCOME

We are thrilled that you are interested in discovering exciting business opportunities with Grocery Outlet GO Brands. You will find here topics tailored specifically to Grocery Outlet, GO Brands. Your commitment to these guidelines is truly valued. Thank you for joining us on this journey!

# 2. NEW VENDOR SET UP PROCESS

Once business has been awarded to you the requirements for vendor set up are the following:

**Business Insurance Liability:** Grocery Outlet Inc. must be added as additional insured regarding product liability with \$1M each occurrence with a \$5M aggregate. Certificate of Insurance will be required during vendor set up process.

**Indemnification Agreement:** As a prerequisite for engaging in business with Grocery Outlet, all suppliers are required to sign and abide by the terms outline in the Indemnification Agreement. This agreement is a fundamental component of our commitment to maintaining a secure and mutually beneficial business relationship.

**New Item Set up form:** This form is required to set up a GO Brands item a supplier sells for resale. This form is used for new items a supplier will be producing for GO Brands, current items we already carry, case/pack changes, product changes, and or displays.

# 3. SPECIFICATION CHANGES

No changes in formulation, labeling, country of origin, or packaging are allowed without prior approval from Grocery Outlet. Suppliers requesting a change must gain written approval from your GO Brands Contact.

# 4. QUALITY ASSURANCE REQUIREMENTS

The following guidelines demonstrate a commitment to quality, safety, and compliance in the supply chain, ensuring that suppliers meet specific standards and certifications to maintain a mutually beneficial relationship with Grocery Outlet. Annual paperwork, as requested, will be required to ensure compliance is maintained.

**Regulatory Compliance:**

- Suppliers shall adhere to all relevant regulations applicable to their products and facilities set forth by the FDA and the USDA.
- Failure to comply with these regulations may lead to penalties, including but not limited to the termination of approved Supplier status.

**Sub-Contracting Restrictions:** Suppliers are not allowed to subcontract the manufacture of Grocery Outlet Private Label products without obtaining prior written approval from Grocery Outlet.

**Food Manufacturing Facilities:**

- Food Manufacturing Facilities will be evaluated on Food Safety and Quality Standards and must receive a passing score prior to producing Grocery Outlet Private Label Products.
- A certificate and full audit report from a recognized food safety scheme accredited by the Global Food Safety Initiative (GFSI) is required.

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**Non-Food Manufacturing Facilities:**

- Non-food manufacturers must either be ISO 9001 certified or undergo an annual third-party cGMP (Current Good Manufacturing Practice) audit.
- Acceptable third-party cGMP audit firms include UL-STR, Lachman Consultants, Intertek, or SGS

**Social Accountability Requirements:** Manufacturing facilities located in countries deemed "High" and "Highest" risk by SAI must be SA8000 certified. List of classification by country can be located on the SAI website.

**Imported Products Requirements:** Foreign suppliers importing food products must comply with Foreign Supplier Verification Program (FSVP). Supplier will be responsible for FSVP verification activities including identifying a domestic importer of record with a DUNS #. Grocery Outlet will not serve as Importer of Record.

**Grocery Outlet Tracking Number (GOTN) Requirements:** Grocery Outlet Tracking Number (GOTN) consists of the letter "G" followed by a 4-digit alphanumeric code (e.g. GG123) assigned to each facility supplying products to Grocery Outlet. A GOTN is not transferrable to another facility address. The GOTN must be inkjet printed on primary packaging with the "BEST IF USED BY" or "USE BY" date.

**Retained Samples Requirement:** All suppliers of Grocery Outlet Private Label Food Products shall have a Retained Samples Program established to hold samples of products for a minimum of 1.5 times the shelf life of the product. This program is encouraged for suppliers of Grocery Outlet Private Label non-Food Products in the event there are any consumer inquiries.

**Consumer Complaint Handling Program:** All suppliers of Grocery Outlet Private Label Products shall have an established Consumer Complaint Handling Program to respond to any consumer inquiries. Any illness, injury, or foreign material complaints will require a comprehensive Root Cause Analysis and a response within 5 business days of receiving the consumer complaint.

**Recall/Withdrawal Program:** All suppliers of Grocery Outlet Private Label Products shall have an established Recall/Withdrawal Procedure in place in accordance with FDA Regulations. Traceability exercises shall be conducted at a minimum of 2 times annually (with one of the Mock Recalls done on packaging).

**Food Traceability (FSMA 204 Compliance):** Grocery Outlet has determined that all food products shall have traceability data transmitted to Grocery Outlet for FSMA 204 Compliance by partnering with iFoodDS. All suppliers of Grocery Outlet Private Label Products shall be enrolled in the iFoodDS Trace Exchange platform to send required data for FSMA 204 compliance.

## 5. PRODUCT CODE DATE REQUIREMENTS

This Product Code Date Policy is established to maintain the quality and freshness of products within our supply chain. It is imperative that products arriving at our warehouse possess a significant remaining shelf life to ensure optimal quality for our customers.

