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1. FLOOR READY OVERVIEW AND PRINCIPLES

1.1 MYER SUPPLIER STANDARDS – INTRODUCTION

Myer is providing these standards to promote economical, safe and efficient preparation and distribution of all merchandise through the supply chain. Suppliers are required to review the information provided in these standards, and identify the elements relevant to their respective operations.

In the past, merchandise has been delivered to Myer Stores and Warehouses in a way that creates time and cost inefficiencies or safety hazards. It has been necessary for Myer Team Members to intervene and prepare the merchandise for sale. Issues involving pricing and bar-coding labels, packaging and merchandise protection placement have created problems for stores, which often requires the re-working of merchandise. This creates a delay in moving the merchandise to the selling floor for sale.

This standards document has been created in consultation with Myer Merchandise, Quality Assurance and Risk and Safety teams, to determine the most suitable price labelling, packing methods and merchandise protection tags for merchandise shipped to Myer Distribution Centres and Myer Stores. By merging information from multiple documents into one, it is intended that all users will have a clearer understanding of expectations and the end-to-end requirements of preparing merchandise in a Floor Ready condition.

Regular compliance checks will be conducted in stores to assess the condition of merchandise against these standards and provide feedback regarding compliance to these Floor Ready standards. These compliance checks will also identify if the objective to improve speed to floor of merchandise is being achieved in Myer stores.

It is the responsibility of the manufacturers and suppliers to ensure all merchandise is received at Myer Stores and Distribution Centres in a Floor Ready condition, as per the standards detailed in this document.

1.2 DEFINITIONS

Floor Ready refers to merchandise that can be moved to the selling floor immediately so as to be ready for sale to the consumer.

Merchandise considered “Floor Ready” requires minimal or no additional handling by Myer Team Members to prepare the product for display or sale.

The term Hardgoods refers to all non-apparel merchandise:

- Cosmetics and Fragrance
- Homewares
- Furniture
- General Merchandise
- Electric

The term Softgoods refers to all apparel and accessories merchandise:

- Women’s apparel
- Men’s apparel
- Children’s apparel
- Youth apparel
- Intimate apparel
- Accessories
- Footwear
1.3 BENEFITS OF FLOOR READY MERCHANDISE

- Merchandise moves quickly from the loading dock through to the selling floor
- Increased availability of product on the selling floor for consumers
- Reduction of environmental impact due to waste
- Decreased costs due to ease of handling and reduced packing materials
- Improved safety throughout the handling process for Myer Team Members and Myer customers
- Reduction in Shrinkage caused by data inaccuracies, breakages and theft
- Increased full priced sales of merchandise and a reduction in markdowns

1.4 WHAT DOES THIS HANDBOOK INCLUDE

This handbook includes general guidelines, which cover Floor Ready Standards that relate to all areas of Merchandise within Myer. This includes labelling, packaging, merchandise protection and hanging standards.

Specific detail regarding Myer preferred preparation and shipment of particular product types is also detailed within this document.

1.5 WHO SHOULD USE THIS DOCUMENT

This document has been compiled to provide information relevant for:

- Myer Merchandise Buying Teams
- Myer Suppliers
- Third Party Providers
- Myer Quality Assurance
- Myer Supply Chain
- Myer Sourcing Asia Limited (MSAL)
- Myer Store Team Members
1.6 HOW TO USE THIS DOCUMENT

Buyers are expected to nominate the condition in which merchandise is to be received in stores, and to specify any additional information required by suppliers (eg: preferred packaging, merchandise protection, or folding requirements).

Suppliers will need to consult this document to interpret instructions provided by the buyer, and to ensure compliance with Myer’s requirements.

Third Party Providers will also need to consult this document to ensure deliveries are compliant with Myer’s requirements. Additionally, if merchandise is to be repacked, it is expected that the standards outlined in this document will apply.

1.7 ADDITIONAL INFORMATION REGARDING MYER PROCESSES

The Floor Ready Standards have been designed to sit alongside existing processes, procedures and standards that currently operate across many functional business areas in Myer. Where possible, other standards have been incorporated into the Floor Ready Standards such as Myer Standard for managing Heavy and Bulky items. This document does not replace other standards and guidelines currently operating in the Myer business.

Therefore this document must be used in conjunction with the following documents found on the Myer Supplier Website: [http://myersupplier.myer.com.au/](http://myersupplier.myer.com.au/) via the Supply Chain and E-Commerce Sections

- Source Tagging Supplier Information Package (Hard/Softgoods)
- Source Tagging Soft Tag/ Hard Tag positioning guidelines Hard/Softgoods
- E-Commerce Operational Processes and Standards
- E- Commerce Price Ticket Standards
- Advertised and Stocktake Sale Label Requirements
- RDC Receiving Standards

1.8 AMENDMENTS TO FLOOR READY STANDARDS

Myer may at times; make amendments to the Floor Ready Standards to ensure merchandise is always shipped to best practice standards and to incorporate additional aspects of Floor Ready merchandise standards. These amendments will be communicated via the Myer Supplier Website. Suppliers should ensure they are always using the most recent version of the Myer Floor Ready Standards.
### 1.9 FLOOR READY QUICK REFERENCE

<table>
<thead>
<tr>
<th>CHECK THAT ALL MERCHANDISE</th>
<th>DOC PAGE NO:</th>
<th>ADDITIONAL INFORMATION (MYER SUPPLIER WEBSITE)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td><strong>SECTION 2. PRICE MARKING AND PRODUCT LABELLING</strong></td>
</tr>
<tr>
<td>Are clearly Price Marked</td>
<td>7</td>
<td>MYER E-Commerce Price Ticket Standards</td>
</tr>
<tr>
<td>Have a price label displayed in a standardized location including a scannable barcode</td>
<td>7</td>
<td>MYER E-Commerce Price Ticket Standards</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>SECTION 3. MERCHANDISE PROTECTION</strong></td>
</tr>
<tr>
<td>Have the appropriate Merchandise Protection device applied in the standardised location</td>
<td>9</td>
<td>MYER Source Tagging Supplier Information Package. MYER Source Tagging Soft Tag/ Hard Tag positioning guidelines</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>SECTION 4. MINIMAL PRODUCT PACKAGING</strong></td>
</tr>
<tr>
<td>Have minimal additional packaging to reduce waste</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>No polystyrene beans are used</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>Have the correct poly bag standard applied</td>
<td>17</td>
<td></td>
</tr>
<tr>
<td>General Packing Guidelines are adhered to for specific category</td>
<td>19</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>SECTION 5. TRANSPORTATION PACKING STANDARDS</strong></td>
</tr>
<tr>
<td>Are new cartons of sufficient quality and strength</td>
<td>25</td>
<td>MYER RDC Receiving Standards</td>
</tr>
<tr>
<td>Outer Carton packing materials and board grade are in line with standards and are securely packaged for breakables</td>
<td>25</td>
<td>MYER E-Commerce Operations Processes and Standards</td>
</tr>
<tr>
<td>Products have the correct care instructions and warning labels applied</td>
<td>27</td>
<td>MYER E-Commerce Operations Processes and Standards</td>
</tr>
<tr>
<td>Where carton handles are provided, the correct requirements in place</td>
<td>28</td>
<td>MYER E-Commerce Operations Processes and Standards</td>
</tr>
<tr>
<td>Include the required SSCC, Weight Marking Icon and Advertised labels when required</td>
<td>29 &amp; 31</td>
<td>MYER Advertised and Stocktake sale Label Requirements</td>
</tr>
<tr>
<td>Correct Garment bags are used and secured</td>
<td>31</td>
<td>MYER E-Commerce Operations Processes and Standards</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>SECTION 6. HANGING/FOLDING STANDARDS</strong></td>
</tr>
<tr>
<td>The appropriate hanger is used on garment</td>
<td>33</td>
<td><a href="http://www.ticgroupasia.com/retail-support-documents.php">http://www.ticgroupasia.com/retail-support-documents.php</a></td>
</tr>
<tr>
<td>General Presentation Disciplines are adhered to</td>
<td>35</td>
<td></td>
</tr>
<tr>
<td>Are folded in accordance with Myer standards if applicable</td>
<td>36</td>
<td></td>
</tr>
</tbody>
</table>
2. PRICE MARKING & PRODUCT LABELLING

