



Supplier Diversity FAQs



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1. How do I register and apply?

It is critical that you are thorough in completing the application. You must thoroughly explain your company's products or services to our buyers by "telling the story". Your opportunity to influence the buyer's decision making process and differentiate your company from others depends on the quality of your application. You will be able to upload your certifications and any other attachments you would like the buyer to review. If you have all required materials available (see step 2 below for the list), the approximate time to register is 30 to 40 minutes.

Step 1: Go to www.homedepot.com/supplierdiversity, click on "Supplier Diversity Application" in the lower left hand side. Your browser will open a new window.

Step 2: In the new window. Click in the box titled "Registration Instructions". This will provide you with a pre-application checklist, which lists all the documents and/or certificates you may need during the application process.

Step 3: Complete your registration. Click in the box titled "Potential Suppliers – click here to register". Respond to the 10 registration questions and click "Submit". This is necessary for ensuring only small and/or diverse suppliers enter this system.

Note: The system will send you two emails. The first email contains your login ID and password. The second contains your registration key, which is needed to register additional members of your organization. Each individual from your organization will need this registration key to register on-line.

2. By completing the registration process, have I completed the application?

No. Once you have completed the initial registration questionnaire, the system will send you two emails. The first email contains your login ID and password. The second contains your registration key, which is needed to register additional members of your organization. Each individual from your organization will need this registration key to register on-line.

After you receive your login ID and password return to the website to complete your application.

3. I am being asked for an authentication key, what is it and how do I get one?

If you have already registered with the system, you will be sent two emails. The first email contains your login ID and password. The second contains your registration key, which is needed to register additional members of your organization when you fill out the application. Each individual from your organization will need this registration key to register on-line.



If you have not yet registered with the system, you will need to do so before proceeding any further. Please go to www.homedepot.com/supplierdiversity and click on "Supplier Diversity Application" under "Quick Links". From there, click on the button in the upper right hand corner "Potential Suppliers, click here to register".

4. What information will I need to complete my supplier profile and to fully complete my application?

Materials needed to complete the application:

1. Tax ID number is required. DUNs (Dun and Bradstreet)
2. Company ownership information
3. Workplace/facilities information: number of employees, number of locations, and workplace policy questions
4. Financial data
5. Diverse Supplier Certification (s)

5. What if I don't have all of the information the system is asking for?

If you have already passed the initial registration process and have a registration key, you may enter the information you have, save sessions and return at a later time to update or complete your company information.

6. How do I upload my information?

For your convenience there are two sections where you are able to upload files to our Supplier Diversity System. One is the Attachment section and one is the Certification section. The Certification section is for certificates only and the Attachment section is for any information other than certificates that you would like to provide about your company, for example: photos, marketing brochures, presentations and/or price lists.

The two sections vary in the type of documents they allow. The Certification section only allows jpg, gif and pdf files. The Attachment section allows any type of documents.

Please go to www.homedepot.com/supplierdiversity and access your profile.

Click on My Account,

Click on Update Organizational Profile

Click on Attachments or Certifications.

You will then have the opportunity to upload your information.



7. Am I able to change a Commodity/Service Area to which I applied?

You may change a selection as long as you have not completed the application. However, once you have completed the application by answering the category questions and clicked "Submit", you cannot change categories until you reapply in the system after the 6 months reapply period.

8. How do I know which Commodity/Service Area to choose?

When applying, you will see a list of categories. You may place your cursor near each category/service and right click to find a brief description that will help guide you in the selection process.

9. How often can I reapply?

Applications can be renewed every 6 months.

10. How do I reapply?

Log in to the site (www.homedepot.com/supplierdiversity) and go to the welcome page. There you will see a reapplication link towards the bottom of the page when the 6 month period has passed (this also requires that your company has met all requirements for The Home Depot Supplier Diversity program).

11. Our application was rejected. How do I contact the decision-maker to demonstrate the benefits of my product?

The Supplier Diversity department acts as a liaison between you and the buyer. If your application was rejected, the buyer has determined that there is no need for the product. However, if our department feels that you have a compelling reason to re-approach the buyer, we may do that. Ultimately, however, the buyer is the final decision maker.

12. What types of diverse businesses qualify for inclusion in our supplier diversity program?

Minority Business Enterprises (MBE's) – Include businesses that are certified by an approved agency to be at least 51% owned, operated and controlled by a minority individual or group. In the case of publicly held businesses, at least 51% of the stock must be owned by a minority or minority group members. Minorities include persons of color who are Asian-Pacific Americans, Sub-Continent Asian Americans, African Americans, Hispanic Americans and Native Americans. Foreign-owned firms operating in the U.S. are not included in these categories.

