



Framing

OUR FUTURE



2017 CORPORATE RESPONSIBILITY REPORT

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OUR PURPOSE

To help people love where they live

LOWE'S VALUES

- Be a part of something bigger
- Make a difference in somebody's day every day
- Listen intently, sense and respond
- Be who we say we are
- Give your best, always

CEO Letter

Against the backdrop of a rapidly changing retail environment, 2017 offered us a unique opportunity to grow by connecting with more people than ever before. From expanding our digital footprint, to extending our physical presence in both the United States and Canada, Lowe's took advantage of that opportunity and served more customers, supported more communities and helped more people love where they live than at any other point in our nearly 70-year history. But that opportunity also came with an expectation: grow in a socially and environmentally responsible way.

In this report, we'll show how we committed our time, talents and resources to growing in a way that makes our world better, makes our communities stronger and makes people want to connect with us as their partner in home improvement. We'll show the progress we made in using our purpose and values to make decisions and take actions that benefit all our stakeholders, including setting a new sustainability strategy and 2025 sustainability goals.

We'll show how we're focused on what matters most to customers, including responsibly sourced products. We'll show how we're investing in our employees so they can deliver the kind of customer experience that differentiates us from others in our industry. And we'll show how we're "Framing Our Future" to become the purpose-driven, customer-centric, service-minded, principles-based company that people expect and deserve.

Our business is a people business, and our goal is to build the strongest long-term relationships with customers, communities and partners we can. Relationships are built on trust, and trust requires transparency. This report is representative of our commitment to transparency, as we work to build more of the kinds of relationships that have helped this company grow over the last century and will propel us into the next.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Niblock".

Robert A. Niblock, chairman, president and CEO

About Lowe's & About This Report

Since 1946, [Lowe's Companies, Inc.](#) has grown from one hardware store in North Carolina into a Fortune® 50 home improvement company. With more than 2,390 home improvement and hardware stores in the U.S., Canada and Mexico, we help homeowners, renters and professionals complete a wide array of home improvement projects through convenient omni-channel retailing and a comprehensive customer experience. Our more than 310,000 employees serve more than 18 million customers each week through our stores, contact centers, online channels, on their jobsites and in their homes. We had fiscal year 2017 sales of \$68.6 billion. For more information about our company and 2017 financials, see our [Annual Report on Form 10-K](#).

We are a values-based company with a corporate purpose to help people love where they live. This responsibility begins in our supply chain and carries through our products' end of life. It also spans from our homes to our communities. Our vision statements guide our strategies and can be found on the [Product Sustainability](#), [Our People & Our Communities](#) and [Operational Excellence](#) overview pages of this report. Lowe's is an active member of the [Retail Industry Leaders Association \(RILA\)](#) and a founding member of the [Coalition for Responsible Transportation](#). We also collaborate with the [Green Chemistry & Commerce Council's Retail Leadership Council](#) and the U.S. EPA's [SmartWay](#), [ENERGY STAR](#) and [WaterSense](#) programs.

"Framing Our Future" is Lowe's fifteenth annual corporate responsibility report, outlining Lowe's management approach to our most material sustainability topics and highlighting our goals, performance and progress. This report references the 2016 [GRI Standards](#). The data in our report covers our activities between January 1, 2017 and December 31, 2017. Quantitative data included in this report does not contain Maintenance Supply Headquarters or Central Wholesalers information. We received [external assurance](#) for our 2017 location-based Scope 1 and 2 greenhouse gas emissions data.

For questions regarding Lowe's corporate responsibility activities or reports, please contact Chris Cassell, director of corporate sustainability, at socialresponsibility@lowes.com.



Stakeholder Engagement & Materiality

ENGAGING OUR STAKEHOLDERS

Lowe's is committed to understanding the needs and concerns of our stakeholders — those groups who impact or are impacted by Lowe's operations — to guide strategic decisions and continuous improvement. Our active collaboration with suppliers, employees, shareholders, consumers, local communities, governments, peers, industry associations and non-governmental organizations (NGOs) enables us to monitor emerging challenges, trends and opportunities. The table below outlines our 2017 stakeholder engagement activities.

LOWE'S STAKEHOLDER ENGAGEMENT IN 2017	
Customers	In-store interactions, social media, website and digital communications, customer contact centers, community events and surveys
Shareholders	SEC filings, proxy statement and annual report, annual meeting of shareholders, quarterly earnings calls, analyst and investor meetings, and continued engagement with institutional shareholders to discuss our strategy, performance, governance practices and sustainability efforts
Employees	Employee Opinion Survey, performance reviews, code of business conduct and ethics, Lowe's ethics hotline, training and development, community events, internal digital channels and internal focus groups
Suppliers and Vendors	Trade organizations, Lowe's vendor code of conduct training, social accountability audits, conflict mineral report, wood sourcing survey, vendor advisory council, vendor forum and supplier diversity programs
Government	Lobbying activities, Lowe's political action committee (LOWPAC), trade associations and government affairs department
NGOs/Community Partners	Partnerships, community events, charitable contributions, volunteerism, corporate responsibility department and regular engagement with stakeholders

MATERIALITY ASSESSMENT

In 2016, we conducted a materiality assessment to prioritize our most significant sustainability topics based on multi-stakeholder feedback. This process was conducted by a third-party and included interviews with Lowe's executives and industry research on sustainability topics that are important to peers, suppliers, NGOs, governments, shareholders, employees, consumers, local communities and industry associations. These groups represent voices across our value chain.



LOWE'S VALUE CHAIN



MATERIAL TOPICS

● Product Sustainability ● Our People & Our Communities ● Operational Excellence

Through research and analysis, we identified 13 material topics guiding the development of our sustainability strategy and sustainability reporting.