Utilising standardised labelling for Myer Merchandise will increase visibility of the retail price of merchandise for the consumer and ensure items are processed quickly and accurately at point of sale.

2.1 GENERAL BARCODE TICKETING STANDARDS

- All items shipped to Myer must include the appropriate GTIN/EAN barcode and number
- The GTIN/EAN barcode and company number it represents must be in accordance with GS1 Australia standards
- The barcode must be of sufficient quality to ensure they are able to be scanned at Myer Point of Sale
- Only one GTIN/EAN barcode ticket should be applied to any item
- All barcode numbers printed on the ticket should be easily readable to allow for manual entry if required

**If applying barcode stickers:**

- Barcode stickers should be placed in a standardised location
- Never place a barcode in an area which prevents it from scanning properly
- Do not fold or crease the barcode label around corners of a product, always place the barcode in a place with adequate space
- Remove any incorrect labels; do not apply a new label over an incorrect label
- Never obscure important information

2.2 RETAIL PRICE TICKETING STANDARDS

Suppliers must determine, in consultation with the associated Myer Buying Team, whether the merchandise is required to be individually price marked, or if the ticketed shelf signage is sufficient.

If the information required by Myer to be included on the price tickets is incorporated into the standard supplier packaging, and the product carries a recommended retail price identical to the Myer Retail Price, Myer Buying Teams will give consideration to the benefits of price marking individual items.

This will be weighed against foreseen impacts on customer service if an item is not individually price marked.

For individually price marked merchandise, the following applies:

- Ensure visibility of the price and other relevant details
- Price labels should be securely attached to either the product packaging or swing tag so as not to become loose
- The Myer EDI purchase order retail price is the only price to be applied to the product label and must be identical to any price pre printed into the product packaging
- Only one retail price should be marked on any product label or packaging
2.3 TICKET PLACEMENT AND ATTACHMENT TYPE

- Tickets must be placed in an area clearly visible to Myer Team Members and customers
- Tickets must be adhered to the actual merchandise, not included loose in the shipping carton
- For delicate items, tickets should be applied to a swing tag and attached through the fabric in a way that does not cause damage to the item (eg: through a care label)
- Tickets must be securely attached in a way that ensures they will not fall off garment through the handling process
- For boxed or hard merchandise, tickets should be applied so that the ticket can be removed (eg: removable adhesive on sticker)
- For items that are sold either in the display box or without a display box (eg: taken out of the display box for merchandising or sale), both the package and the item inside should be labelled. Please consult the relevant Buyer regarding whether this is necessary
- If the merchandise is to be sold only as a set, only the barcode that applies to the set is to be applied to the product. This label should be clearly marked as a set
- For any items where the standard GTIN/EAN barcode ticket is not suitable (eg: Premium Pens) a custom sized ticket should be used

Care must be taken not to obstruct the following important information:

- Care Instructions
- Country of Origin
- Fibre Content
- Ingredients Listings
- Manufacturers Logos
- Mandatory Standards, Warning or Caution Signs
- Directions
- Expiry Date
- Price
- Barcodes necessary for scanning
- Warranty

This ticket is not a substitute for any statutory labelling requirements such as:

- Care labelling, including children’s nightwear fire hazard labelling
- Country of origin labelling
- Composition

For further information relating to standardised locations for barcodes refer to -

Supply Chain Information> Source Tagging Supplier Information.

For further information relating to Standard pricing formats and more detail regarding font sizes and price label layout refer to -

Supply Chain Information> E-Commerce Price Tickets Standards
3. MERCHANDISE PROTECTION

The use of Merchandise Protection tags or Electronic Article Surveillance (EAS) has demonstrated effectiveness in reducing the amount of shrinkage due to theft in retail environments. This involves an electronic mechanism placed on either the inside or outside of a product, which requires deactivation or removal at the point of sale. Failure to remove or deactivate the mechanism triggers an alarm emitted at the store entrance, indicating a potential theft or offence has occurred.

The placement of merchandise protection tags is a time consuming process if conducted in stores, and can significantly delay the time in which merchandise reaches the selling floor. Furthermore, if Myer Team Members are required to apply these mechanisms, products and merchandise and the associated packaging may be damaged during the process. It is for these reasons that Myer requires merchandise to be tagged prior to delivery to stores or Distribution Centres by the supplier and incorporated into the manufacturing and packing processes. This process is known as “Source Tagging”.

3.1 BENEFITS OF SOURCE TAGGING

Source tagging can deliver a number of important benefits:

- Reduce out of stocks and improve sales due to more accurate stock on hand data
- Consistency of application techniques and standards, for example the selection of the device and location of the device on the merchandise
- Ease of tag removal at point of sale
- Reduction of time spent by Myer staff applying the merchandise protection devices
- Quicker movement of merchandise to selling floor as it arrives in a Floor Ready condition
- Optimises theft deterrence and reduction of shrinkage across all stores
3.2 EAS RECYCLE PROGRAM

Myer has a tag recycle program for Shell-Ink and Apparel EAS hard-tags. When hard-tags are removed from merchandise at Point of Sale, tags will be consolidated at stores, then boxed and returned to Myer’s tag supplier, Checkpoint. Checkpoint will sort the hard-tags, remove those in poor condition, and repack tags that are in good condition in readiness for suppliers to order.

Myer has made a significant initial investment in shell-ink hard-tags. As the number of hard-tags will diminish over time as tags are damaged, lost or disappear, Myer will top-up the existing stock of shell-ink tags to avoid short supply.

The recycle model has allowed Myer to negotiate low prices for the shell-ink and apparel tag. The Myer EAS Recycle Program supports Myer’s commitment to a sustainable solution.

For further information relating to Source Tagging of merchandise refer to -
Supply Chain Information> Source Tagging Supplier Information.
3.3 MERCHANDISE REQUIRING PROTECTION TAGS

It is neither feasible nor practical to attach EAS tags to all merchandise sold in Myer.

An item’s shape or size may prohibit the attachment of an EAS device (for example pens or candles). The item may be too large to represent a high risk of theft (for example large furniture). The cost of an EAS hard tag may be prohibitive, or the application of a hard tag may cause damage to an item, in which case a soft tag may be preferable.