**Minimum Shelf-Life Requirement:** All products delivered to the warehouse must have a minimum of 50% of their original shelf life remaining at the time of receipt.

**Calculation of Remaining Shelf Life:** Remaining shelf life is calculated based on the product's original expiration date or code date upon date of manufacture.

**Supplier Communication:** Suppliers are responsible for providing accurate information regarding product shelf life with each shipment and delivery.

**Warehouse Acceptance Criteria:** Warehouse personnel will conduct routine inspections on incoming shipments to verify compliance with the minimum 50% remaining shelf-life requirement.

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**Communication with Suppliers:** In the event of non-compliance, suppliers will be notified promptly, and corrective actions should be taken to address the issue.

Exceptions:

- Exceptions to this policy may be considered under specific circumstances and must receive prior approval from your Grocery Outlet GO Brands contact.

**Product Dating Requirement:**

- Product dating should be in calendar date format on consumer packaging (MM/DD/YY). The phrase to be printed before the date is “BEST IF USED BUY” or “USE BY” in all capitalized font.
- The phrase “BEST IF USED BUY” is intended to inform customers that product can continue to be used or consumed after the printed date but might experience flavor and /or performance degradation.
- The phrase “USE BY” is to inform customers to dispose of product after the printed date.

## 6. MASTER CASE CODE REQUIREMENTS

This Master Case Code Policy is established to adhere to Warehouse standards to ensure efficiencies within our supply chain. It is imperative that products arriving at our warehouse have the required information below in legible font and size.

The following information must be printed on the master case.

- GO Brands + Product Brand (Simply GO, etc.)
  - “GO Brands” must be communicated first
- Product Description
- Pack Size & Product Size
- 12 Digit UPC is required at a minimum; GTIN-14 can also be used
- Grocery Outlet Item #
- GOTN (Grocery Outlet Tracking Number)
- BEST IF USED BY or USE BY date
- Lot Code
- Country of Origin in compliance with all federal, state and local laws and regulations
- Any special handling instructions, if applicable
- Distribution Statement

Best If Used By or Use By Date must match the date printed on consumer selling unit or primary package.

Case printing must be printed in dark ink and be legible. Pressure sensitive labels may be used in lieu of printed cases if needed. Case markings should be printed on the side of the master case where it is visible on all sides once palletized.

## 7. PRODUCT DISCONTINUATIONS

This Discontinuation Policy is established to define the terms and conditions related to discontinued items between Grocery Outlet and its suppliers. The purpose is to establish a clear understanding of the maximum liability in the event of product discontinuation.

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**Liabilities and limitations:**

Grocery Outlet shall purchase Supplier’s remaining inventory of packaging and finished Product that is in good and salable condition based on previously agreed upon minimum packaging and/or production runs, but in no case shall Grocery Outlet be liable for any packaging and/or finished Product liabilities to exceed six (6) months of initially forecasted volume that Grocery Outlet had shared in writing with Supplier.

**Communication of Discontinuation:**

Inventory liabilities will be identified and communicated by Supplier to Grocery Outlet within one week of discontinuation notification. Grocery Outlet shall have no other liability to Supplier arising out of such termination or discontinuation.

**Calculation of Liability:**

The calculation of liability will include the agreed-upon minimum packaging run for the specific category or subcategory and will not exceed the aforementioned six-month forecasted volume.

## 8. COST CHANGES

The following outlines the procedures for requesting and implementing cost changes, ensuring a clear understanding between all parties.

**Cost Changes and Agreement:** Suppliers are prohibited from unilaterally increasing costs charged to Grocery Outlet unless expressly agreed in writing in the applicable supply agreement between the parties.

**Advance Notice:** If permitted in the supply agreement, suppliers intending to make cost changes must complete the proper documentation & Cost Change forms. This form should be submitted to their appropriate Grocery Outlet GO Brands contact at least **90 days** in advance, unless otherwise agreed to in writing by Grocery Outlet.

**Approval and Implementation:** Cost changes will only be implemented after Grocery Outlet has agreed to the new costs. The implementation period will not commence sooner than 30 days after the agreement on the new costs has been reached. Any cost change effective date that is agreed upon is based on PO’s written.

## 9. SERVICE LEVEL REQUIREMENTS

As part of our ongoing commitment to delivering unparalleled service to our operators and ensuring the satisfaction of our customers, Grocery Outlet is requesting suppliers to adhere to the following:

**Fill Rate Requirement:** All suppliers are required to maintain a fill rate of 98.5% on all purchase orders placed within lead-time. The fill rate is calculated as the percentage of ordered items that are successfully delivered within the agreed-upon time frame.

**On-Time Delivery:** Service level is measured against the specified "Must Deliver/Arrive By" date indicated in each respective purchase order.