TOPIC	DEFINITION	WHY IT'S IMPORTANT	EMPLOYEES	SUPPLIERS	CUSTOMERS	PLANET	COMMUNITIES
Supplier Social & Environmental Practices	Help our suppliers enhance their labor management practices and reduce their impact on the environment	To protect the workers and communities where our products are manufactured	●	●		●	●
Sustainable Sourcing	Ensure that critical raw materials (e.g., wood, conflict minerals) are sourced responsibly and with minimal impact to the environment and society	To ensure supply chain continuity while improving the environment for future generations	●	●	●	●	
Product Health & Safety	Minimize the potential human health impacts that the products we sell could have on customers	Protecting the health and safety of customers helps fulfill our purpose of helping people love where they live	●	●	●		
Eco-Products	Offer and promote products with superior environmental and health profiles compared to traditional products	Residential housing has significant impacts on energy, water and material consumption	●	●	●	●	
Store & Workplace Safety	Maintain a safe environment in our stores and facilities for our employees and customers	Strong safety practices protect our most valuable resources — our people — while reducing claims and lost productivity	●		●		
Employee Well-Being	Build a work environment where our employees feel fulfilled and productive, and support them and their families in leading healthy lives	Engaged and healthy employees are more productive, miss work less often, provide better service and have longer tenure with the company	●				●
Diversity & Inclusion	Foster an inclusive culture that enables everyone who touches our business to thrive and contribute to our success	Increased diversity drives better ideas, positive business results and a greater connection with the communities we serve	●				●
Employee Development	Enable and empower our employees to pursue education and career development opportunities	Our employees are our greatest strength, and strong employee development programs help us attract and retain the best talent in the industry	●				●
Community Development & Resiliency	Be a responsible neighbor in the communities where we operate and live by making a positive contribution to the local economy and by providing support through community partnerships, volunteering and product donations	Strong, vibrant communities help us attract new talent, help sustain our business and provide great places for our employees and their families to live	●				●
Climate Change, Energy & Emissions	Minimize our contributions to climate change (across our value chain) and manage its impact on our business through efficient use of energy and GHG emissions reduction	Investments in energy efficiency and renewable energy lower operating costs while protecting the environment for future generations	●			●	●
Waste	Minimize our waste creation and increase waste reuse and recycling from our operations and products at end of life	Reduction in operational waste decreases costs while reducing the environmental impact of our operations	●		●	●	●
Governance & Ethics	Conduct ourselves and our business in an ethical way that not only complies with all regulations, but also protects and builds our reputation as a responsible business	Effective governance drives better business results and public reputation	●	●	●		
Privacy & Data Security ¹	Protect employee, supplier, customer and company data from illegal and inappropriate use	Strong data security and privacy practices prevent financial and reputational loss for customers, employees and our company	●	●	●		

¹Disclosure on our Privacy & Data Security practices can be found in our Annual Report on [Form 10-K](#) and [privacy statement](#).

Sustainability Strategy & Goals

In 2017, we refreshed our sustainability strategy, taking into account our growing and evolving business, our materiality assessment results and our desire to fulfill our purpose of helping people love where they live. Our strategy focuses on responsible sourcing, safer and more eco-friendly product offerings, maintaining a diverse, healthy, engaged and skilled workforce, supporting our local communities and operating ethically and responsibly. Although we are working toward the goals we set in 2013, we leveraged our enhanced sustainability strategy to develop new, broader goals for 2025.

 Product Sustainability	VISION	MATERIAL TOPICS	GOALS
	Promote sustainable practices throughout our value chain	 <ul style="list-style-type: none"> ■ Supplier Social & Environmental Practices ■ Sustainable Sourcing 	 By 2020: <ul style="list-style-type: none"> ■ 100% FSC certification for all wood products sourced from identified regions at risk By 2025: <ul style="list-style-type: none"> ■ 100% of our strategic suppliers will have sustainability goals ■ 100% of our wood products will be responsibly sourced
	Provide customers with the highest quality, safest products	 <ul style="list-style-type: none"> ■ Product Health & Safety 	 Commitments: <ul style="list-style-type: none"> ■ Remove ortho-phthalates from all residential vinyl flooring products ■ Remove corded window blinds from our in-stock product portfolio by the end of 2018
	Help customers reduce their impact on the environment	 <ul style="list-style-type: none"> ■ Eco-Products 	 By 2025: <ul style="list-style-type: none"> ■ Save customers more than \$40 billion in energy costs through the sale of ENERGY STAR products ■ Increase the number of eco-products available to customers

 <p>Our People & Our Communities</p>	VISION	MATERIAL TOPICS	GOALS
	<p>Improve the health and well-being of our 310,000+ person team</p>	<p>⇒</p> <ul style="list-style-type: none"> ■ Store & Workplace Safety ■ Employee Well-Being ■ Diversity & Inclusion ■ Employee Development 	<p>⇒ By 2025:</p> <ul style="list-style-type: none"> ■ Reduce our lost time incident rate each year as we pursue our goal of zero injuries
 <p>Operational Excellence</p>	<p>Support community development and resiliency through partnerships and volunteerism</p>	<p>⇒</p> <ul style="list-style-type: none"> ■ Community Development & Resiliency 	<p>⇒ By 2025:</p> <ul style="list-style-type: none"> ■ Invest \$350 million in our local communities through partnerships and charitable contributions ■ Contribute more than 3 million hours of employee community service
	VISION	MATERIAL TOPICS	GOALS
	<p>Reduce the environmental footprint of our operations</p>	<p>⇒</p> <ul style="list-style-type: none"> ■ Climate Change, Energy & Emissions ■ Waste 	<p>⇒ By 2020:</p> <ul style="list-style-type: none"> ■ Improve U.S. store energy efficiency 13% per square foot (kWh/ft²) from 2010 baseline ■ Reduce U.S. store carbon emissions 20% per square foot (metric tons CO₂e/ft²) from 2010 baseline ■ Reduce tons of waste to landfill per net sales by 40% from 2010 baseline¹
	<p>Protect and build our reputation as a responsible business</p>	<p>⇒</p> <ul style="list-style-type: none"> ■ Governance & Ethics ■ Privacy & Data Security² 	

¹We retired our 2020 goal to "Increase tons of waste per haul by 40% vs. 2010 baseline" because the benefits are already covered in our carbon reduction goals.

²Disclosure on our Privacy & Data Security practices can be found in our annual report on [Form 10-K](#) and [privacy statement](#).



Product Sustainability

VISION STATEMENTS

- Promote sustainable practices throughout our value chain
- Provide customers with the highest quality, safest products
- Help customers reduce their impact on the environment

We want customers to feel good about the high-quality products they choose at Lowe's. Our products are selected very carefully, beginning with our sourcing decisions. We care about how our thousands of products are created and about the people who make them. Through collaboration and established management systems, we monitor our suppliers' practices to ensure we are securing high-quality products from suppliers who protect worker rights and the environment. We are also bringing more innovative, efficient and eco-products into our portfolio — products that provide health and environmental benefits — to meet the needs of an increasing set of customers who prefer these types of products. In 2017, we crafted vision statements and began identifying 2025 goals to guide our future decisions.

Sustainability in Our Supply Chain

SUPPLIER SOCIAL & ENVIRONMENTAL PRACTICES

We rely on our vendors to provide quality products for Lowe's, and we expect them to do so ethically, while protecting worker rights and the environment. Our quality assurance (QA) team has accountability for the social and environmental practices of import vendors where Lowe's is the importer of record and for private-brand vendors. Our [vendor code of conduct](#) sets social and environmental expectations as part of our vendor contract, which suppliers must sign in agreement. Lowe's legal team provides vendor responsibility training on the vendor code and our ethics program, and our QA team conducts monthly training sessions in China on various vendor topics. We provide our vendors with the same [reporting channels](#) as our employees to report any code of conduct concerns.

