



# Building a Sustainable Foundation

2018 CORPORATE RESPONSIBILITY REPORT







# Table of Contents

CEO Letter	3	Product Sustainability	12
About Lowe's & About This Report	4	+ Sustainability in Our Supply Chain	13
Lowe's Value Chain	5	+ Safer & More Sustainable Products	15
Stakeholder Engagement & Materiality	6	+ Product Data	17
Material Topics	7	Our People & Our Communities	18
Sustainability Strategy & Goals	8	+ Associate Safety & Well-Being	19
2018 Highlights	10	+ Community Development & Resiliency	24
Awards & Recognition	11	+ People & Community Data	26
		Operational Excellence	28
		+ Environmental Footprint	29
		+ Governance & Ethics	31
		+ Operations Data	34
		GRI Content Index	36



# CEO Letter

Simply put, 2018 was a year of change for Lowe's. About halfway through the year, I had the honor of stepping in to lead this strong brand, and I am proud to wear the Lowe's red vest alongside our more than 300,000 associates.

I'm also proud of the steps we have taken to simplify our business and renew our focus on retail fundamentals so we can capture the tremendous growth opportunities offered by today's home improvement market. In 2018, we identified and began exiting certain underperforming and non-core areas of our business and aligned our leadership team to a clear mission: Together, deliver the right home improvement products, with the best service and value, across every channel and community we serve.

To deliver on our mission and build a sustainable foundation for growth, we set our sights on four key strategies: merchandising excellence, supply chain transformation, operational efficiency and customer engagement. Because we know that corporate responsibility is integral to the success of these strategies, we're continuing the work of putting responsible practices in place to strengthen our foundation.

In 2018, we began redefining merchandising excellence. Lowe's robust quality assurance process and vendor training program supports our efforts to provide safe, high-quality products sourced from vendors with responsible practices. As we see growing customer demand for eco-products — energy-efficient appliances, low/no VOC paints and much more — we continue to enhance our product portfolio. We're also working to bring greater understanding to Lowe's merchandising teams and customers by identifying these eco-products and their benefits to the world around us.

The seamless integration of many different modes of transportation is key to our supply chain transformation. For example, we leverage SmartWay trucking partners and a transportation management system to optimize routes, combine loads and drive efficiency. We also use a closed-loop system between stores and distribution centers to avoid empty transportation miles that negatively impact our climate and our bottom line. And in 2018, we started opening regional terminals to streamline delivery, enabling third-party vendors to pick up from one location versus various stores.

One of the most important ways we're enhancing our operational efficiency is to make our processes simple, safe and sensible. Lowe's Safe means every single one of us plays an active role in providing the safest possible environment for customers and associates. We're doing that by modernizing our safety equipment and building associates' skills across all parts of our stores. We're also investing in more sensible building maintenance systems for efficient energy use and the development of a reverse logistics system to consolidate all recyclable waste streams. I'm confident these enhancements will make our operations more efficient and more sustainable.

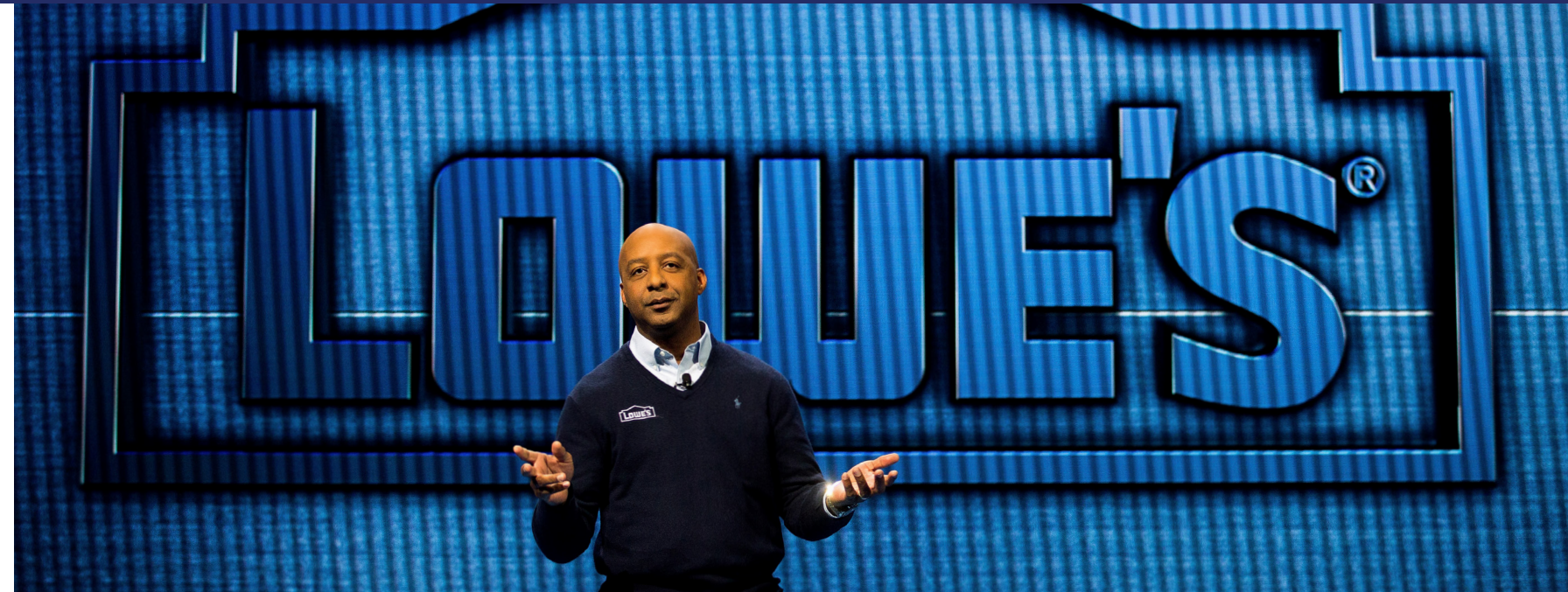
These major improvements will naturally drive associate engagement, but we're investing further in our associates' futures — whether inside or outside of Lowe's. Through our new [Track to the Trades program](#), Lowe's will provide tuition reimbursement to associates completing an apprentice certification in various skilled trades. We're passionate about increasing awareness of trade career opportunities for future generations. Our country has a desperate need to fill shortages in the skilled trades, and we're committed to doing everything we can to help. In the years ahead, you'll see us serving our communities in new and meaningful ways to fill unmet needs and engage customers in the communities where we live and work.

