

# Lowe's Wood Sourcing Grievance Process

## Overview

At Lowe's, we value our reputation for complying with laws, regulations, and any related policies and procedures. Our Vendor Code of Conduct ("Vendor Code") extends responsibilities and requirements to our supply chain and applies to all vendors who provide goods and services ("Vendors") to Lowe's. This includes any vendors involved in sourcing the wood products that we make available for sale.

Our commitment to compliance with the Vendor Code of Conduct and Wood Sourcing Policy includes encouraging feedback through the Lowe's Wood Sourcing Grievance Process. Lowe's strives to create a culture that values transparency, fosters open communication and supports those who share concerns about noncompliance and/or potential violations of the law or Lowe's policies.

## How to Submit a Grievance

We encourage affected stakeholders and members of the public to share concerns regarding potential violations of the law or of Lowe's policies, including the Vendor Code and Wood Sourcing Policy. To make this simple and objective, we have partnered with NAVEX Global to make Ethicspoint available as a reporting channel. The Ethicspoint website and call centers support anonymous reports, and all information is shared in confidence with our Legal Compliance team for review and determination of appropriate follow up. We also have a non-retaliation policy to protect those who bring information forward in good faith.

## About NAVEX Global

NAVEX Global is an independent third party responsible for fielding compliance-related complaints related to the business conduct of our associates and vendors. Complaints submitted to NAVEX Global may be made anonymously. NAVEX Global can be reached through one of the following methods:

### By Telephone

8800-784-9592 for the U.S. and Canada; 10-800-120-1239 for Southern China; 10-800-712-1239 for Northern China; 800-964214 for Hong Kong; 001-8008407907 or 001-866-737-6850 for Mexico; 00801-13-7956 for Taiwan; 1-800-80-8641 for Malaysia; 001-803-011-3570 or 007-803-011-0160 for Indonesia; 120-11067 for Vietnam; 001-800-12-0665204 for Thailand; 000-800-100-1071 or 000-800-001-6112 for India; 01800-9-155860 for Colombia; 0800-8911667 for Brazil or 503-619-1883 for use internationally

### By Internet

[www.ethicspoint.com](http://www.ethicspoint.com)