Lowe's QA team ensures import and private-brand vendors receive social accountability and environmental (SAE) audits, conducted by accredited third parties. During a vendor SAE audit, we focus on employee benefits and compensation, human rights, health and safety, record-keeping, environmental compliance and management systems. Based on audit results, Lowe's requires the vendor to develop a corrective action plan and make necessary changes within a designated timeframe.

We began to incorporate our international businesses into our global sourcing group's purview in 2017. We plan to combine our global businesses' social and quality auditing practices and resources starting in 2018 to deploy a unified quality assurance program. We will also update our vendor training program.

SUSTAINABLE SOURCING

Lowe's recognizes the importance of sourcing our products sustainably and strives to promote responsible business practices throughout our value chain. Lowe's QA team is responsible for monitoring conflict minerals and wood sourcing. Our [vendor code of conduct](#) outlines our sourcing and conflict mineral requirements.

We outline our efforts to procure and sell sustainably certified wood and wood products and collaborate with suppliers and external groups in our [wood policy](#), which we plan to harmonize with our RONA operations' wood policy for certified lumber in 2018. We request our vendors to verify that they source wood from well-managed, non-endangered forests and to submit wood location, species, sustainable forest certifications and volume purchased.

Our [vendor code of conduct](#) prohibits our vendors from providing products to Lowe's that contain conflict minerals — tin, tantalum, tungsten or gold — that have been sourced from the Democratic Republic of Congo or an adjoining country unless these minerals are sourced from a certified mine or conflict-free smelter. We update our conflict mineral compliance program and [SEC reporting](#) in alignment with due diligence guidance from the Organisation for Economic Co-operation and Development (OECD). Additionally, we work with NGOs and benchmark our processes and goals against peers to identify new opportunities and solutions.

100%

2025 GOAL

100% of our strategic suppliers will have sustainability goals

100%

2025 GOAL

100% of our wood products will be responsibly sourced

2017 PERFORMANCE

Currently, 66% of our wood products are from certified sources

100% vendor compliance to our conflict mineral requirements

Lowe's continues to focus on phasing out corded window blinds from our in-stock selection and neonicotinoid pesticides, formaldehyde, ortho-phthalates and VOC paints from our product portfolio.

2025 GOALS

Increase the number of eco-products available to customers

Save customers more than \$40 billion in energy costs through the sale of ENERGY STAR products

\$40[↑]_b

2017 PERFORMANCE

In 2017, our ENERGY STAR products saved customers approximately \$5 billion in utility costs over the products' lifetime.

Safer & More Sustainable Products

PRODUCT HEALTH & SAFETY

Lowe's actively governs products where Lowe's is the importer — through audits, testing and inspections. Our QA team is responsible for monitoring product safety, quality and customer satisfaction. Annually, Lowe's authorized third-party laboratories conduct product and transit/packaging tests to verify compliance with applicable industry standards or state and federal regulations. The third-party labs also conduct consumer testing and provide us with product test reports, which Lowe's uses to inform product offerings and sourcing decisions.

In alignment with our vision to provide customers with safer and healthier products, Lowe's continues to focus on phasing out in-stock corded window blinds, neonicotinoid pesticides, formaldehyde, ortho-phthalates and VOC paints from our product portfolio. We have also committed to remove methylene chloride and NMP from all paint remover products, unless it is responsibly regulated. To address chemicals in our products, we have participated in the [Green Chemistry & Commerce Council](#) since 2016, working with companies across multiple sectors to address chemicals of concern. We work with our suppliers to identify alternatives for these chemicals and educate our employees and customers on potential risks. We also use third-party labs to ensure our residential vinyl flooring products are free of ortho-phthalates and ensure formaldehyde content complies with maximum acceptable levels in laminate, hardwood and engineered wood flooring products. Additionally, we sell a large selection of [VOC-free paints in the U.S.](#) and 100 percent [low-VOC paints in Canada](#), in compliance with Canadian regulations. In 2018, we will develop a comprehensive chemical policy.

ECO-PRODUCTS

Lowe's wants to help customers reduce their environmental impact. Our product portfolio varies across the U.S. and Canada because of differing customer needs and government regulations. Our RONA operations within Lowe's Canada have had a strong system in place for approving eco-products for a number of years. They leverage life cycle analyses of product categories to define the criteria used to approve and promote certain products as "eco-products" on our website and in stores. By the end of 2017, RONA had 2,700 [eco-products](#) in its portfolio — products with at least one of more than 25 certifications. We plan to expand the Lowe's Canada platform for identifying eco-products globally and set product category targets in 2018 and 2019. Additionally, [Lowe's Innovation Labs](#) is leveraging predictive technologies and trends to help develop the next generation of eco-products.

We also offer [ENERGY STAR](#) and [WaterSense](#) products across our portfolio that protect the environment and save customers money through reduced energy and water consumption. These certifications ensure that each product that earns the label is independently certified to deliver the quality, performance and savings that consumers expect. We host [energy efficiency guides](#) and an online [rebate center](#) for U.S. customers to find eco-product incentives and rebates through our website, and we will provide similar resources to Canadian customers in the near future.



More than just a product
on our shelves

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Paint in Canada

[READ MORE »](#)

RELATED RESOURCES

[Vendor Code of Conduct](#) »

[2017 Conflict Minerals Report](#) »

[Wood Policy](#) »

[Vendor Onboarding Information](#) »

[U.S. Recalls and Product Safety News](#) »

[Canada Recalls and Product Safety News](#) »

[Guides to Energy Efficiency at Home](#) »

[Protecting Pollinators in the Garden](#) »

Quantitative data included in this report does not contain Maintenance Supply Headquarters or Central Wholesalers information.

METRIC	2015	2016	2017
SUPPLIER SOCIAL & ENVIRONMENTAL PRACTICES (U.S. DIRECT IMPORTS ONLY)			
Lowe's SAE audits conducted globally	1,025 (767 factories in 25 countries)	1,029 (863 factories in 31 countries)	1,130 (1,002 factories in 30 countries)
Number of follow-up audits conducted to validate implementation of corrective actions globally	247	164	136
SUSTAINABLE SOURCING (SOLD IN U.S. STORES & ONLINE)			
Total wood sourced (million ft³)	N/A ¹	311 ²	346
Wood sourcing by region	N/A ¹	North America: 93%; Europe, Middle East & Africa: <1%; South America: 3.8%; Asia Pacific: 2.5% ²	North America: 91.2%; Europe, Middle East & Africa: <1%; South America: 4.7%; Asia Pacific: 3.5%
Certified wood products	N/A ¹	56% ²	66%
Response rate for global vendors surveyed for conflict minerals compliance	100% (116 vendors representing approximately 4,700 products)	100% (139 vendors representing approximately 5,900 products)	100% (107 vendors representing approximately 5,000 products)
PRODUCT HEALTH & SAFETY (U.S. DIRECT IMPORTS ONLY)			
Product tests conducted by third parties³	7,635	6,602	6,297
Transit tests conducted by third parties	7,397	6,176	5,897
Pre-shipment product inspection visits	11,200	11,000	10,700
ECO-PRODUCTS (GLOBAL)			
ENERGY STAR products offered in store and online	N/A ⁴	N/A ⁴	21,000
Customer lifetime savings from Lowe's ENERGY STAR products (\$USD)	\$2.3 billion	\$3.3 billion	\$5 billion
Consumers' GHG emissions savings from Lowe's ENERGY STAR products over lifetime (metric tons CO₂e)	13,244,171	17,974,232	28,270,695
WaterSense products offered in store and online	N/A ⁴	N/A ⁴	6,148
Customer water bill savings from Lowe's WaterSense products (\$USD)	\$25.7 million	\$47.5 million	\$69 million
Water saved through WaterSense product sales (gallons)	2.6 billion	4.7 billion	6.6 billion

¹Prior to 2016, Lowe's reported on wood sourcing data every other year; for 2014 results, see our [2015 CSR report](#).