We've accomplished a lot in 2018. In addition to all these advancements we've made in developing and moving forward with our strategy, we solidified our first renewable energy agreement, signed the [CEO Action Pledge for Diversity & Inclusion](#), became the first [10-time winner of the EPA SmartWay Excellence Award](#) and expanded our community giving program across the U.S. and Canada. We look forward to sharing our progress with you and continuing to advance toward our corporate responsibility goals in 2019.

Sincerely,

*Marvin R. Ellison*

Marvin R. Ellison, President  
and Chief Executive Officer



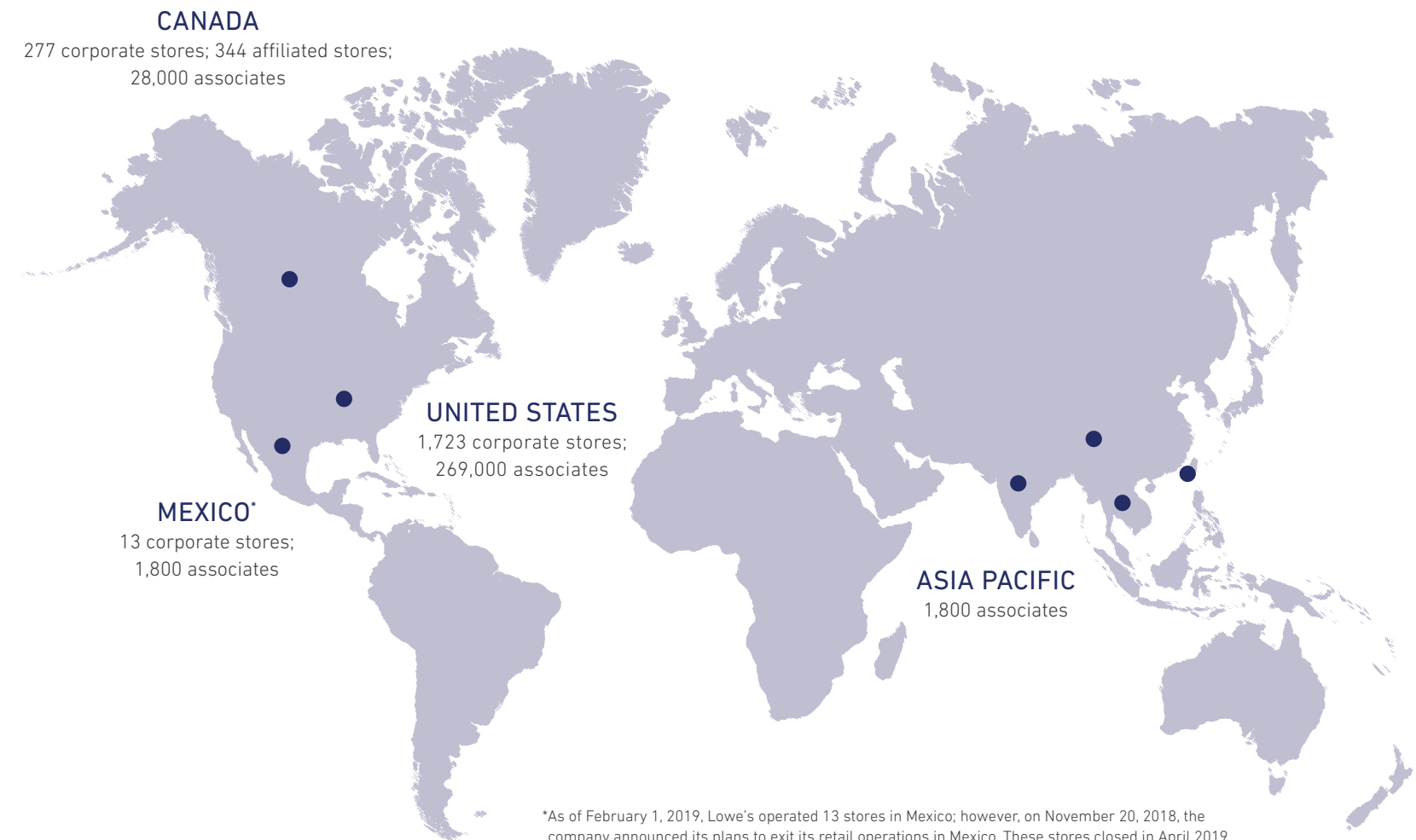
# About Lowe's & About This Report

Since 1946, [Lowe's Companies, Inc.](#) has grown from one hardware store in North Carolina into a Fortune® 50 home improvement company. Operating or serving more than 2,015 home improvement and hardware stores in the U.S. and Canada, we help homeowners, renters and professionals complete a wide array of home improvement projects. Our more than 300,000 associates serve more than 18 million customers each week through our stores, contact centers, online channels and on the jobsite. We had fiscal year 2018 sales of \$71.3 billion. For more information about our company and fiscal year 2018 financial information, see our [Annual Report on Form 10-K](#).

