



# A MESSAGE TO OUR CUSTOMERS FROM CEO MARVIN ELLISON

MAR 11 2020



At Lowe's, we recognize the important role our stores play in providing essential products and services to our customers and communities. The health and well-being of our valued customers and associates are always our priority, and as we navigate the rapidly evolving coronavirus (COVID-19) situation together, I want to share with you the extra precautions we're taking at Lowe's to serve you.

We've spent the last several weeks preparing for how the virus may impact the communities we serve. We've established a task force that is working closely with the CDC, health authorities and all stores across the country to ensure we're taking all necessary preventative measures. We will continue to keep you, our valued customer, and our associates at the center of our planning and decision making.

## Supporting our associates

We continue to share information with associates on the best ways to keep themselves and their families safe and healthy. To help prevent the spread of the virus, we're encouraging anyone who feels sick to stay home, and we've also put in place new temporary time-off guidelines to give our associates even greater flexibility and pay them for the time they need to stay home and get well. We've also provided on-demand resources to answer our associates' most frequently asked questions.

## Keeping our stores clean and safe

We've always been proud of the cleanliness and operations of our stores, and we know that keeping them clean and sanitized is even more important now.

In addition to our daily cleaning efforts, we're increasing the time spent cleaning and sanitizing our stores, especially in our most frequented areas like checkout lanes, restrooms and associate break rooms. Bottom line: we want you to feel

comfortable shopping in our stores.

#### Stocking and delivering products you need

We have teams working closely with our suppliers to ensure the products you want are available when you need them. Due to high demand for items such as masks and cleaning supplies, we recently started limiting the number of items per purchase to ensure more customers are able to get the products they need. We're working to keep our shelves stocked as quickly as possible.

We continue to offer more ways for you to get the products you need most – whether that's through buy online, pick-up in store or quick delivery options.

#### Addressing in-home customer service

We continue to run all services as usual. Should you have concerns about installations, deliveries or in-home consultations, we're here to support you and offer flexibility to reschedule at your convenience. We encourage you to contact us at 1-800-445-6937 if you have questions or want to reschedule any services.

I want to thank you for your support and understanding during a rapidly evolving situation as we make every effort to support our customers, associates and the communities we serve.

God Bless,

A handwritten signature in black ink that reads "Marvin R. Ellison". The script is fluid and cursive, with a prominent dot over the 'i' in Ellison.

Marvin Ellison  
Lowe's President and CEO