²This data was restated following identification of calculation error in reporting system used for 2016.

³Improved processes have enabled more efficient product testing; one tested item can represent several similar items.

⁴Data not reported in 2015 or 2016.



Our People & Our Communities

VISION STATEMENTS

- Improve the health and well-being of our 310,000+ person team
- Support community development and resiliency through partnerships and volunteerism

The Lowe's community begins with more than 310,000 employees and extends to our families and the communities where we live and work. To best understand and serve customers, we believe our workforce should be ready to serve and be an active part of the diverse communities where we operate. To meet our employees' and customers' needs, we strive to build a culture where our employees feel safe, valued and equipped with the knowledge and skills they need to grow and serve. Every Lowe's store is given the ability to act and respond in service of the local community through funding and paid volunteer time. We focus on community improvement, K-12 public education and disaster relief in the U.S., and supporting NGOs and local volunteering projects that improve living conditions for kids in Canada. This is all an important part of helping people love where they live.

Employee Safety & Well-Being

DIVERSITY & INCLUSION

Our commitment to diversity shows in our involvement in our communities and our business initiatives. In 2017, our CEO Robert Niblock signed the [CEO Action Pledge](#) to reinforce our commitment to diversity. We also appointed a new global chief diversity officer, who manages our Diversity and Inclusion team. This team is responsible for developing diversity and inclusion strategies, policies, partnerships, programs and key performance indicators and reports these efforts to our board of directors. As part of our commitment to an inclusive work environment, all employees receive regular anti-discrimination and anti-harassment workplace training and are encouraged to report improper behavior via numerous available open-door options.

In the U.S., we pair diverse store managers with market directors to encourage learning and development. Lowe's strategically partners with diversity associations and supplier groups, such as the [National Black MBA Association](#) and the [National Minority Supplier Development Council](#), to attract diverse employees and expand our supplier diversity initiatives.

STORE & WORKPLACE SAFETY

At Lowe's, our employees are part of our family — we want them to go home safe each day with the opportunity to do what they love to do. Ensuring employee and on-site vendor safety is part of our Journey to Zero: our goal to reduce work-related injuries and illnesses. To get there, we are continually advancing our culture of safety by focusing on employee engagement and accountability, monitoring performance and improving training.

Our safety directors and teams are responsible for promoting and monitoring safety in the U.S. and Canada. In 2017, we redefined safety at Lowe's to more clearly articulate our safety decision-making expectations for leaders and employees in the U.S. and Canada based on analyses of safety incident root causes. Safety is embedded into employee onboarding and additional trainings based on changes in our processes, safety tools and expectations. We host a range of safety audits and meetings — occurring daily, monthly and quarterly. Additionally, in Canada, senior leaders periodically conduct training for employees in stores to demonstrate their commitment to safety and to teach best practices.

We expect all suppliers and vendors to comply with Lowe's Vendor Safety Standards, which outline Lowe's safety expectations. Employees can report vendor safety concerns to their manager, and we may sever a vendor relationship if they violate our standards. We also utilized a third-party in 2017 to conduct safety perception surveys at a sample of our supplier locations to identify opportunities for improvement in our supply chain safety management system. We plan to continue conducting these surveys with our suppliers and expand them into Lowe's retail stores in 2018.

2017 PERFORMANCE

In 2017, 27% of Lowe's board of directors were women, 18% were African-American, and 9% were Hispanic

2025 GOAL

Reduce our lost time incident rate each year as we pursue our goal of zero injuries

6th year

In 2017, our Bromont, Quebec store achieved its 6th year accident free

2017 PERFORMANCE

Training hours invested
in employees:

Front-line leaders:
2.1 million hours

Mid-level store and
distribution center
leaders/managers:
76,000 hours

New Lowe's
store associates:
11 million hours

6,200 corporate
employees, 1,900
store managers and
50 distribution center
managers received
learning plans in 2017

\$3.2_m

\$3.2 million distributed to
employees via the Lowe's
Employee Relief Fund

EMPLOYEE DEVELOPMENT

The development of our employees is foundational to the success of our company. We make targeted investments to create holistic learning experiences to grow and develop confident, connected and resourceful employees in support of our business strategy. Our Human Resources teams in the U.S. and Canada work to improve job performance and career development.

In 2017, Lowe's invested heavily in front-line leader development, focused on management and leadership principles with emphasis on situational leadership, leading through change and providing feedback. Lowe's store and distribution center leaders received focused leadership development on change management, coaching, conflict management and strategic talent management.

Sustained investment in our hourly workforce continued in 2017 through enhancement of the U.S. "Red Vest Ready" program for store employees. Our approach to onboarding and development enables new employees and their leaders to excel by preparing them to be ready to serve customers and providing development for future roles with Lowe's.

In 2018, the Learning and Development team will continue to evolve our strategy to support our employees' ability to respond to customer needs in the moments that matter. We will enhance the learning culture and ecosystem by improving the strategic value of our learning and leveraging new learning techniques and technologies.

EMPLOYEE WELL-BEING

We believe in strongly supporting the health and well-being of our employees, and we support this belief with industry-leading practices. In the U.S., our Human Resources team makes health and wellness program decisions based on the needs of our employees. We carefully select health providers based on network utilization and optimization, cost and ability to provide the best possible outcomes to our employees and their families. We periodically meet with local providers to discuss standardizing best practices.

All regular employees are eligible for [health](#) and financial benefits, with variances between full- and part-time employees and between the U.S. and Canada based on national law differences. We provide full- and part-time employees with assistance programs to support their health needs. In Canada, Lowe's provides additional health services not covered by the government.

Regular U.S. employees are eligible to participate in our 401(k) plan after six months of service. Additionally, our Employee Relief Fund, made possible by generous contributions from employees and matched by Lowe's, provides employees in need — from natural disasters, death events, etc. — with financial support. We also [expanded our benefits offerings](#) early in 2018, including enhanced paid parental leave, adoption assistance and shorter wait times for health benefits.