For more than 70 years, Lowe's has focused on operating responsibly and providing outstanding customer service. Our vision statements guide our strategies and can be found on the [Sustainability Strategy & Goals](#) page of this report. Lowe's is an active member of the [Retail Industry Leaders Association \(RILA\)](#), the [National Retail Federation \(NRF\)](#) 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.

"Building a Sustainable Foundation" is Lowe's sixteenth annual corporate responsibility report, outlining Lowe's management approach to sustainability topics and highlighting our goals, performance and progress to date. Our core focus areas include Product Sustainability, Our People & Our Communities and Operational Excellence.

This report covers our activities between January 1, 2018, and December 31, 2018, and references the 2016 [GRI Standards](#) and the [SASB Standard](#) for Multiline and Specialty Retailers & Distributors as well as Building Products & Furnishings. Quantitative data included in this report does not contain Lowe's Mexico, Orchard Supply Hardware, Maintenance Supply Headquarters or Central Wholesalers information. We received [external assurance](#) for our 2018 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](mailto:socialresponsibility@lowes.com).





# Lowe's Value Chain





# 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, associates, shareholders, consumers, local communities, governments, industry associations and non-governmental organizations (NGOs) enables us to monitor emerging challenges, trends and opportunities. The table below outlines our 2018 stakeholder engagement activities:

Lowe’s Stakeholder Engagement in 2018	
Customers	In-store interactions, social media, website and digital communications, customer contact centers, community events and surveys
Shareholders	SEC filings, proxy statement, 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
Associates	Employee Opinion Survey, performance reviews, code of business conduct and ethics, Lowe’s corporate compliance and ethics hotline, training and development, CEO Town Hall, CEO Podcast, leadership podcasts, 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
Governments	Lobbying activities, Lowe’s Companies, Inc. political action committee (LOWPAC), trade associations and government affairs department
NGOs/Community Partners	Partnerships, community events, charitable contributions, volunteerism, corporate responsibility department initiatives 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, associates, consumers, local communities and industry associations. These groups represent voices across our value chain.

The materiality results were reviewed with our new executive leaders in 2018 and validated as our continued path forward. We plan to conduct another materiality assessment in 2020.





# Material Topics

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

● Product Sustainability

● Our People & Our Communities

● Operational Excellence

Topic	Definition	Why It's Important	Associates	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 Safety	Minimize the potential human health impacts that the products we sell could have on customers	We are dedicated to providing safe products to our customers	●	●	●		
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 associates and customers	Strong safety practices protect our most valuable resources — our people — while reducing claims and lost productivity	●		●		
Associate Well-Being	Build a work environment where our associates feel fulfilled and productive, and support them and their families in leading healthy lives	Engaged and healthy associates 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	●				●
Associate Development	Enable and empower our associates to pursue education and career development opportunities	Our associates are our greatest strength, and strong associate 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 associates 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	Protect associate, supplier, customer and company data from illegal and inappropriate use	Strong data security and privacy practices prevent financial and reputational loss for customers, associates and our company	●	●	●		



# Sustainability Strategy & Goals



Our sustainability 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. Our goals are a mix of the objectives we set in 2013 and those we finalized in 2018 to further our commitments and broaden our impact. Below we highlight our 2018 progress on our vision and goals.

Lowe’s is investigating how its sustainability strategy aligns with and contributes to the [United Nations Sustainable Development Goals \(SDGs\)](#). We believe that Lowe’s has the potential to contribute most meaningfully toward the following SDGs (shown above): Affordable and Clean Energy; Decent Work and Economic Growth; Sustainable Cities and Communities; Responsible Consumption and Production; and Life on Land. This connection to the SDGs is important as we aim to deepen our understanding of Lowe’s impacts on a larger scale and continue identifying ways to influence positive change.

 <div>Product Sustainability</div>	Vision	Material Topics	Goals	Goal Progress
	Promote sustainable practices throughout our value chain	Supplier Social & Environmental Practices Sustainable Sourcing	<b>By 2020:</b> <ul style="list-style-type: none"><li>100% FSC certification for all wood products sourced from identified regions at risk</li></ul> <b>By 2025:</b> <ul style="list-style-type: none"><li>100% of our strategic suppliers will have sustainability goals</li><li>100% of our wood products will be responsibly sourced</li></ul>	<ul style="list-style-type: none"><li>In 2018, only 0.06% of our total wood volume was sourced from regions at risk, with less than 1% identified as FSC-certified.</li><li>Currently, 38% of our strategic suppliers have sustainability goals in place.</li><li>46% of our wood products are certified.<sup>2</sup></li></ul>
	Provide customers with the highest-quality, safest products	Product Safety	<b>Commitments:</b> <ul style="list-style-type: none"><li>Remove corded window blinds from our in-stock product portfolio by the end of 2018</li><li>Remove methylene chloride and NMP from our paint remover products</li><li>Phase out neonicotinoid pesticides from our product portfolio<sup>1</sup></li></ul>	<ul style="list-style-type: none"><li>We phased out all corded window blinds from our in-stock product portfolio in 2018.</li><li>We removed methylene chloride and NMP from all paint remover products in 2018.</li></ul>
	Help customers reduce their impact on the environment	Eco-Products	<b>By 2025:</b> <ul style="list-style-type: none"><li>Save customers more than \$40 billion in energy costs through the sale of ENERGY STAR products</li><li>Increase the number of eco-products available to customers</li></ul>	<ul style="list-style-type: none"><li>We helped our customers save \$5 billion via the sale of ENERGY STAR products in 2018.</li><li>We continue to expand our eco-product portfolio, as described in the <a href="#">Eco-Products</a> section.</li></ul>

<sup>1</sup>For details regarding this commitment, read our [Product Safety](#) section.  
<sup>2</sup>Lowe’s will be piloting a new wood policy auditing process in 2019.