The application of EAS devices will therefore be determined based on a risk management model, taking into account a number of factors including:

- Type of product
- Desirability of the item or brand
- The price point of an item
- The theft or shrinkage history of similar products

The theft risk of a product will be discussed between Myer buyers and suppliers as part of the buying process and the item will be categorised into one of the following groups:

**Low Risk Merchandise:**
- The likelihood of theft is minimal due to the physical features or desirability
- Examples: Very low priced apparel, heavy and bulky furniture.

**Medium Risk Merchandise:**
- Where merchandise is readily available and susceptible to theft
- Example: Classic and Modern Menswear/Womenswear

**High Risk Merchandise:**
- Items are recognised as highly desirable and subject to elevated levels of theft
- The cost/retail price of the item justifies the use of a hard tag
- Example: Youth and Contemporary apparel.

**Very High Risk Merchandise:**
- The merchandise or brand is the subject of targeted theft
- The cost or retail price of these items is high or very high
- Screamer tags are applied to the item at store level, not at source
- Example: Designer apparel and handbags
3.4 TYPES OF MERCHANDISE PROTECTION TAGS

There are several types of protection tags available for use in Myer stores. The tag used should be suitable for the type of merchandise it is applied to and based on the risk category the item falls into.

The below diagram indicates the type of EAS device that is suitable based on the risk category of an item.

In store only tags
- Extreme Tag (Denim Only)
- Screamer Tag
- Spider Wrap

Merchandise included in the Very High category that require the in store only tags, will have these applied in store by Myer Team Members.
3.5 MERCHANDISE PROTECTION TAG PLACEMENT

The placement of a merchandise protection tag device is dependant on the type of product it is being applied to. The type of anti theft mechanism needs to be appropriate for the type of product and associated packaging of the product. All merchandise protection tagging must be completed in accordance with the Myer Source Tagging Standards. Please discuss this with your Buyer if you require further clarification.

For further information relating to Source Tagging of merchandise refer to -
Supply Chain Information> Source Tagging Supplier Information.

Care should be taken not to obstruct the following important information:

- Care Instructions
- Country of Origin
- Fibre Content
- Ingredients Listings
- Manufacturers’ Logos
- Mandatory Standards, Warning or Caution Signs
- Directions
- Expiry Date
- Price
- Barcodes necessary for scanning
- Warranty

Placement of the hard tag device should be located in such a way that it allows for ease of removal or deactivation via the appropriate methods by Myer Team Members when the product is purchased. This is relevant to products with Hard Tags applied, to ensure damage to merchandise is reduced resulting from removal of the mechanism.

- Soft Tags should be placed as close as possible to the retail barcodes (without covering), to ensure visibility and easy deactivation at point of sale
- The Merchandise Protection tag should not hinder or impede the presentation or storage of the product in any way.
- The Merchandise Protection tag should not be positioned on apparel or accessory items in a location which will prevent customers from trying on these items
4. MINIMAL PRODUCT PACKAGING

Myer is a signatory to the “Australian Packaging Covenant” (APC). The APC is a collaborative agreement between government and industry designed to minimise the environmental impacts arising from consumer packaging, and obligates Myer to develop and implement action plans designed to minimise packaging waste across the business. These Floor Ready guidelines are consistent with and demonstrate our commitment to the APC, as well as our broader commitment to environmental sustainability.

An understanding of the logistics involved in supplying the product, the way the consumer interacts with the product and the merchandise presentation standards are all important considerations when determining the type of packaging necessary for the item. As such, appropriate packaging materials will vary depending on the product type in question, however the objective should always be the same: shipment of the product in packaging that is suitable to protect the item and maximise handling processes, whilst reducing risks associated with safety, environmental impacts of disposal and inefficiencies in time to present the item as ready for sale.

4.1 MINIMISE UNNECESSARY OR EXCESSIVE PACKAGING

When considering whether excess packaging can be eliminated, the following questions may be pertinent for consideration:

- Could store handling to prepare the product for sale be avoided by using different packaging (for example shipment of items in an approved display tray)?
- Can the product be supplied in one outer carton without any additional internal secondary packaging?
- If boxed, is it necessary to use additional layers of cardboard, paper or plastic?
- If packaging is required, have materials been selected that maximise recycling opportunity?
- Is there the possibility to redesign the consumer or transport packaging without compromising quality?
- Can individual cartons be replaced with one larger carton with a partition to provide adequate protection?

It is the objective of Myer to reduce the following types of packaging to minimise waste where possible:

- Cardboard
- Newspaper
- Bubble Wrap
- Rubber Bands
- Foam
- Shrink Wrap
- Adhesive Tape
- Shredded Paper
- Safety Pins
- Poly Bags
- Twist Ties
- Loose Foam / Styrofoam Beads
- Metal Clips
- Tissue Paper
4.2 TISSUE PAPER

It is a requirement that tissue paper between items is not used unless determined that the item requires additional protection to prevent damage during transit. The use of tissue paper can and does create operational inefficiencies and safety issues for Myer stores. The removal of tissue paper is time consuming and creates additional costs associated with recycling. Further more, if tissue paper is not removed in its entirety prior to product placement on the selling floor, this creates a safety hazard for both Myer Team Members and consumers due to slipping. As safety is of utmost importance, tissue paper should only be used if determined absolutely necessary after consultation with your Buyer.

4.3 WHEN SHOULD TISSUE PAPER BE USED

Tissue paper can be used with unpackaged garments (e.g. on hangers or folded on tables) when:

- Support is required for items such as bras, swimwear and hats to prevent damage during transit. Tissue paper may be scrunched into a ball to provide in-transit support. However, it would still be preferable that alternate solutions are found to replace the tissue paper in these items (e.g. Light weight moulded domes made in recyclable plastic)
- Special effect prints (such as plastisol prints) where there is a potential risk of colours marking-off in transit
- Delicate fabrics that are prone to creasing while in transit and will benefit from using a material such as tissue paper
- Discussed with the relevant buyer and/or Myer Quality Assurance, with written approval from Myer to permit the use of tissue paper

4.4 GARMENTS SOLD AS PRE-PACKAGED ITEMS

Tissue paper may continue to be used in pre-packed apparel items that are sold in their packaged condition (e.g. Men’s business shirts). However, every effort must be made to minimise waste associated with packaging e.g. reduce pins, plastic, card and paper use as much as is possible.

4.5 PROTECTIVE PACKAGING

When protecting a product that is packaged in a carton, it is preferable to use plastic blister packs, as these are easily removable and disposable.

*Polystyrene beans are not to be used under any circumstances.*
4.6 PLASTIC LINED CARTON

If necessary, to provide protection for stock that is not individually poly bagged, the carton should be lined with plastic.

4.7 ADDITIONAL PACKAGING BETWEEN INNER CARTONS

Additional protective packaging (eg: Bubble Wrap, loose foam or beads) that needs to be removed creates a delay in the time it takes for a product to reach the selling floor.

Packaging such as cardboard, paper and plastic inserts, clips and pins should not be used unless they are required to protect the quality and or appearance of an item. These items should only be used after consultation with the relevant Myer Buyer.

It is acceptable to place one sheet of light cardboard at the top of an outer carton to reduce the risk of damage to the contents when opened with a box cutter. It is unacceptable however, to include multiple sheets of cardboard between individual items inside the carton (unless deemed absolutely necessary by the Myer Buying Team).