Community Development & Resiliency

CHARITABLE GIVING

Our purpose is to help people love where they live, and that extends beyond people's front doors to their communities. Our U.S. charitable giving and volunteerism strategy focuses on three impact areas: community improvement, K-12 public education and disaster relief. Our U.S. community relations team annually presents to the Lowe's Charitable and Educational Foundation board of directors to discuss philanthropic activity to plan major projects for the upcoming year. In Canada, we focus on supporting living conditions for children in need and other local community needs.

We financially support nonprofits globally through unique partnerships with organizations aligned with our giving focus. We partner with Habitat for Humanity and the Red Cross in both the U.S. and Canada. Some additional U.S. partners include the Boys & Girls Clubs of America, the Nature Conservancy and Rebuilding Together, and in Canada, the Foundation Charles-Bruneau and Salvation Army. We work closely with these organizations throughout the year to ensure that we are making the greatest positive impact in response to their needs. Additionally, our Lowe's Charitable and Educational Foundation supports smaller nonprofits and schools across the U.S. In 2016, we launched our external-facing [Open House Newsroom](#) to share stories about our incredible team and the impact we make in the communities we serve.

VOLUNTEERISM

We encourage our employees to serve their communities by offering multiple types of volunteer opportunities. Through our Give Back Time program, we provide all full-time U.S. employees, who have been with Lowe's more than a year, eight hours of paid volunteer time annually to dedicate to a 501(c)(3) organization of their choice. All global employees can volunteer through our Lowe's Heroes projects — large, company-organized volunteer projects with our nonprofit partners, such as building a home with Habitat for Humanity. We allocate \$2,500 to each U.S. store and \$2,000 to each Canadian store annually to organize a local Lowe's Heroes volunteer project for all store employees to participate in. In 2017, Lowe's gave more than \$5 million to Lowe's Heroes projects. Since 2015, 100 percent of our U.S. stores have participated in Lowe's Heroes projects every year.

In 2018, we will begin incorporating corporate giving data from our subsidiaries, affiliates and international businesses into this report. We plan to implement a Lowe's Canada Foundation.

2025 GOALS

Contribute more than 3 million hours of employee community service

Invest \$350 million in our local communities through partnerships and charitable contributions

\$39_m

2017 PERFORMANCE

Total 2017 community investments: \$39 million

100%

100% of stores participated in Lowe's Heroes volunteer projects



Lowe's and Habitat
celebrate National
Women Build Week

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[In-Store Service
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[Lowe's Open
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Houston declares
January 23 'Lowe's Day'

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Investing in technology to
empower employees

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Lowe's to help pay
for employees' trade
skills education

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Store managers assemble thousands of
tool kits for Boys & Girls Clubs nationwide

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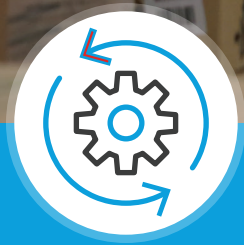
Quantitative data included in this report does not contain Maintenance Supply Headquarters or Central Wholesalers information.

METRIC	2015	2016	2017
DIVERSITY & INCLUSION			
Board members¹	11	11	11
Women	2 (18%)	3 (27%)	3 (27%)
African-American	1 (9%)	2 (18%)	2 (18%)
Hispanic	1 (9%)	1 (9%)	1 (9%)
Tenure: 10+ years	4 (36%)	3 (27%)	2 (18%)
Tenure: 6–9 years	1 (9%)	1 (9%)	2 (18%)
Tenure: 1–5 years	6 (55%)	7 (64%)	6 (55%)
STORE & WORKPLACE SAFETY (U.S. ONLY)			
Lost Time Incident Rate (per 200,000 hours)	2.08	2.06	2.29 (global)
Total OSHA Recordable Rate (per 100 full-time employees)	6.37	6.04	6.72
EMPLOYEE DEVELOPMENT (U.S. ONLY)			
Average hours of training per store employee	63	64	64.25
Employees completing the Red Vest Ready and Distribution Readiness programs (%)	Program started in 2016	100% (store employees only)	100%
Hours of training invested in leaders	Frontline leaders: 1.8 million	Frontline leaders: 1.9 million	Frontline leaders: 2.1 million
EMPLOYEE WELL-BEING			
Benefits available to full-time employees (U.S.)	Health, pharmacy, dental, vision, life and disability benefits, telephonic health concierge services, telemedicine, paid-for surgeries with travel to Centers of Excellence, critical illness, hospital, and accident insurance, diabetes prevention program, no-cost health screenings, Employee Assistance Program, vacation, sick time, a discounted stock purchase plan, a 401(k) plan with a company match, tuition assistance, pre-paid legal plans, flexible spending accounts, Lowe's employee discount	2015 benefits, plus expert opinion services, no-cost diabetes supply and management programs, parental resources for children with developmental and learning challenges, and broad discount marketplace	2016 benefits, plus improved disability benefits, digital health concierge services, and wellness challenges

¹For additional information on board demographics, see our [2015, 2016 and 2017 proxy statements](#).

METRIC	2015	2016	2017
EMPLOYEE WELL-BEING			
Benefits available to part-time employees (U.S.)	Health, pharmacy, dental, vision, life and disability benefits, critical illness, hospital, and accident insurance, no-cost health screenings, Employee Assistance Program, vacation, sick time, a discounted stock purchase plan, a 401(k) plan with a company match, Lowe's employee discount	2015 benefits, plus broad discount marketplace	2016 benefits, plus digital health concierge services and wellness challenges
U.S. employees participating in Lowe's health insurance plans (%)	75%	70%	70%
U.S. employees participating in Lowe's 401(k) plans (%)	Full-time: 80% Part-time: 20%	Full-time: 71% Part-time: 36%	Full-time: 65% Part-time: 30%
Number of U.S. employees helped via the Employee Relief Fund	Approximately 2,800	Approximately 3,000	Approximately 2,500
Total Employee Relief Fund monies distributed globally	\$3.3 million	\$3.8 million	\$3.2 million
Employees completing the Employee Opinion Survey	191,226; 72% response rate (U.S.)	200,000; 77% response rate (U.S.)	209,207; 71% response rate (global)
COMMUNITY ENGAGEMENT¹			
Total charitable giving	\$33 million	\$33 million	\$42 million
Total investment in schools (K–12 education)	\$11.2 million	\$12.25 million	\$12.35 million
Total community investment	\$18.6 million	\$6.6 million	\$12.2 million
Total investments in disaster relief, Employee Relief Fund and employee giving campaign	\$3.2 million	\$2.1 million	\$6.1 million
Total volunteer hours	Not available (first year tracking)	140,700	198,000
Total Lowe's stores participation in a Lowe's Heroes project	100%	100%	100%

¹2015 and 2016 data represent U.S. only.