<div></div> <div>Our People &amp; Our Communities</div>	Vision	Material Topics	Goals	Goal Progress
	Improve the health and well-being of our 300,000+ person team	Store & Workplace Safety Associate Well-Being Diversity & Inclusion Associate Development	<b>By 2025:</b>  ■ Reduce our lost time incident rate (LTIR) each year as we pursue our goal of zero injuries	■ Unfortunately, our LTIR increased from 2.29 in 2017 to 2.4 in 2018; we are continuing to make improvements to our safety processes, as described in Store & Workplace Safety.
<div></div> <div>Operational Excellence</div>	Focus on the critical needs affecting associates, communities and industry by supporting safe, affordable housing initiatives as well as skilled trade education	Community Development & Resiliency	<b>By 2025:</b>  ■ Invest \$350 million in our local communities through partnerships and charitable contributions  ■ Contribute more than 3 million hours of associate community service	■ In 2018, Lowe's invested \$46 million in our local communities through our nonprofit partnerships.  ■ In 2018, our associates contributed 315,000 hours of community service via volunteering and Lowe's Heroes projects.
	Vision	Material Topics	Goals	Goal Progress
	Reduce the environmental footprint of our operations	Climate Change, Energy & Emissions Waste	<b>By 2020:</b>  ■ 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 CO <sub>2</sub> e/ft²) from 2010 baseline  ■ Reduce tons of waste to landfill per net sales by 40% from 2010 baseline  <b>By 2030:</b>  ■ Reduce absolute Scope 1 and 2 emissions by 40% below 2016 levels (NEW GOAL)	■ Since 2010, we've improved our U.S. store energy efficiency by 13.8% — meeting our 2020 goal in 2018.  ■ We met our U.S. store carbon emissions goal early in 2016, and to date have reduced these carbon emissions by 29.8%.  ■ Since 2010, we've reduced waste to landfill per net sales by 25.8%.
	Protect and build our reputation as a responsible business	Governance & Ethics Privacy & Data Security		



# 2018 Highlights

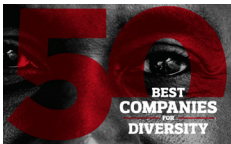
Lowe's is proud of our corporate responsibility accomplishments and the recognition we received in 2018. Here are some highlights:

<div>Product Sustainability</div> <div></div>		<div>We were the first retailer to phase out paint removal products with methylene chloride and NMP.</div>	<div>We expanded our benefits to include enhanced paid parental leave, adoption assistance and shorter wait times for health benefits eligibility.</div>	<div>100% of our U.S. transportation partners are part of the EPA's SmartWay program.</div>	<div>We reduced our U.S. waste intensity by nearly 26% since 2010.</div>
<div>We implemented a safer chemicals policy.</div>	<div>We updated our global wood sourcing policy.</div>	<div>We launched Track to the Trades as our associate-facing effort to help develop the next generation of skilled trades workers.</div>	<div>Women comprise 31% of our board seats.</div>	<div>We signed our first renewable energy agreement for 100 MW.</div>	<div>We reduced our absolute global GHG emissions by 18% since 2010 while increasing revenue by 46%.</div>
<div>We are increasing the number of products in our portfolio with safer product and environmental certifications — such as GreenGuard, EPA Safer Choice and GreenCircle.</div>	<div>We offer ~25,000 ENERGY STAR products and ~8,000 WaterSense products; Lowe's Canada now offers more than 4,000 eco-products in-store.</div>	<div>Our People &amp; Our Communities</div> <div></div>		<div>We developed a political engagement and contributions policy.</div>	<div>We hit our 2020 energy efficiency goal in 2018.</div>





# Awards & Recognition



Black Enterprise has named Lowe's one of the 50 best companies for diversity



Named a Top 10 Military Friendly Brand



Lowe's recognized as a 'Top Veteran-Friendly Company' by U.S. Veterans Magazine



Lowe's becomes first ten-time winner of EPA's Smart Way Excellence Award



Barron's names Lowe's as one of the top 100 most sustainable companies in the U.S.



Lowe's recognized as a top company in sustainability practices by FSTE4Good



2020 Women on Boards recognized Lowe's as a "W" company for having 20% or more of board seats held by women



Lowe's received the ENERGY STAR Excellence in Promotion Award for successful promotion of ENERGY STAR products



Black Enterprise recognized Janice Little, Vice President, Chief Diversity Officer, as a 2018 Top Corporate Diversity Executive





# Product Sustainability



CORPORATE RESPONSIBILITY PORTAL 

## 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

Lowe's strives to put the customer first in everything we do, stocking our shelves with high-quality items that our customers can feel good about buying. This commitment begins with our sourcing decisions, where we carefully select products and vendors that promote human and environmental health. We collaborate with our suppliers and monitor their practices to ensure they are protecting their workers' rights and the environment. Through our sourcing practices, we promote responsible forestry and conflict-free minerals. Our [Safer Chemicals Policy](#) guides the sourcing of products that are safe to use. And we are expanding our pursuit of innovative, more efficient eco-products and promoting their benefits to our customers. We are progressing toward our 2025 product sustainability goals and harmonizing our efforts across Canada and the U.S.