Women Business Enterprises (WBE's) – Include businesses that are certified by an approved agency to be at least 51% owned, operated and controlled by a non-minority woman or group of non-minority women who are U.S. citizens. In the case of publicly held businesses, at least 51%



of the stock must be owned by a woman or women.

Lesbian, Gay, Bisexual, or Transgender Business Enterprises (LGBT) – Include businesses that are certified by an approved agency to be at least 51% owned, operated and controlled by an LGBT person or persons who are U.S. citizens.

Veteran Owned Business – Include businesses that are certified by an approved agency to be at least 51% owned, operated and controlled by a veteran or veterans who are U.S. citizens. In the case of a publicly held business, at least 51% of the stock must be owned by a veteran or veterans. Also acceptable are veteran discharge papers.

13. Can I participate in The Home Depot Supplier Diversity Program without certification?

Yes, if you qualify as a U.S. small business based on the applicable small business size standards established by the Small Business Administration (SBA). If you do not qualify as a small business but are a U.S. company and 51% or more owned, operated and controlled minority, woman, LGBT or veteran - owned business you must obtain a valid third party certification from the Women's Business Enterprise National Council (WBENC), the National Minority Supplier Development Council (NMSDC), the National Gay & Lesbian Chamber of Commerce, the Center for Veteran Enterprises, have veteran discharge papers or a federal, state or local government agency. Your certifications must remain current in order to participate in The Home Depot's Supplier Diversity Program.

14. Which supplier certifications does The Home Depot accept?

The Home Depot accepts and approves certification provided by various third party organizations including the National Minority Supplier Development Council (NMSDC), Women Business Enterprise National Council (WBENC), Center for Veteran Enterprises, veteran discharge papers and various federal, state and local agencies.

15. How do I submit information if I do not meet the small or diverse supplier requirements?

The Home Depot considers products and services from all possible sources. If you are offering a product for resale in our stores, please contact newitemsubmission@homedepot.com to get details on how to submit your information. If you are an installer or home service provider, please go to www.hdserviceproviders.com to complete the service provider application. All other suppliers may contact potential_suppliers@homedepot.com.



16. I forgot my password, what do I do?

1. Go to the web site at www.homedepot.com/supplierdiversity
2. Click on "Submit your Supplier Diversity application" left column under Quick Links.
3. Next, click on "Forgot your password" at the bottom of the right hand box.
4. Then enter your email address and last name, click on "look up" and your info will be sent to the person on file in your company to receive all correspondence.

Remember your password must have a minimum of 8 characters and must include all of the following: (4) characters; at least one lowercase letter, uppercase letter, symbol and number.

17. How long does my information remain on file at The Home Depot?

Once we have received your correct information, we will add you to our database of small or diverse suppliers. For minority, women, or veteran owned businesses, you will remain in our database as long as your certification remains current. When your certifications expire, you may update your profile, enter the new certification information and upload your company's current certification- this way you will remain in our database.

18. How secure is my information?

We know that your privacy is very important to you. That's why protecting any personal information, such as your name, address, email address or phone number that you provide to us is of the utmost importance to The Home Depot, Inc. and its subsidiaries, divisions, affiliates, brands and other Home Depot companies (the "Home Depot").

Security: All of your information, including business numbers and address, is transmitted through the Internet using Secure Sockets Layer (SSL) technology. SSL technology causes your browser to encrypt your order information before transmitting it to our secure server. SSL technology, an industry standard, is designed to prevent someone other than operators of our Sites from capturing and viewing your personal information.

Passwords: To provide you with an increased level of security, online access to your personal information is protected with a password you select. We strongly recommend that you do not disclose your password to anyone. Home Depot will never ask you for your password in any unsolicited communication (including unsolicited correspondence such as letters, phone calls or e-mail messages).

19. Who has access to my information?

Only The Home Depot buyers and the Supplier Diversity team have access to your information.



20. If I have questions/issues, how can I get them answered/resolved?

Technical Issues:

<https://suppliergateway.zendesk.com> or support@suppliergateway.zendesk.com

Non-technical Issues:

supplier_diversity@homedepot.com

21. Systems are great, but can I talk to a live person?

Our process is designed in the most efficient way for supplier information to be reviewed by our buyers. If, during any step of the process, you experience technical problems or have questions, email support@suppliergateway.zendesk.com. Although we do not have live associates staffing a phone line, we do have a team that responds to emails within 14 days.

22. If I am pre-qualified by the The Home Depot Supplier Diversity department am I guaranteed a contract as a supplier?

No. The Supplier Diversity department assists buyers within The Home Depot to identify potential small and diverse suppliers. Once these suppliers are identified, the buyer makes the final decision based upon the need for the product or service as well as the quality and price.