Operational Excellence

VISION STATEMENTS

- Reduce the environmental footprint of our operations
- Protect and build our reputation as a responsible business

We are committed to preserving our shared home, Earth, through sustainable practices while always doing the right thing — acting responsibly, ethically and being transparent. Our retail stores require significant amounts of electricity to operate and they create waste — cardboard, plastics, wood pallets and more — while the transportation of our products from suppliers to distribution centers to stores requires fuel. Environmental footprint reduction activities result in cost savings, healthier communities and a better world. Additionally, our board of directors and senior leaders set a tone of responsibility across Lowe's, and we provide behavioral policies and outlets for reporting ethics and compliance concerns. We also hold ourselves to the highest standards for protecting employee and customer data. We promise to never waver from doing what's right.

Environmental Footprint

CLIMATE CHANGE, ENERGY & EMISSIONS

As a responsible company that strives to contribute to climate change solutions and positive impacts, Lowe's actively works to lower our energy use and GHG emissions from our operations and transportation. Our retail facilities team in the U.S. and real estate and corporate responsibility groups in Canada are responsible for the management and tracking of our operational energy use. We report annually to [CDP](#) and verify our operational GHG emissions through a [third-party](#).

Each Lowe's store has access to a building management system (BMS), which tracks and remotely controls the energy efficiency of equipment to inform retrofitting projects based on our minimum standards. We plan to link our BMS to our distribution centers and RONA locations in the near future. In 2018, we plan to extend our energy-efficiency projects and expand our LED lighting and HVAC replacement initiatives. We aim to create and implement standardized, comparable and actionable scorecards to assess each store's efficiency and to inform and scale best practices.

In the U.S. and Canada, we monitor provider fleets and use a transportation management system to optimize routes, combine loads and execute Lowe's transportation strategy. Lowe's collaborates with the [SmartWay](#) program and requires 100 percent of our U.S. transportation providers to be certified through the program annually and prefers providers in Canada that are certified. In Canada, we audit providers prior to contracting; in the U.S., we conduct yearly audits and award more business to those who are working to reduce their fleet emissions.

In the U.S. and Canada, Lowe's Backhaul Program creates a closed-loop trucking system between our distribution centers and stores by using delivery trucks to pick up vendor loads on the return journey to the distribution centers. This reduces truck miles, emissions and impacts on communities.

WASTE

Lowe's not only has the capabilities to recycle and reuse our created waste, we also have the responsibility to contribute to a circular economy by creating ways for customers to lessen their waste. We manage our waste program at the enterprise level in the U.S. and Canada. We communicate our waste policies and expectations in our contracts with waste haulers and provide documented recycling and hazardous waste disposal techniques for our employees to follow. Additionally, we properly manage and dispose of spilled or damaged retail chemical products according to our hazardous waste protocol. Employees receive hazardous waste training upon hire and are annually recertified.

Our store waste streams — cardboard, plastic, wood pallets, scrap wood, metal and Styrofoam — are recycled through regional and national partners. We resell as much of this recycled material as we can, offsetting store expenses. Additionally, we operate in-store recycling centers for customers to recycle items such as compact fluorescent lamps (CFLs), plastic bags, batteries, paint and more. We will continue to invest in reducing our waste streams and increasing our recycling capabilities going forward.

2020 GOALS

Improve U.S. store energy efficiency 13% per square foot (kWh/ft²) from 2010 baseline

Reduce U.S. store carbon emissions 20% per square foot (metric tons CO₂e/ft²) from 2010 baseline

2017 PERFORMANCE

Reduced U.S. store energy intensity by 9.4% since 2010

Reduced U.S. store carbon emissions intensity by 25.7% since 2010, meeting our 2020 goal in 2016

2020 GOAL

Reduce tons of waste to landfill per net sales by 40% from 2010 baseline

2017 PERFORMANCE

Reduced waste intensity by 24.6% since 2010

Governance & Ethics

GOVERNANCE

As of December 31, 2017, the Lowe's [board of directors](#) was composed of 10 independent directors and our Chief Executive Officer, Robert Niblock. The board is responsible for overseeing risk management processes, as outlined on page 20 in our [2017 proxy statement](#). Lowe's board has five committees — audit, compensation, nominating and governance, public policy and executive. Our [public policy committee](#) is responsible for overseeing Lowe's sustainability and corporate responsibility programs and communicating associated risks to the board. See our [2018 proxy statement](#) for more information about our current governance structure and board of directors.

In the U.S., Lowe's corporate responsibility and sustainability matters are overseen by the vice president of corporate responsibility, who reports quarterly to the public policy committee and regularly to the corporate administration executive, a direct report to the CEO. Additionally, our sustainability team meets quarterly with our Sustainability Steering Committee — chaired by the chief operating officer and four senior executives. They also meet monthly with our Product Stewardship Council, consisting of vice presidents and directors from more than 14 functions across Lowe's. Our Canadian director of corporate responsibility reports to the senior vice president of communications, public affairs and compliance, who is a direct report to the CEO of Lowe's Canada and Lowe's International.

ETHICS

At Lowe's, we believe that we are only as good as our brand perception and reputation, and that doing the right thing should guide all decision-making. Our corporate compliance & ethics group oversees our ethics and compliance program, including our [code of business conduct & ethics](#), and [anti-corruption](#) guide. The chief compliance officer reports to the chief legal officer regularly, and to the audit committee at each quarterly meeting. We require board approval for all code revisions. All Lowe's employees receive an initial training on our code during orientation, and employees in tone-setting leadership roles receive anti-corruption and ethics training annually.

In the U.S., employees may report ethics or compliance concerns to a manager, directly to corporate compliance & ethics, anonymously through the EthicsPoint whistleblower hotline managed by a third-party, or through dedicated Lowe's email addresses and telephone numbers. Our internal audit team and our external auditor each independently assess Lowe's performance in connection with ethics and compliance controls on an annual basis, and their findings are reported to the audit committee.

Lowe's political action committee (LOWPAC) is a U.S. voluntary employee-led group, overseen by an employee advisory board, that raises money for political candidates and issues relevant to the company's priorities and strategy. We produce an annual [LOWPAC report](#) on our contributions. The public policy committee of our board of directors oversees Lowe's participation in large trade associations, while operations personnel and the managers for state government affairs oversee smaller trade association contributions. For more information, see our [2017 Trade Association Memberships](#).

Lowe's board of directors or committees of the board review the following corporate responsibility topics at least once per year:

Responsible sourcing

Sustainable consumer products

Environmental protection and sustainability

Talent strategy

Diversity and inclusion

Employee safety

Privacy and data security

Community and philanthropic investments

Political contributions and government relations activities



Lowe's explores ways to reduce environmental footprint

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RELATED RESOURCES

[CDP Climate Change 2017](#) »

[Committee Charters](#) »

[Governance Guidelines](#) »

[2017 10-K](#) »

[2018 Proxy Statement](#) »

[Code of Business Conduct and Ethics](#) »

[LOWPAC 2017 Annual Report](#) »

[Anti-Corruption Guide](#) »

[2017 Trade Association Membership](#) »

[U.S. Privacy Statement](#) »

[Canada Privacy Statement](#) »

[Information Technology Third Party Policy](#) »



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Quantitative data included in this report does not contain Maintenance Supply Headquarters or Central Wholesalers information.