4.8 POLY BAGS

Poly Bags are intended to provide in transit protection for merchandise. However, the overuse of Poly Bags (i.e. when single items are placed in separate poly bags) causes a number of problems.

- Inefficiencies as each item requires handling before the goods are ready for sale
- Health and Safety issues due to the repetitive task of opening poly bags
- Environmental issues due to disposal of poly bags
- Unnecessary increased cost of goods due to over packaging
### 4.9 LOCAL AND OVERSEAS POLYBAG STANDARDS

As a general standard across Myer it is a requirement that:

<table>
<thead>
<tr>
<th><strong>Hanging Merchandise – Overseas (Offshore Suppliers)</strong></th>
<th>![Image]</th>
</tr>
</thead>
<tbody>
<tr>
<td>All overseas hanging merchandise is to be packed individually poly bagged, unless an agreement is in place with a Myer Buying Team in consultation with Supply Chain.</td>
<td>![Image]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Hanging Merchandise – Local (Australian Suppliers)</strong></th>
<th>![Image]</th>
</tr>
</thead>
<tbody>
<tr>
<td>All local hanging merchandise is to be packed with 1 transparent outer bag only, unless the product is of a fine material that can be easily crushed or bruised. This decision is also to be made with the Myer Buying Team in consultation with Supply Chain.</td>
<td>![Image]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Flat Packed Merchandise – Overseas &amp; Local</strong></th>
<th>![Image]</th>
</tr>
</thead>
<tbody>
<tr>
<td>All flat packed apparel is to be packed in a carton lined bag, unless an agreement is in place with a Myer Buying Team in consultation with Supply Chain.</td>
<td>![Image]</td>
</tr>
</tbody>
</table>
4.10 SELECTION OF POLY BAGS

Ideal practice involves incorporating multiple units of the same style into one bag or package and to only individually bag items if absolutely necessary to provide protection. When this is necessary, this may only be done after approval has been obtained in writing from Myer.

Suppliers must consider the below hierarchy when using poly bags:

1. *None*: It is the preference of Myer that no poly bags are used unless necessary to provide protection.

2. *Carton Liner Poly Bag*: Carton Liner Poly Bags can be used when the supplier packs merchandise into cartons and the cartons are receipted into store without needing to be opened. This minimises many of the flow on problems identified earlier.

3. *Multi-Unit Poly Bag*: Multi unit poly bags can be used where the use of a carton liner allows too much movement of merchandise during transit (and therefore increases the likelihood of damages), or when cartons need to be opened for allocation and the allocation can be done without opening multiple poly bags.

4. *Individual Poly Bag*: Individual poly bags can be used as a last alternative, when use of the carton poly bag or multi unit poly bag does not meet the needs of the business. Where individual poly bags are required, lighter plastic must be used, as it is easier to remove from the merchandise. If this is necessary, use non-sealed plastic sleeves with no pins or tape.

4.11 POLY BAG STANDARDS

Suppliers are required to comply with the following quality requirements for poly bags and carton liners:

- Poly Bags must be free of BHT (butylated hydroxyl toluene). BHT is often used as an anti oxidant and stabilizer in polymer packaging materials. Even trace elements of BHT will accelerate yellowing and discolouration of some types of merchandise when stored
- The standard material for poly bags is 15 micron natural, virgin HDPE (high density polyethylene)
- Recycled poly bags are not acceptable as there is no certainty the poly bags would be BHT free
- Poly bags are required to be odour free and contain no contaminants
- Silica packs (or similar for example Micropaks) are recommended to assist with managing moisture that could otherwise cause problems during the transit process

To reduce the risk of suffocation to children, poly bags should be provided with air holes (via hole punching or perforations). Poly bags must be printed with a safety message warning of the dangers of suffocation. The warning must be repeated on larger poly bags and carton liners. Many variations of this safety warning are acceptable, however they should all provide a similar statement to the following:

**CAUTION:**
THIS BAG IS NOT A TOY.
TO AVOID DANGER OF SUFFOCATION
KEEP THIS BAG AWAY FROM CHILDREN

Unless specifically requested, no further information is required on poly bags other than the safety warning listed above.
4.12 GENERAL PACKING GUIDELINES - HARDGOODS

Frames, Albums, Stationery & Gifts:

- Minimise packing or stuffing material in carton, do not use beads for protecting merchandise, preferably use blister packs
- Use appropriate sized carton for contents to minimise stuffing
- Poly bags should not be used for individual items
- Partitions should be used to separate items shipped without a display box, unless individual inner cartons are required for protection (eg: breakables)
- Tissue paper or cardboard between stationery and other items should not be used. Tissue paper is not required unless deemed necessary to prevent damages to items that may scratch or break in transit.
- Multiple items of the same style or story should be packed into the same outer carton where possible
- Do not tape the consumer packaging together in a carton
- As frames are often removed from packaging for display purposes, frames should be price marked both on the item and the consumer packaging where possible.
- Frames shipped in multi colour or multi size boxes should be clearly marked with the colour or size on the consumer packaging
- Individual product packaging should always have a clear description of the contents if not packaged in a full colour box. Where an item is sold without packaging and is stored in a shipping box, mark the carton with style, description or image of item
- Gift items should always be price marked with either a detachable tear away price sticker, or sticker with easily removable adhesive to reduce potential for damage to the packaging after purchase.
- Premium Pens should be individually price marked with a custom sized price label fitted to the clip of the pen. The reverse of the label must contain a scannable barcode. The consumer packaging must also have a price label applied to easily identify the product when in a closed box.
- Small items not individually boxed, should be shipped in an approved display tray or display unit where possible (for example key rings). Please consult the Myer Buyer regarding approval.
- It is not necessary to pack items shipped in the display box into individual cartons inside an outer carton. The display box should be strong enough to provide adequate protection of the merchandise

Luggage, Backpacks, Executive Leather Briefcases:

- Minimise packing or stuffing material inside the item, and in the outer carton
- Luggage should be nested where possible to reduce shipping materials
- Poly bags should not be used for individual items unless necessary to prevent damage (eg: Leather Bags). Where possible multi item poly bags should be utilized
- Protective covering used around buckles and fittings must be easily removed without the use of scissors or box cutters
- Hard case luggage prone to scratching should be shipped with a removable plastic film on the item for protection
Quilt Covers, Sheet Sets, Cushions and Throws:
- Minimise packing or stuffing material inside the outer carton
- Use appropriate sized carton for contents to minimise protective filling
- Poly bags should not be used for individual items that are fully packaged. If required, cushions with embellishments may be shipped individually poly bagged if necessary to avoid damage.
- Outer cartons may contain one piece of cardboard within, lying on top of the packed merchandise to assist in preventing damage to products from using box cutters.

Pillows, Quilts, Mattress Protectors and Blankets:
- Minimise packing or stuffing material inside the outer carton
- Use appropriate sized carton for contents to minimise protective filling
- Outer cartons may contain one piece of cardboard within, lying on top of the packed merchandise to assist in preventing damage to products from using box cutters.