38% of our strategic suppliers currently have sustainability goals.

Lowe's becomes first ten-time winner of EPA's SmartWay Excellence Award

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# Sustainability in Our Supply Chain

## Supplier Social & Environmental Practices

We rely on our vendors to provide quality products for our customers, 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 of conduct and our ethics program, and our QA team conducts monthly training sessions on various vendor topics. We provide our vendors with the same [reporting channels](#) as our associates to report any code of conduct concerns.

In 2018, Lowe's successfully incorporated our international retail markets into our supplier responsibility program. This included updating our vendor manual and trainings to reflect a larger scope of vendors and our new, risk-based assessment requirements, which establish clear steps and full follow-up assessments for poor performance, and rewards for good performance.

Lowe's QA team ensures import and private-brand vendors receive Retail Ethical Sourcing Assessments (RESA) conducted by accredited third parties. RESA is a unified audit template established via collaboration between Lowe's and other home improvement retailers. The goal was to avoid imposing the added cost of having to conduct multiple audits on shared vendors where the same factories are being used. During vendor RESA, we focus on associate benefits and compensation, human rights, health and safety, record-keeping, environmental compliance and management systems.

Factories with high risk findings are required to attend a mandatory workshop conducted by Lowe's where vendors are provided with industry best practices and tools to help address any issues.

### RELATED RESOURCES

[+ Vendor Code of Conduct](#)

**In 2018, Lowe's successfully incorporated our international retail markets into our supplier responsibility program.**



# Sustainable Sourcing

We strive to promote responsible business practices throughout our value chain, including the sustainable sourcing of the products we sell. Lowe's quality assurance (QA) team monitors our wood sourcing and conflict minerals programs and requirements of vendors in the U.S., as outlined in our [vendor code of conduct](#).

## RELATED RESOURCES

- + [Vendor Code of Conduct](#)
- + [Wood Policy](#)
- + [Conflict Minerals Reporting \(SEC\)](#)

We outline our philosophy and commitments to procure sustainably certified wood and wood products and collaborate with a diverse set of stakeholders to promote sustainable forestry in our [wood policy](#), which was updated and harmonized across our global operations in 2018.

We also created a new wood sourcing application in the U.S. in 2018, enabling our vendors to easily update all wood sourcing specifications, including certification that they source from well-managed, non-endangered forests, wood location, species, sustainable forest certifications and product dimensions. Lowe's Canada is working to implement a process that enables vendors to provide their wood sourcing specifications.

We prohibit 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 (DRC) or adjoining countries unless these minerals are sourced from a certified mine or conflict-free smelter. We update our conflict mineral compliance program and [SEC reporting](#) (Form SD) in alignment with due diligence guidance from the Organisation for Co-operation and Economic Development (OECD). Additionally, we collaborate with NGOs and benchmark our processes and goals against peers. For sustainable sourcing, our QA team is accountable for accurate, on-time filings and ensuring a 100% conflict minerals response rate from our vendors. In 2018, we joined the [Responsible Minerals Initiative \(RMI\)](#) — an organization of companies and associations working to address responsible mineral sourcing issues within supply chains.





# Safer & More Sustainable Products

## Product Safety

We are dedicated to providing safe products to our customers. We actively audit, test and inspect products where we are the importer of record. Our quality assurance (QA) team monitors product safety, quality and customer satisfaction across our product offerings. Annually, Lowe’s authorized third-party labs conduct product and transit/packaging tests to verify compliance with applicable industry standards and state and federal regulations. The third-party labs also conduct consumer testing and provide us with product test reports, which Lowe’s uses to make informed sourcing decisions. We implemented an enterprise QA program in 2018 to expand product testing and monitoring to our global operations. Simultaneously, we streamlined our product testing processes based on product risk profiles, reducing overall tests needed by removing unnecessary evaluation of extremely low-risk products.

As part of our ongoing effort to ensure we are delivering the highest quality and safest products to our consumers, we implemented a [safer chemicals policy](#) in 2018 to guide our actions toward offering safer, more eco-friendly alternatives and

driving innovation and consistency in how we approach chemicals. We continue to increase the number of products in our portfolio with safer product and environmental certifications — such as [GreenGuard](#), [EPA Safer Choice](#) and [GreenCircle](#) — to help consumers identify and consider these products while shopping.

In alignment with our safer and healthier products vision, Lowe’s phased out in-stock corded window blinds from our product portfolio globally in 2018 and took an industry-leading position to eliminate methylene chloride and NMP from our paint remover products. We were also the first major retailer to commit to eliminating neonicotinoids. In 2015, we announced plans to phase out the sale of products that contain neonics within 48 months where commercially viable. Since that time, we have worked closely with our suppliers to reduce neonic usage on our live goods and to transition away from neonics in our pesticide products, and we have made significant progress. In our live goods categories, nearly all of our suppliers have transitioned away from the intentional use of neonics, except where it is required by law. In our pesticide products category, we have successfully

transitioned most of our rose and flower care products to a neonic-free solution and have work underway to continue this progress with many of our other pesticide products. Additionally, we have provided education online and in-store to help our consumers learn to use pesticides in a way that limits the risk to pollinators.