METRIC	2015	2016	2017
PROGRESS TOWARD 2020 GOALS (U.S. STORES ONLY)			
Energy (electricity) intensity (MWh/1,000ft ²)	16.84	16.83	16.00
Energy intensity reduction since 2010 (MWh/1,000 ft ²); 2020 goal: 13%	0.81 (4.6%)	0.82 (4.7%)	1.65 (9.3%)
Carbon emissions intensity (thousands of metric tons CO ₂ e/1000ft ²)	8.28	7.50	7.16
Reduction in carbon emissions intensity since 2010 (thousands of metric tons CO ₂ e/1000ft ²); 2020 goal: 20%	1.53 (15%)	2.21 (22.8%)	2.56 (26.3%)
ENERGY & EMISSIONS (GLOBAL)¹			
Energy consumption within the organization (MWh)	6,392,688	6,349,007	6,638,616
Diesel used (MWh)	683,521	693,457	716,786
Electricity used (MWh)	4,683,341	4,723,845	4,768,213
Natural gas used (MWh)	833,737	732,769	906,735
Propane used (MWh)	163,032	164,254	209,101
Direct (Scope 1) GHG emissions (thousands of metric tons CO ₂ e)	368	354	400
Indirect (Scope 2) GHG emissions (thousands of metric tons CO ₂ e)	2,322	2,054 ²	2,022
Reduction of GHG emissions since 2010 (thousands of metric tons CO ₂ e; Scope 1 and 2)	243 (8%)	525 (18%)	511 (17%)
GHG emissions intensity (metric tons CO ₂ e per 1,000 ft ²)	8.28	7.50	7.16
CDP Climate Change score	B	B	Data will be provided in 2018 report
TRANSPORTATION (U.S. ONLY)			
EPA SmartWay cumulative savings (millions of gallons of diesel)	29	28.4	Data will be provided in 2018 report
EPA SmartWay cumulative savings (metric tons CO ₂ emissions)	305,000	284,687	Data will be provided in 2018 report

¹All 2015 and 2016 data is global, but excludes Lowe's Canada stores obtained via acquisition. 2017 data is global and includes Lowe's Canada and RONA operations. See [CDP](#) to view our responses.

²Restated from 2,269,000 metric tons in 2016 because the U.S. EPA issued the new eGRID2016 emission factors.

METRIC	2015	2016	2017
WASTE (U.S. ONLY)			
Non-hazardous waste generated (thousands of metric tons)	633	604	552
Landfilled	291	251	268
Recycled	342	353	283
Hazardous waste generated (thousands of metric tons)	23.8	26.5	30
Energy recovery	0.12	0.06	0.08
Fuel blending	9.5	10.9	12.6
Incineration	2.4	2.6	3.1
Neutralization	3.5	4.2	4.6
Recycling	8.2	8.8	9.5
Waste intensity (tons per net sales)	5.60	4.56	4.75
Waste intensity reduction since 2010; 2020 goal: 40%	12.6%	27.7%	24.6%
Stores participating in Call2Recycle	All U.S. only	All U.S. & Canada	All U.S. & Canada
GOVERNANCE & ETHICS			
U.S. political contributions LOWPAC (\$USD)	\$312,250	\$402,000	\$457,869



GRI Content Index

GENERAL STANDARD DISCLOSURES

GRI STANDARD	DISCLOSURE	LOCATION/DIRECT ANSWER
ORGANIZATIONAL PROFILE		
GRI 102: General Disclosures	102-1 Name of the organization	Lowe's Companies, Inc.
	102-2 Activities, brands, products and services	About Lowe's & About This Report
	102-3 Location of headquarters	Mooresville, North Carolina, USA
	102-4 Location of operations	About Lowe's & About This Report; 2017 10-K p. 4
	102-5 Ownership & legal form	Lowe's is a publicly traded company under the NYSE: LOW
	102-6 Markets served	About Lowe's & About This Report
	102-7 Scale of the organization	About Lowe's & About This Report; 2017 10-K p. 4
	102-8 Information on employees and other workers	About Lowe's & About This Report; 2017 10-K p. 7
	102-9 Supply chain	Lowe's Value Chain
	102-10 Significant changes to the organization and its supply chain	Lowe's, Inc. acquired Maintenance Supply Headquarters in June 2017 (see 2017 10-K p. 29)
	102-11 Precautionary Principle or approach	2018 proxy statement, pp. 22–23
	102-12 External initiatives	About Lowe's & About This Report
	102-13 Membership of associations	About Lowe's & About This Report; Governance & Ethics
STRATEGY		
GRI 102: General Disclosures	102-14 Statement from senior decision-maker	CEO Letter
ETHICS & INTEGRITY		
GRI 102: General Disclosures	102-16 Values, principles, standards and norms of behavior	CEO Letter; Governance & Ethics
	102-17 Mechanisms for advice and concerns about ethics	Governance & Ethics

GRI STANDARD	DISCLOSURE	LOCATION/DIRECT ANSWER
GOVERNANCE		
GRI 102: General Disclosures	102-18 Governance structure	Governance & Ethics; Corporate Governance Guidelines
STAKEHOLDER ENGAGEMENT		
GRI 102: General Disclosures	102-40 List of stakeholder groups	Stakeholder Engagement & Materiality
	102-41 Collective bargaining agreements	Our employees in Mexico, and certain employees in Canada, are subject to collective bargaining agreements; 2017 10-K p. 7
	102-42 Identifying and selecting stakeholders	Stakeholder Engagement & Materiality
	102-43 Approach to stakeholder engagement	Stakeholder Engagement & Materiality
	102-44 Key topics and concerns raised	Material Topics; Sustainability Strategy & Goals
REPORTING PRACTICES		
GRI 102: General Disclosures	102-45 Entities included in the consolidated financial statements	2017 10-K p. 4; Quantitative data included in this report does not contain Maintenance Supply Headquarters or Central Wholesalers information.
	102-46 Defining report content and topic Boundaries	Material Topics
	102-47 List of material topics	Material Topics
	102-48 Restatements of information	We restated our 2016 reported indirect (Scope 2) emissions because the U.S. EPA issues new eGRID2016 emission factors. We also restated our 2016 wood sourcing by region data and 2016 certified wood products data following identification of calculation error in the reporting system used for 2016.
	102-49 Changes in reporting	Stakeholder Engagement & Materiality
	102-50 Reporting period	Calendar year 2017
	102-51 Date of most recent report	May 9, 2017
	102-52 Reporting cycle	Annual
	102-53 Contact point for questions regarding the report	Chris Cassell, director of corporate sustainability: socialresponsibility@lowes.com
	102-54 Claims of reporting in accordance with the GRI Standards	This report references the 2016 GRI Standards.
	102-55 GRI content index	This document
	102-56 External assurance	About Lowe's & About This Report; External assurance reports