Bathroom Accessories, Towels, Bath Mats:
- Minimise packing or stuffing material inside the outer carton
- Use appropriate sized carton for contents to minimise protective filling
- Bathroom Accessories should not be shipped in containers with carton liners. Towels can be shipped preferably in a lined carton or multi item poly bag. Individual poly bags should not be used
- Bathroom accessories should be shipped in cartons with a partition, not individually boxed unless the box is the consumer packaging. Partitions should not be used where the item is boxed in the consumer packaging, or if the item requires the additional protection of inner cartons due to breakage.
- Towels must be folded as per the Myer standard (page 40)

Indoor Furniture, Outdoor Furniture, Occasional Furniture:
- Poly bags / wrap are required to protect leather and fabric items such as lounge and arm chairs within cartons
- Components required to construct each unit should be included in the packaging associated to each individual unit

Home Décor, Vases, Platters, Clocks, Lamps:
- Minimise packing or stuffing material inside the outer carton
- Use appropriate sized carton for contents to minimise protective filling
- Use adequate packaging to ensure minimum breakage through supply chain process, preferably use partitions for items where added protection is unnecessary
- Individual product packaging should always have a clear description of the contents if not packaged in a full colour box. Where an item is sold without packaging and is stored in a shipping box, mark the carton with style, description or image of item
- It is not necessary to pack items shipped in the display box into individual cartons inside an outer carton. The display box should be strong enough to provide adequate protection of the merchandise
- Lamp base and shades should be shipped together in the same carton where possible and have only one barcode applied for the both the base and shade as one unit
Books and Magazines:

- No polystyrene beads are to be used; blister packs are the preferred packaging material to prevent damage and movement within the carton

Kitchenware:

- It is preferable to use partitions in a carton to prevent damage where possible
- Use appropriate sized carton for contents to minimise stuffing
- Poly bags should not be used for individual items unless there are items that can scratch if packed together like metal bake ware.
- Adequate packaging to prevent breakage through supply chain process

Dinnerware, Cutlery, Glassware, Napery:

- It is preferable to use partitions in a carton to prevent damage where possible
- Use appropriate sized carton for contents to minimise stuffing
- Shipping carton should not contain plastic lining unless absolutely necessary
- Adequate packaging to prevent breakage through supply chain process
- Multiple items of the same style should be packed into the same outer carton where possible

Toys:

- It is preferable to use partitions in a carton to prevent damage where possible
- It is not necessary to pack items shipped in the display carton into individual cartons inside an outer carton. The display box should be strong enough to provide adequate protection of the merchandise

Home Entertainment, Home Office, Portable Audio, Small Appliances, Personal Care, Movies and Music:

- It is preferable to ship items in correct size cartons to minimise filling required to prevent movement or merchandise
- Ensure only 1 outer shipping carton is used when packaging multiple items No polystyrene beads are to be used; blister packs are the preferred packing material to prevent damage and movement within the carton of breakable product
- Hang sell merchandise should be packed upright, where possible, to ensure ease of merchandising when delivered to store

Cosmetics and Fragrances:

- It is preferable to ship items in the correct sized carton for the contents inside, to minimise filling required to prevent movement of the merchandise
- No polystyrene beads are to be used; blister packs are the preferred packaging material to prevent damage and movement within the carton
- All the ingredients are to be clearly visible on all Cosmetics and Fragrance merchandise
Christmas Trim: Accessories, Wreaths, and Christmas Trees:

- Minimise packing or stuffing material inside the outer carton
- Use tissue in place of poly bags where necessary to prevent damage only.
- Partitions should be used to separate items shipped without a display box, unless individual cartons are necessary to provide protection (eg breakables)
- Use appropriate sized carton for contents to minimise stuffing
- Poly bags are acceptable only on breakables where there is no possibility of tissue or other paper based solution to keep product secure
- If poly bags or bubble wrap is used, do not secure with sticky tape or metal pins

Food, Confectionery, Beverages and Condiments:

- Minimise packing or stuffing material inside the outer carton, do not use beads for protecting merchandise, preferably use blister packs especially for hampers.
- Partitions should be used to separate items shipped without a display box, unless individual inner cartons are required for protection (example oil bottles).
- Use appropriate sized carton to minimise stuffing
- Minimise use of tissue paper to wrap acetate boxes
- Do not use poly bags or tissue paper around pre packaged products
- Perishable Foods must be delivered in refrigerated transport to ensure stocks arrive in sellable condition
- Non- perishable products can be delivered in non- refrigerated transportation
- Breakables must be packed into inners with bubble wrap, or air pockets for larger items rather than polystyrene beads
- Outer cartons to be labelled with fragile stickers to indicate glass or ceramic containers inside
- It is the suppliers responsibility to comply with all relevant Australian Packaging and Labelling legislation
4.13 GENERAL PACKING GUIDELINES - SOFTGOODS

Men’s, Women’s, Children’s and Youth Apparel:

- Hanging items must be received in hangwear bags OR packaged neatly into an appropriately sized carton with the garment already on hangers

- Apparel that is susceptible to damage or bruising from hangers due to its delicate nature or materials (e.g. traditional bulky knitwear) must not be shipped hanging. Garments of this nature required to be on hangers may be shipped flat packed with the hangers included in carton, ensuring that the same number of hangers as merchandise are included in the carton

- Local products must only be individually poly bagged if made of a delicate fabric (e.g. silk, organza) that could be damaged in transit and / or there is a delicate nature to the garment (e.g. delicate straps, beading, fringe, appliqué, embroidery etc)

- One plastic lined carton bag should be used wherever possible

- Tissue paper or cardboard between garments should not be used, unless necessary

- Minimise packing or stuffing material in carton, do not use beads for protecting merchandise, preferably use blister packs

- All denim products must be folded to the Myer folding standards (page 38)

Intimate Apparel and Swimwear:

- Products must only be individually poly bagged if made of a delicate fabric that is susceptible to damage from contact with other products (e.g. Silk, Lace apparel)

- One plastic lined carton bag should be used wherever possible

- Tissue paper and plastic inserts must ONLY be used for products that will not retain their shape and appearance without protection (e.g. as padding for a moulded bra) or to protect prints

- Minimise packing or stuffing material in carton, do not use beads for protecting merchandise, preferably use blister packs

Footwear:

- Use appropriate sized carton for contents to minimise stuffing

- Minimise packing or stuffing material in carton, do not use beads for protecting merchandise, preferably use blister packs

- ALL right foot shoes should have a price ticket on the bottom

Accessories:

Jewellery

- Jewellery should always be individually poly bagged to prevent products from tangling (e.g. necklaces and bracelets), which then may be placed into a larger poly bag

- Minimise packing or stuffing material in carton, do not use beads for protecting merchandise, preferably use blister packs

Watches

- Watches to be packed separately into bubble wrap and then placed in smaller inner box

- Empty watch boxes and warranties are to be packed into large outer box
Handbags
- Poly bags used on all handbags - must be easily removed
- Tissue paper to be used on handbags/wallets only where absolutely necessary for protective reasons - must be easily removed
- Designer handbags/wallets may need more protection around fittings - must be easily removed
- Tissue and cardboard not to be packed in between bags/wallets unless absolutely necessary for protective reasons

Soft Accessories and Hosiery
- Hair accessories (e.g. hair clips) should be individually poly bagged as this prevents breakage
- Scarves should not be individually poly bagged unless the product is made of delicate fabrics (e.g. faux fur products)
- Tissue paper and plastic inserts must ONLY be used for products that will not retain their shape and appearance without protection (e.g. hats & millinery)
5. TRANSPORTATION PACKING STANDARDS

5.1 OUTER CARTON PACKING MATERIALS
Outer Carton Packaging refers to the transportation package of an item. When a product is large and bulky and shipped in an inner of 1 unit, the consumer packaging may also be the transportation packaging (for example Televisions).