**Performance Evaluation:** Suppliers demonstrating inconsistent adherence to the above requirements for four consecutive weeks will be evaluated for potential inclusion in our probation program. Suppliers placed on probation status will undergo a comprehensive review of their performance metrics. This status allows us to closely monitor and address any performance issues identified during the probationary period. Grocery Outlet reserves the right to implement necessary corrective actions during the probationary period to address any performance discrepancies and ensure alignment with our service level requirements.

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# 10. WAREHOUSE INFORMATION

**Receiving Appointments:** All warehouses use One Network Enterprise’s online web-based system to book delivery time (www.onenetwork.com).

**Pallets:** All pallets used for GO Brands Products shall be inspected upon receipt. Wood pallets used in our supply chain must be in good condition and free of defects that could compromise safety, handling, or product integrity. All incoming pallets must be 48-by-40 inches with four-way entry. Pallets must be adequately stacked with no overhang or leaning. They must be in good condition and free of broken or cracked boards, splinters, or loose hardware. Only hardwood pallets are acceptable. Pine, cedar, spruce or other white wood pallets will be rejected (*Except for Americold Warehouses*). Rental pallets must come from one of the following approved vendors: CHEP or PECO.

Non-compliance may result in corrective actions or reconsideration of the supplier relationship.

Revision History				
Revision	Description of Change	Modifier	Reviewed By	Date Published
01	Created	A. Tjan, L. Ngo	Go Brands Team	4/11/2024
02	Updated Acceptable Pallets and Updated PNW Warehouse Address	L. Ngo	J. Lam, A. Tjan, K. Chin	3/17/2025
03	Updated East Warehouse Information and FSMA 204 information	A. Tjan, L. Ngo	M. Griffin	02/02/2026

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## APPENDIX A: WAREHOUSE LOCATIONS

**GM/HBC and Beer/Wine**

Warehouse Number	Address	Receiving Times and Appointment Hours of Operations
97	<b>Grocery Outlet Warehouse: NorCal</b> 4400 Florin Perkins Rd. Sacramento, CA 95826	<b>Monday-Friday</b> 5:00am-9:00pm <b>Saturday</b> 5:00am-12:00pm <b>Appointment Line</b> 7:00am-3:30pm

**Grocery**

Warehouse Number	Address	Receiving Times and Appointment Hours of Operations
97	<b>Grocery Outlet Warehouse: NorCal</b> 4400 Florin Perkins Rd. Sacramento, CA 95826	<b>Monday-Friday</b> 5:00am-9:00pm <b>Saturday</b> 5:00am-12:00pm <b>Appointment Line</b> 7:00am-3:30pm
997	<b>States Logistics: SoCal</b> 11265 Beech Ave. Fontana, CA 92337	<b>Monday-Friday</b> 5:00am-8:00pm <b>Appointment Line</b> 7:00am-3:30pm
952	<b>Grocery Outlet Warehouse: PNW</b> 5920 NE 162nd Ave Vancouver, WA 98682	<b>Monday-Friday</b> 5:00am-9:00pm <b>Appointment Line</b> 7:00am-3:30pm
982	<b>Grocery Outlet Warehouse: East</b> 2040 N Union St. Middletown, PA 17057	<b>Monday-Thursday</b> 5:00am-12:00pm <b>Friday</b> 5:00am-11:00am

**Refrigerated / Frozen (AmeriCold)**

Warehouse Number	Address	Receiving Times and Appointment Hours of Operations
93	<b>Americold: NorCal</b> 2050 Laphan Drive Modesto, CA 95354	<b>Monday-Friday</b> 6:00am-8:00pm <b>Appointment Line</b> 6:00am-2:30pm
993	<b>Americold: SoCal</b> 5401 Santa Ana St. Ontario, CA 91761	<b>Monday-Friday</b> 4:00am-7:00am
94	<b>Americold: PNW</b> 1301 26th Ave. East Tacoma, WA 98424	<b>Monday-Friday</b> 2:00pm-6:00pm <b>Sunday (Fresh Meat only)</b> 6am <b>Appointment Line</b> 7:30am-4:00pm
96	<b>Americold: East</b> 3800 Hempland Rd. Mountville, PA 17544	<b>Monday-Friday</b> 1:00pm-11:00pm

**Re-Con**

Warehouse Number	Address	Receiving Times and Appointment Hours of Operations
92	<b>Sacramento Reconditioning Warehouse</b> 4400 Florin Perkins Rd. Sacramento, CA 95826	<b>Monday-Friday</b> 5:00am-1:30pm <b>Appointment Line</b> 5:30am-12:00pm
91	<b>Portland Reconditioning Warehouse</b> 20016 NE Sandy Blvd. Portland, OR 97230	<b>Receiving</b> Monday-Friday 6:00am-2:30pm
992	<b>Amelia's Reconditioning Warehouse: East</b> 43 Graybill Rd. Leola, PA 17540	<b>Monday-Thursday</b> 5:00am-12:00pm <b>Friday</b> 5:00am-11:00am

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