SPECIFIC STANDARD DISCLOSURES

GRI STANDARD		DISCLOSURE		LOCATION/DIRECT ANSWER
ENVIRONMENTAL				
MATERIALS				
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	Material Topics (Sustainable Sourcing)	
	103-2	The management approach and its components	Sustainable Sourcing	
	103-3	Evaluation of the management approach	Sustainable Sourcing	
GRI 301: Materials	301-1	Materials used by weight or volume	Sustainable Sourcing Data	
	Other	Wood sourcing by region; Certified wood products	Sustainable Sourcing Data	
ENERGY				
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	Material Topics (Climate Change, Energy & Emissions)	
	103-2	The management approach and its components	Climate Change, Energy & Emissions	
	103-3	Evaluation of the management approach	Climate Change, Energy & Emissions	
GRI 302: Energy	302-1	Energy consumption within the organization	Energy & Emissions Data	
	302-2	Energy consumption outside of the organization	Energy & Emissions Data	
	302-3	Energy intensity	Progress Toward 2020 Goals Data	
	302-4	Reduction of energy consumption	Progress Toward 2020 Goals Data	
	Other	Fuels used; Electricity used	Energy & Emissions Data	
EMISSIONS				
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	Material Topics (Climate Change, Energy & Emissions)	
	103-2	The management approach and its components	Climate Change, Energy & Emissions	
	103-3	Evaluation of the management approach	Climate Change, Energy & Emissions	

GRI STANDARD		DISCLOSURE	LOCATION/DIRECT ANSWER
GRI 305: Emissions	305-1	Direct (Scope 1) GHG emissions	Energy & Emissions Data
	305-2	Indirect (Scope 2) GHG emissions	Energy & Emissions Data
	305-4	GHG emissions intensity	Energy & Emissions Data
	305-5	Reduction of GHG emissions	Energy & Emissions Data
	Other	EPA SmartWay savings; CDP Climate Change score	Energy & Emissions and Transportation Data
EFFLUENTS & WASTE			
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	Material Topics (Waste)
	103-2	The management approach and its components	Waste
	103-3	Evaluation of the management approach	Waste
GRI 306: Waste	306-2	Waste by type and disposal method	Waste Data
	Other	Waste intensity; Waste intensity reduction, Stores participating in Call2Recycle	Waste Data
SUPPLIER ENVIRONMENTAL ASSESSMENT			
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	Material Topics (Supplier Social & Environmental Practices)
	103-2	The management approach and its components	Supplier Social & Environmental Practices
	103-3	Evaluation of the management approach	Supplier Social & Environmental Practices
GRI 308: Supplier Environmental Assessment	308-1	New suppliers that were screened using environmental criteria	Supplier Social & Environmental Practices; 100%
ECO-PRODUCTS			
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	Material Topics (Eco-Products)
	103-2	The management approach and its components	Eco-Products
	103-3	Evaluation of the management approach	Eco-Products
Disclosure	Other	ENERGY STAR and WaterSense products; Customer savings from ENERGY STAR and WaterSense products	Eco-Products Data

GRI STANDARD		DISCLOSURE	LOCATION/DIRECT ANSWER
SOCIAL			
EMPLOYMENT			
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	Material Topics (Employee Well-Being)
	103-2	The management approach and its components	Employee Well-Being
	103-3	Evaluation of the management approach	Employee Well-Being
GRI 401: Employment	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Employee Well-Being Data
	Other	Employees participating in health insurance and 401(k) plans; Employees helped via the Employee Relief Fund; Employees completing Employee Opinion Survey	Employee Well-Being Data
OCCUPATIONAL HEALTH & SAFETY			
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	Material Topics (Store & Workplace Safety)
	103-2	The management approach and its components	Store & Workplace Safety
	103-3	Evaluation of the management approach	Store & Workplace Safety
GRI 403: Occupational Health and Safety	403-2	Types of injury and rates of injury, occupational diseases, lost days and absenteeism and number of work-related fatalities	Store & Workplace Safety Data
TRAINING & EDUCATION			
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	Material Topics (Employee Development)
	103-2	The management approach and its components	Employee Development
	103-3	Evaluation of the management approach	Employee Development
GRI 404: Training and Education	404-1	Average hours of training per year per employee	Employee Development Data
	404-2	Programs for upgrading employee skills and transition assistance programs	Employee Development
	Other	Employees completing Red Vest Ready program; Hours of training invested in leaders	Employee Development Data

GRI STANDARD		DISCLOSURE	LOCATION/DIRECT ANSWER
DIVERSITY & EQUAL OPPORTUNITY			
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	Material Topics (Diversity & Inclusion)
	103-2	The management approach and its components	Diversity & Inclusion
	103-3	Evaluation of the management approach	Diversity & Inclusion
GRI 405: Diversity & Equal Opportunity	405-1	Diversity of governance bodies and employees	Diversity & Inclusion Data; 2018 proxy statement p. 22
LOCAL COMMUNITIES			
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	Material Topics (Community Development & Resiliency)
	103-2	The management approach and its components	Community Development & Resiliency
	103-3	Evaluation of the management approach	Community Development & Resiliency
GRI 413: Local Communities	413-1	Operations with local community engagement, impacts assessments and development programs	Community Engagement Data
	Other	Total charitable giving; Investments in schools, communities, disaster relief and employee funds; Total volunteer hours	Community Engagement Data
SUPPLIER SOCIAL ASSESSMENT			
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	Material Topics (Supplier Social & Environmental Practices)
	103-2	The management approach and its components	Supplier Social & Environmental Practices
	103-3	Evaluation of the management approach	Supplier Social & Environmental Practices
GRI 414: Supplier Social Assessment	414-1	New suppliers that were screened using social criteria	Supplier Social & Environmental Practices; 100%
PUBLIC POLICY			
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	Material Topics (Governance & Ethics)
	103-2	The management approach and its components	Ethics; LOWPAC Report
	103-3	Evaluation of the management approach	Ethics; LOWPAC Report
GRI 415: Public Policy	415-1	Political Contributions	Governance & Ethics Data; LOWPAC Report
CUSTOMER HEALTH & SAFETY			
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	Material Topics (Product Health & Safety)
	103-2	The management approach and its components	Product Health & Safety
	103-3	Evaluation of the management approach	Product Health & Safety
GRI 416: Customer Health & Safety	416-1	Assessment of the health and safety impacts of product and service categories	Product Health & Safety Data



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