Ensure that all outer carton packaging is either taped or bound as to be able to be opened with a standard box cutter. Packaging however must be able to hold the product weight comfortably.

There is to be no:

- Timber on the outer packages
- Plastic or metal bands around packages
- Stapling or gluing of the outer packages
- External packages (only to be used where essential to add to stability of the carton or to attach the carton to a pallet)

5.2 OUTER CARTON BOARD GRADE
For fragile merchandise where damage through dropping and falling is more likely (eg ceramic dinnerware) a 7 layered/ 3 core corrugated cardboard is the expected minimum standard. These items should also be clearly marked as Fragile to identify potential for damage.

For Soft Goods, where damage to goods through dropping and falling is unlikely (eg: Cushions, Throw Rugs) a 5 layered/ 2 core corrugated cardboard is the expected minimum standard.

Merchandise should be packed into outer cartons strong and durable enough to withstand typical conditions of transport and handling. Cartons should be appropriate for convey ability within automated Distribution Centre facilities.

5.3 OUTER CARTON SIZE, WEIGHT & LABELLING
Use the appropriate size carton for the goods that are being packed to ensure a snug fit of goods inside the carton. Over-packed cartons can cause damages to the items inside when palletized or stacked underneath other cartons. Too much space left in the carton can contribute to stock moving freely contributing to damage occurring in transit.

- Cartons should be securely sealed with tape. Staples or strapping is not to be used as it can damage conveyor systems used in automated distribution facilities.
- Where the inner carton is comprised of only one selling unit, the outer carton should be eliminated (eg: Televisions)
- Cartons should be packed evenly on both sides to ensure a balanced load of merchandise and prevent the product moving unexpectedly during handling. This will also ensure the carton can withstand pallet stacking without comprising the structure of the carton
- All carton measurements should be designed for efficient, safe and stable packing or handling
- Carton width and length should be a multiple of the width and length of a standard pallet
- Where handles are provided, include ‘THIS WAY UP’ indicators to assist effective handling of the item
The conveyor system at Myer is designed to handle a range of merchandise cardboard cartons, which will be received, inducted and sorted into various sortation lanes. The following is a brief summary of the products the system is designed to handle.

Product dimensions and weights will vary between the following parameters:

<table>
<thead>
<tr>
<th>Minimum</th>
<th>Average</th>
<th>Maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Length</td>
<td>225mm</td>
<td>*1200mm</td>
</tr>
<tr>
<td>Width</td>
<td>150mm</td>
<td>*550mm</td>
</tr>
<tr>
<td>Height</td>
<td>100mm</td>
<td>550mm</td>
</tr>
<tr>
<td>Weight</td>
<td>0.5kg</td>
<td>23kg</td>
</tr>
</tbody>
</table>

NOTE: Restrictions on the maximum system conveyable cartons are as outlined below:

<table>
<thead>
<tr>
<th>Minimum</th>
<th>Average</th>
<th>Maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Length</td>
<td>505mm</td>
<td>1000mm</td>
</tr>
<tr>
<td>Width</td>
<td>505mm</td>
<td>400mm</td>
</tr>
</tbody>
</table>

As the cartons are required to travel around the sorter, certain dimensions when combined together inhibit the productivity of the sorter and can stop it from running. The above dimensions show the maximum combinations of Length and Width that a carton can have without causing disruption to the sorter. For example, a carton that has a maximum length of 1000mm and a maximum width of 450mm will travel easily through the sorter. If the maximums were however changed to reflect Length 1000mm and Width 505mm, it would cause disruptions to the sorter.

To protect Myer Team Members from injury, wherever possible, cartons should be kept below 12 kilograms. Where this is not possible (e.g. single units weighing 17+ kg,) cartons must be marked with the appropriate symbols to indicate heavy and bulky items. This can reduce work place related injuries as team members can assess the risk of moving the load. Requirements include:

- Gross weight information (product weight plus packaging weight) visible on the outer product packaging
- Size and weight icons should be placed in a clear position on the package that will be visible when the item is delivered or when it is merchandised.
- Size and weight icons must be on at least one side of the package, positioned within 10 cm of the gross weight information
- Size and weight icon labels must not bend over edges of packages, must not be placed over seams, closures or sealing tape and must not be placed over barcodes or unique identifiers.
Specifications for size and weight icons

<table>
<thead>
<tr>
<th>Weight classification</th>
<th>Text</th>
<th>Symbol</th>
</tr>
</thead>
</table>
| Bulky                 | CAUTION: BULKY
CONSIDER TWO PERSON LIFT OR MECHANICAL AID                         | ![Bulky Icon](image) |
| 17–35 kgs             | CAUTION: HEAVY
17–35 kgs
CONSIDER TWO PERSON LIFT OR MECHANICAL AID                         | ![Heavy Icon](image) |
| 36–50 kgs             | WARNING: VERY HEAVY
36–50 kgs
TEAM LIFT OR MECHANICAL AID ADVISED                              | ![Warning Icon](image) |
| 51+ kgs               | DANGER: EXTREMELY HEAVY
51+ kgs
TEAM LIFT OR MECHANICAL AID REQUIRED                              | ![Danger Icon](image) |

Please note:

- **Heavy products** are individual items or group packaged items weighing 17kgs or more
- **Bulky products** are 0.13 cubic metres or greater in size, approximating measurements of 0.5m x 0.5m x 0.5m
- The **Bulky icon** will apply to all items measuring 0.13 cubic metres or greater in size and weighing less than 17kgs. Where products are bulky but weigh 17kgs or more, the appropriate **Heavy weight icons** should be used in place of the Bulky icon

With the exception of cartons, which contain only a single unit, deliveries in cartons that exceed the maximum limits will be rejected. To ensure carton handling is kept to a minimum, suppliers are requested to ensure cartons are kept above the minimum as specified on the Myer Supplier Website.
5.4 CARTON HANDLES

Where handles are provided, the packaging design should meet the following requirements:

- There must be sufficient strength within the handles to move the load
- When packaging weight is divided among a team lift, no one person should lift more than 35kg
- There must be a minimum 100mm separation between sets of handles so that there is adequate shoulder room for each person to take a position around the package as part of a team lift
- The dimensions of the handles should allow for a minimum of 100mm L x 30mm H x 40mm D for each hand and should be set 412mm apart at their central point, with sufficient width and form to enable a strong and pain free grip
- Handles must be accessible when merchandised (e.g. should allow for easy access and clear grasp when placed on shelving)
- The packaging must provide for a balanced & stable load when lifted from the point of lift
- When lifted using the handles, the package should not rise more than 750mm above the point at which the handle is held so that the line of sight is not blocked, and should not fall more than 800mm below the point at which the handle is held so that the package can be carried without being dragged on the ground
- Handles should be designed to carry a maximum weight of 140kg, for items above 140kg handles may be used to assist manipulation, but must not be used to attempt to lift an item
- For items above 51 kg, packaging must allow for mechanical aids to be used (e.g. pallet jack should fit under packaging or packaging comes with attached skid)