We recognize the important role that pollinators play in our ecosystem, and we remain firmly committed to protecting pollinator health. We also want to ensure that we are introducing alternatives that are effective and environmentally responsible as we move away from neonic formulations. As such, we commit to the following:

- All of our live good suppliers plan to discontinue the intentional use of neonics in their operations, unless required by law, by the end of 2019.
- We plan to complete our transition to neonic free outdoor pesticides for all categories except Tree & Shrub Care, by 2022.
- We will continue to work with our suppliers to explore alternative Tree & Shrub Care chemistries that do not rely on neonics.

We also continue to phase out volatile organic compound (VOC) paints. We sell a large selection of [VOC-free paints](#) in the U.S. and 100% low-VOC paints in Canada, in compliance with Canadian regulations.

To manage chemicals in our products, we work with [Health Canada](#) and the [Retail Leadership Council of the Green Chemistry & Commerce Council](#) (GC3), where we collaborate with companies across multiple sectors to address chemicals of concern. In 2018, Lowe’s worked with the GC3 Retail Leadership Council to [publish a list of green chemistry priorities and a transparency roadmap that drive progress in this important area](#). We work with our suppliers to identify alternatives for chemicals of concern and educate our associates and customers on potential risks. We also require our residential vinyl flooring products to be free of ortho-phthalates and ensure formaldehyde content complies with acceptable levels in laminate, hardwood and engineered wood flooring products. Our established and refined compliance requirements ensure that our products are safe for their intended use. We take great care to enhance customer knowledge around safer products and will continue to do so going forward.

### RELATED RESOURCES

- + [Safer Chemicals Policy](#)
- + [U.S. Recalls and Product Safety News](#)
- + [Canada Recalls and Product Safety News](#)

Lowe’s phases out paint removal products with methylene chloride and NMP

[READ MORE >>](#)





By the end of 2018, Lowe's Canada had increased the number of eco-products in its portfolio to over 4,000.

## Eco-Products

Lowe's strives to help customers reduce their environmental impact with a global focus on eco-products. Because customer needs and government regulations differ, our product portfolio varies across the U.S. and Canada. For more than 10 years, our RONA operations in Canada have leveraged the life cycle approach to identify and promote certain products as "eco-products," formalized as the ECO product program. In 2018, we expanded the ECO product program across Canada and revamped our marketing efforts to promote the program. We are enhancing our processes in the U.S. to reflect these best practices. In 2018, our Canada operations also began developing buyer's guides per product group for our merchandising teams to better understand the attributes that make a product more eco-friendly and align with our sourcing goals. The guides include corporate policy requirements, eco-product attributes needed to tag products as "ECO" and benefits for both customers and the environment. We will continue to create and integrate these guides into our global operations in 2019, enabling a strategic focus on offering more environmentally friendly products for our customers. Lowe's Canada is continuing efforts in 2019 to educate consumers on the benefits of ECO products and how to find them in stores and online.

We also offer ENERGY STAR® and WaterSense® products that protect the environment and save customers money through reduced energy and water consumption. Lowe's supports energy efficiency market transformation by partnering with local and regional utility providers to offer more efficient products at discounted prices. In 2018, Lowe's offered \$15.3 million in discounts to customers purchasing energy efficient products with a key focus on ENERGY STAR and WaterSense certified items. We require independent certification of each product to deliver the quality, performance and savings that consumers expect. We host energy efficiency guides and online rebate centers for our customers to help them save money while making more environmentally friendly purchasing decisions. In 2019, we plan to establish a roadmap for evaluating lifecycle impacts of our products by category and continue to build on the success we saw in 2018.

### RELATED RESOURCES

- + [U.S. Energy Efficiency Guides](#)
- + [U.S. Rebate Center](#)
- + [Canada Energy & Water Savings Programs and Rebates](#)
- + [Canada Energy Saving Tips](#)

Lowe's received the ENERGY STAR Excellence in Promotion award in 2018 for our efforts to promote ENERGY STAR certified products.

## Earth Day in Canada

[READ MORE >>](#)





# Product Sustainability Data

Metric	2016	2017	2018
Supplier Social & Environmental Practices (Direct Imports Only)			
Lowe's SAE audits conducted globally	1,029 (863 factories in 31 countries)	1,130 (1,002 facilities in 30 countries)	1,297 (1,179 factories in 33 countries)
Number of follow-up audits conducted to validate implementation of corrective actions globally	164	136	610 <sup>1</sup>
Sustainable Sourcing			
Response rate for global vendors surveyed for conflict minerals compliance (U.S. products)	100% (139 vendors representing 5,900 products)	100% (107 vendors representing 5,000 products )	100% (163 vendors representing 2,900 products)
Total wood sourced (million ft³) — U.S.	311	346	455 <sup>2</sup>
Wood sourcing for the U.S. by region	North America: 93% Europe, Middle East & Africa: <1% South America: 3.8% Asia Pacific: 2.5%	North America: 91.2% Europe, Middle East & Africa: <1% South America: 4.7% Asia Pacific: 3.5%	North America: 91.3% Europe, Middle East & Africa: <1% South America: 4.3% Asia Pacific: 4.0%
Certified Wood Products (U.S. products)	56%	66%	46% <sup>2</sup>
Percent of FSC-certified timber products (global)	5%	8%	6%
Percent of SFI- and PEFC-certified timber products (global)	50%	54%	39%
Total lumber sourced <sup>3</sup> (million ft³) — Canada	Not reported	Not reported	78
Wood sourcing for Canada by region	Not reported	Not reported	North America: 99.3% South America: 0.2% Asia Pacific: 0.5%
Certified Wood Products (Canada products)	Not reported	Not reported	74%
Goal Progress: Percent of FSC-certified wood volume sourced from at-risk regions	Not reported	Not reported	less than 1%
Product Safety (U.S. Direct Imports Only)			
Number of product tests conducted by third parties <sup>4</sup>	6,602	6,297	6,346
Number of transit tests conducted by third parties	6,176	5,897	5,562
Number of pre-shipment product inspection visits	11,000	10,700	11,438
Eco-Products (Global)			
ENERGY STAR products offered in store and online	Not reported	21,000	24,883
Customer lifetime savings from Lowe's ENERGY STAR products (\$USD)	\$3.3 billion	\$5 billion	\$5 billion
Customers' GHG emissions savings from Lowe's ENERGY STAR products over lifetime (metric tons CO <sub>2</sub> e)	18 million	28 million	28 million
WaterSense products offered in store and online	Not reported	6,148	8,199
Customer water bill savings from Lowe's WaterSense products (\$USD) <sup>5</sup>	\$176 million	\$224 million	\$328 million
Water saved through WaterSense product sales (gallons) <sup>5</sup>	16 billion	20 billion	24 billion