5.5 CARTON PACKING GUIDELINES AND TIPS

To assist in minimising creases in garments when in transit please refer to the following tips:

- To ensure a balanced loading of garments within a carton, lay garments end to end in small groups
- Trousers must have cardboard spaces placed at centre folds to minimise creasing
- Group folding softens the crease fold, especially for garments on the outside of the fold. This is a very effective technique for trousers if used in conjunction with a cardboard spacer
- Use cardboard to separate layers only if creasing and/or bruising is likely
5.6 OUTER CARTON MARKING AND DELIVERY LABELS

Each carton is to be identified with a valid Logistics (SSCC) label meeting the compliance standards as detailed on the Myer Supplier Website. All SSCC labels must include the following information:

- Order Number
- RDC and Store Delivery details
- Unique SSCC number to identify the contents of the carton
- The Logistic (SSCC) Label must be affixed to the right of centre on the longest side of the carton, with no less than 19mm from the barcode to the vertical edge of the carton, and no less than 32mm from the bottom of the barcode symbol to the natural base of the carton.
- For hanging fashion, the logistics label should be affixed as close as possible to the side of the upper right shoulder of the bag
- Ensure the carton accurately represents the items that are packed within the carton and there are no descriptions on the carton that misrepresent the contents within.
- Suppliers and their carriers are to ensure compliance at all times with the relevant legislation, regulations and codes of practice relating to the marking, loading, unloading, transportation and storage of defined dangerous/hazardous goods

Myer Standards for marking and labelling outer cartons form part of the E-Commerce Operational Processes and Standards; the Myer Supplier Chain Team oversees this.

For further information relating to carton marking, ASN’s and other E-Commerce requirements refer to -

5.7 GARMENT BAG – GENERAL REQUIREMENTS

When transporting hanging merchandise i.e. received into RDC’s and stores hanging, the merchandise must be securely contained in hanger bags according to the following standards.

Garment bags must be:

- Transparent to allow easy recognition of products enclosed within. Please note that this is a departure from previous requirements where it was thought that opaque bags would provide additional security. The productivity benefits of being able to easily identify stock outweigh the perceived security risks.

- Not packaged in excess of 7kg

- Sturdy and robust enough to withstand the normal rigours of transport and handling

- Not impart odour, stain or cause any other adverse reaction with the garments contained

Garment bags must be BHT free (as per poly bags)

- Equipped with a number of air holes that allow escape of excess air. Holes must not be ripped into the bag

- Securely sealed at one end so that the bag may be sealed at the other end using a cable tie of maximum 4mm width

- Sealed with no heavy-duty cable ties, cable ties should be easy to remove not tied to full tension (extremely difficult to remove if not).

- No longer than 170cm and no wider than 70cm so that goods may be processed on slick rails without dragging or being caught

- Of a length that allows garments to hang freely inside the bag with the bottom edge of the garment remaining above, (not touching), the bottom of the bag. A minimum clearance of 6cm to 12cm is required

- Of a length where garments are allowed to drape without the need for folding unless the garment length exceeds the garment bag length limit. Long garments such as dresses, may need to be gently folded upwards and pegged/pinned into position to prevent crushing and creasing in the bottom of garment bags
## 5.8 HOW TO SECURE THE GARMENTS IN HANGING BAGS

<table>
<thead>
<tr>
<th>Step 1a</th>
<th>The cable tie may be placed through the die mould hole in the centre of the hanger</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1b</td>
<td>OR the cable tie may be placed around the base of hanger necks.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Pack garments into garment bags with enough clearance that garments do not bunch in bottom of the bag.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Seal the top opening of garment bags by using a ladder lock cable, taking care not to damage hangers.</td>
</tr>
</tbody>
</table>

- The cable tie may be placed through the die mould hole in the centre of the hanger to hold hangers securely together (Step 1a). Alternatively, the cable tie may be placed around the base of hanger necks (Step 1b).
- Pack garments into garment bags (Step 2). No greater than 8 units must be packed into any single garment bag, and total combined weight must not exceed 7kg.
- Seal the top opening of garment bags by placing ladder lock cable ties at the base of the hanger hooks taking care not to damage hangers (Step 3).
- During storage and transport, ensure garment bags are not over packed or crushed together causing unnecessary garment crushing and creasing.
- Bags must remain vertical and hanging at all times. Under no circumstances must bags be laid flat or draped over a fixture.
- Ensure that the packed garment bags are kept in a cool, dry place. Bags must not be left outdoors or exposed to adverse weather conditions.

## 5.9 ADVERTISED LINE LABELS

To assist with speed to floor during peak promotional periods, it is a requirement that all advertised merchandise has an “Advertised Line Label” to ensure prioritising of urgent stock. This label should be positioned on the outer carton adjacent to the SSCC Label (no overlap).

For further information relating to specific label sizes and placement

Supply Chain Information> Advertised and Stocktake Sale label Requirements.
5.10 GENERAL PACKAGING AND HANDLING

Packaging should always seek to minimise handling, uphold product presentation standards for merchandising, incorporate appropriate safety considerations for Myer Team Members and consumers, and seek to minimise waste and associated impacts on the environment.

- Ensure your Team Members handling and packing the items have clean hands to prevent damage to the merchandise during the packaging process. Ensure the environment where the merchandise is being packaged is free of dust and debris.
- Packed cartons should be kept in a cool dry place. Packaging should be sufficient to protect merchandise from humidity, temperature and insects.
- Suppliers have a responsibility to ensure that the goods packed into the carton are checked thoroughly and have been packed as per instructions on the order received from the Myer Buying Office. Always ensure the Advanced Shipping Notice is accurate and reflects the cartons contents before shipment.

For further information relating to carton marking, ASN’s and other E-Commerce requirements refer to -


E-Commerce Information> E-Commerce Operations Processes and Standards
6. HANGING/FOLDING STANDARDS

6.1 HANGING PROCESS
All information about the standard hanger range is provided in the Myer Hanger Manual, which can be downloaded from TIC’s website

http://www.ticgroupasia.com/retail-support-documents.php

6.2 SELECTING THE APPROPRIATE HANGER
Where merchandise is to be displayed in stores on Myer standard hangers, suppliers and buyers must use the selection charts to:

- Select the most suitable hanger from the standard hanger range
- Specify whether size clips or size discs are required

Should you require, TIC is available to assist with hanger selection or if you wish to order hangers from TIC.

6.3 A COMMITMENT TO RECYCLING HANGERS
As a socially responsible retailer, Myer runs a recycling process for standard hangers, which allows the majority of hangers to have a re-use life span of 3-4 cycles.

This level of re-use:

- Significantly reduces the volume and cost of disposal of single-use hangers
- Reduces the consumption of raw materials, energy and resources required during manufacture of hangers, and
- Ultimately delivers a reduction in cost per unit

Large hanger collection bins (called k-boxes) are provided to Myer stores. When hangers are removed from garments, these are placed into collection bins. When these bins are full, TIC arranges for bins to be collected on a rostered/scheduled basis. Replacement bins are provided to stores based on usage. For store queries regarding k-box supply or collection, please contact TIC on (+61) 1800 790 110.