<sup>1</sup>The increase in follow-up audits in 2018 was due to the introduction of a new, more rigorous risk-based assessment process. We also expanded the scope of our vendor assessments globally, increasing the number of factories undergoing their first SAE audit, prompting higher than usual follow-up assessments.

<sup>2</sup>Mulch was not included prior to 2018.

<sup>3</sup>Includes building materials only.


<sup>4</sup>Improved processes have enabled more efficient product testing; one tested item can represent several similar items.

<sup>5</sup>Based on revised EPA standards, we have reassessed and restated our 2016–2017 WaterSense product savings.



# Our People & Our Communities



[CORPORATE RESPONSIBILITY PORTAL](#) 

## VISION STATEMENTS

- + Improve the health and well-being of our 300,000+ person team
- + Focus on the critical needs affecting associates, communities and industry by supporting safe, affordable housing initiatives as well as skilled trade education

Lowe's community is far-reaching. From our team of over 300,000 associates to their families and our local communities, we have unique opportunities to make a positive difference. To best understand and serve our customers, we believe our workforce should be ready to serve and actively participate in communities where we live and work. We strive to build a culture where our associates feel safe, valued and equipped with the knowledge, skills and tools they need to grow and serve our customers. We have built innovative programs for Lowe's associates to become certified in various trades, if desired. We also give every U.S. Lowe's store and eligible associate the ability to support their local community through funding and paid volunteer time. We focus our community giving strategy on areas where we can make the most impact, and we encourage all of our associates to get involved. By supporting our associates and communities, Lowe's benefits from an engaged workforce, customer loyalty and more resilient communities.



# Associate Safety & Well-Being

## Store & Workplace Safety

Our standards for what it means to be Lowe's Safe go above and beyond traditional compliance and monitoring. The safety of our associates and customers is embedded in every decision we make. Our commitment to being Lowe's Safe is reflected in our high standards for safety and owned by leadership across the company. We continually work to ensure the safety of our associates, customers and vendors by maintaining a culture of safety and providing clean, safe stores. As we advance our Lowe's Safe culture, we focus on associate engagement, support and accountability at all levels, ongoing safety training, providing the right tools in the right condition, expectation-setting and monitoring performance.

At Lowe's, all leaders are responsible for the safety of associates, but certain roles have formal responsibility, as outlined in their job descriptions. Lowe's asset protection and safety group, including regional leaders, district leaders and individual leaders at certain stores are accountable for maintaining safety at Lowe's.

Our vice president of asset protection and safety leads this group, reporting safety metrics to the audit committee of the board of directors of Lowe's annually. Safety metrics are included in operational scorecards and executive business reviews.

Safety is embedded into associate onboarding, developmental e-learning and on-the-job training. We continually evaluate our training library and provide updates based on changes to our safety processes, equipment and expectations. We host a range of safety inspections/audits and meetings — occurring daily, monthly and quarterly — and articulate our safety decision-making expectations for leaders and associates in the U.S. and Canada based on post-incident root cause analyses of all incidents. We implemented a weekly 60 Seconds of Safety video spotlight in 2018 to clarify our policies and answer safety questions from the field. We also recognize associates who have saved a life with our Lowe's Angel Awards.

In 2019, we plan to upgrade our safety-related training and roll out a new awareness platform for the entire organization. The platform will focus on day-to-day safety awareness, including merchandising safety, compliance and having the right equipment for the job, which will reinforce concepts from onboarding via an active learning experience.

As soft-tissue injuries remain the most prevalent type of injury among our associates, we conducted full equipment evaluations across our stores in 2018 to ensure our associates had the tools needed to do their job effectively and safely. Where gaps were identified, we invested in and provided the appropriate equipment. We also investigated and identified new equipment that can decrease incidents, which we began to test, learn from and, in some cases, deploy. In 2019, we will launch a Safety Support Program. Each quarter, we will identify one store per district to create a targeted safety action plan, focusing on changing behaviors. We will also integrate all safety data, including performance metrics, auditing and training information into a holistic dashboard to guide action plans going forward.



In 2018, our associates participated in more than 2 million safety trainings as e-learning modules, and we conducted nearly 740,000 1:1 safety trainings with associates in the aisles throughout the year.