The efficiency of the hanger recycling process is significantly affected when non-standard hangers and branded hangers are mixed amongst the standard hangers. Eg: Additional transport, handling and disposal costs are incurred for the non-standard hangers. It is therefore Myer’s preference that suppliers use hangers from Myer’s standard hanger range.
6.4 PURCHASE OF HANGERS FROM TIC GROUP

Please refer to the Myer Apparel Suppliers Manual Approved Hanger Range.

http://www.ticgroupasia.com/retail-support-documents.php

OR

Purchase Hangers from an Alternate Hanger Supplier

Suppliers who source their hangers from an alternate hanger supplier will not be able to take advantage of Myer’s hanger recycling process. In that case, Myer would expect that suppliers take full responsibility for the ongoing management of hangers, which will include, but is not limited to, the following actions:

- Responsibility for costs associated with supplying, using, recycling and disposing of branded/non-standard hangers
- Providing additional branded/non-standard hangers to stores on request and at no charge
- Provide branded/non-standard hangers provided to customers with their purchase thereby avoiding costs associated with sorting and disposal

6.5 IMPORT DUTY PAID ON HANGERS

Please be aware that hangers are now duty free compared with the apparel duty rate of 10%. Suppliers can avoid paying apparel duty rates on hangers by listing the cost of hangers as a separate entry on factory/supplier invoices with the following information:

- Code and description of hanger (eg. TH45 460mm Tops hanger)
- Quantity of hangers for that particular shipment
- Unit cost per hanger, and
- Total cost of hangers

Example: For an order of 3,000 units where hangers cost 30c - duty of $112.50 would be saved.
6.6 SHIPPING GOH (GOODS ON HANGERS)

Hangers within the standard range have plastic hooks, which are suitable for transport under certain conditions (i.e. hanging on rails and packed in a manner that restricts in transit movement). Plastic hooks are not suitable if using rope-and-loop techniques for hanging stock. Hangers with metal hooks are better suited to this mode of transport, and are available in a wide assortment of shapes and sizes.

Please consult with the TIC Group if you have any queries regarding merchandise being shipped on hangers.

TIC Group – International Head Office
214 Blackshaws Road,
Altona North
VICTORIA Australia 3025

Phone: +61 3 9393 3737
Fax: +61 3 9393 3778
Email: admin@ticgroup.com.au

6.7 GENERAL PRESENTATION DISCIPLINES

For consistency of presentation of goods within stores, suppliers are asked to adhere to the following guidelines:

- DO NOT use branded hangers for merchandise of a different brand (eg. do not use Basque hangers for Regatta)
- When using bottoms hangers, DO NOT use additional pieces of foam, paper or card inside the clip jaws
- Where size clips/discs are required, please ensure that the size code clip/disc match the actual garment size
- Avoid using a mix of hangers with and without the size clips/discs
6.8 HANGING AND FOLDING STANDARDS

Standard hanging and folding methods are listed in the table below. Refer to the following diagrams for how to hang, fold and prepare the merchandise for packing. If the table and diagrams do not provide clear and or adequate instructions please refer any queries to the relevant Myer buyer.

<table>
<thead>
<tr>
<th>Product Type</th>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pants, Jeans and Shorts</td>
<td>P1</td>
<td>Front hung – regular sizes</td>
</tr>
<tr>
<td></td>
<td>P2</td>
<td>Front hung – larger sizes</td>
</tr>
<tr>
<td></td>
<td>P3</td>
<td>Side hung – all sizes (Formal trousers only)</td>
</tr>
<tr>
<td></td>
<td>P4</td>
<td>Folded – denim/casual pants</td>
</tr>
<tr>
<td></td>
<td>P5</td>
<td>Folded – chino</td>
</tr>
<tr>
<td>Tops (including knitwear)</td>
<td>T1</td>
<td>Front hung - regular sizes</td>
</tr>
<tr>
<td></td>
<td>T2</td>
<td>Front hung – larger sizes</td>
</tr>
<tr>
<td></td>
<td>T3</td>
<td>Folded – various sizes</td>
</tr>
<tr>
<td>Dresses, skirts and Nighties</td>
<td>D1</td>
<td>Front hung skirt – regular sizes</td>
</tr>
<tr>
<td></td>
<td>D2</td>
<td>Front hung skirt – larger sizes</td>
</tr>
<tr>
<td></td>
<td>D3</td>
<td>Front hung dress/nightie – regular sizes</td>
</tr>
<tr>
<td></td>
<td>D4</td>
<td>Front hung dress/nightie – larger sizes</td>
</tr>
</tbody>
</table>

Please note hangers represented in the drawings are indicative. Refer to the Myer Apparel Suppliers Manual Approved Hanger Range.

P1 Front hung pants – regular sizes
P2 Front hung pants – larger sizes

P3 Side hung pants – all sizes (formal trousers only)

From front view, hanger hook points to left. Right hand hanger clip abuts the trouser fold at fly. Balance of waistband sits out beyond the left hand hanger clip.
P4 Folded pants – denim/casual pant

P5 Folded pants – chino

Please note where packing shorts please follow folding standards minus the last step - fold in half.

T1 Front hung tops – regular sizes

T2 Front hung tops – larger sizes
## T3 Folded tops – various sizes

<table>
<thead>
<tr>
<th></th>
<th>Width</th>
<th>Height</th>
</tr>
</thead>
<tbody>
<tr>
<td>T3a</td>
<td>25cm</td>
<td>35cm</td>
</tr>
<tr>
<td>T3b</td>
<td>25cm</td>
<td>31cm</td>
</tr>
<tr>
<td>T3c</td>
<td>25cm</td>
<td>35cm</td>
</tr>
<tr>
<td>T3d</td>
<td>25cm</td>
<td>31cm</td>
</tr>
<tr>
<td>T3e</td>
<td>18cm</td>
<td>23cm</td>
</tr>
<tr>
<td>T3f</td>
<td>18cm</td>
<td>18cm</td>
</tr>
</tbody>
</table>
**Bath Towels**

The Myer preferred method for folding towels prior to packing is detailed below. Please refer to the diagram for instructions on how to fold and prepare the merchandise prior to shipment.

If you have any queries regarding this folding method, please contact the relevant Myer Buyer for further clarification.
6.9 FOLDING BOARDS

Folding boards can be used to assist with achieving the required folding standards. Attached are the Myer design drawings for the relevant folding boards. Suppliers can produce folding boards to these dimensions.

There are two sizes of folding boards that can assist with the six different folding dimensions listed above. Each folding board has dotted lines to provide a guide for the height with which to fold garments to.

FURTHER INFORMATION

This Merchandise Floor Ready Standards document encompasses requirements relating to merchandise delivered to Myer Stores and Distribution Centers. It is intended as a reference point for ensuring merchandise is delivered in a consistent standard. Myer will work to continuously improve the standards in this document as Floor Ready evolves as a process and the merchandise range is seasonally updated.

If you have any further questions, queries or suggestions for feedback regarding the information in this document please contact your Myer Merchandise Category Buyer or Floor.Ready@Myer.com.au