We expect all suppliers and vendors to comply with Lowe's Vendor Safety Standards, which are outlined in Lowe's vendor safety expectations. Associates can report vendor safety concerns to their manager. We take safety complaints seriously, and in many instances we will sever the relationship for gross violations of our safety standards.

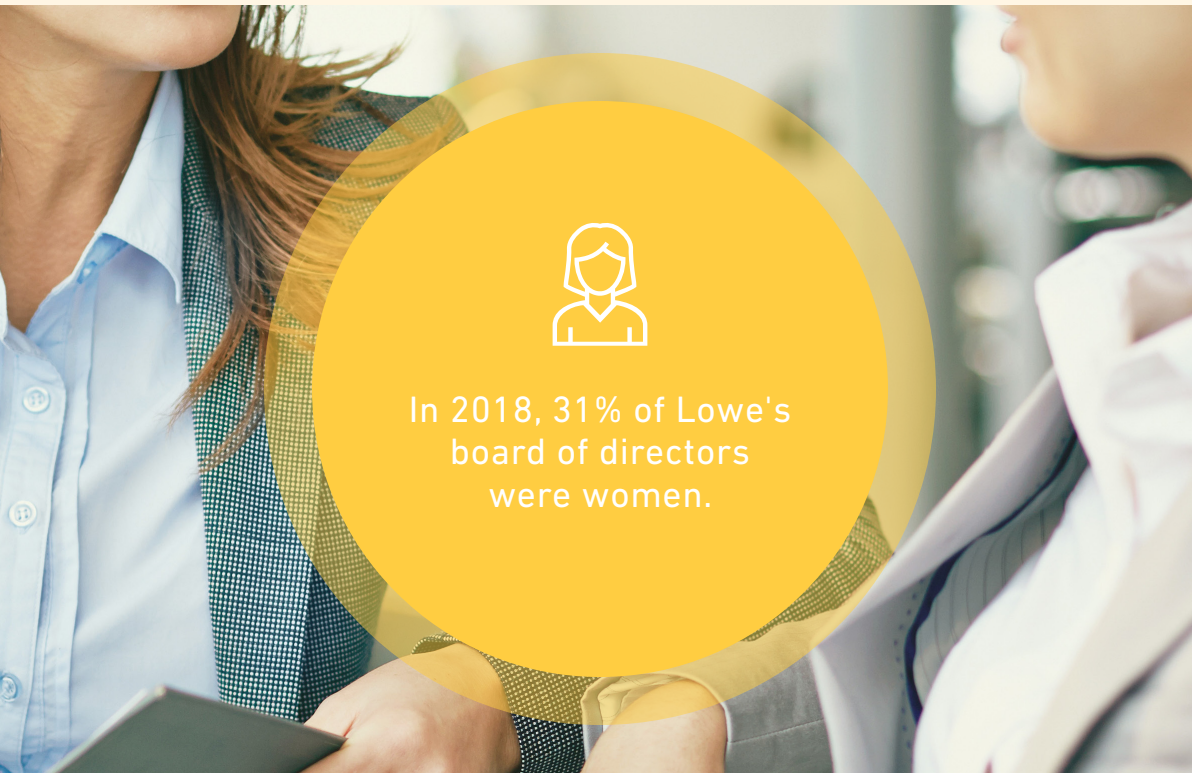
We also continue to evolve toward zero incidents in our supply chain network with a continuous-improvement mindset. This year our supply chain locations will be working on an initiative where there will be 100% associate participation in safety. This continues our journey toward a zero-incident workplace throughout our supply chain network.





## 18,000 women volunteer to build and repair homes during Habitat for Humanity's National Women Build Week

[READ MORE >>](#)



In 2018, 31% of Lowe's board of directors were women.

## Diversity & Inclusion

Lowe's dedication to diversity and inclusion grows from the steadfast values of our associates and extends to every corner of our company. We draw upon the strength of collaboration, bringing together many unique individuals in the workplace and community to better meet the needs of our associates and customers. Recruiting, developing and retaining a diverse workforce ensures a welcoming customer experience, enhances partnerships and community involvement and strengthens our business.

Lowe's is committed to fostering an environment where individuals are valued, treated fairly, respected and inspired to serve customers and the community. Marvin Ellison, president and chief executive officer, and Janice Little, our vice president, chief diversity officer, regularly provide direction on diversity and inclusion initiatives. Our vice president, chief diversity officer leads our diversity and inclusion team in developing strategies, policies, partnerships, programs and key performance indicators, and reports these efforts to our board of directors. Lowe's is also a signatory to the [CEO Action Pledge for Diversity & Inclusion](#), and as part of our commitment to an inclusive work environment, we analyzed our workforce profiles in 2018 to strategically focus our efforts going forward.

We focus on diversity and inclusion in three areas:

- **Business:** Aim to provide better and more diverse services and solutions
- **Talent:** Desire a workforce that can best serve to understand our customers' needs and how best to meet them
- **Culture:** Foster an inclusive culture that unleashes the brilliance of our full workforce to bring their talents to support the customer and serve the community

**Our Vice President, Chief Diversity Officer, Janice Little, was recognized by Black Enterprise as a 2018 Top Executive in Corporate Diversity.**

Lowe's remains focused on investing in programs that create value for our customers and our company. In the U.S., we piloted two leadership development programs for women in 2018 in partnership with the [Network of Executive Women \(NEW\)](#) and the [Women in Leadership Linkage Institute](#). Lowe's additionally has initiated regional partnerships with NEW to directly connect women based in field operations through networking and leadership development programs. We also partnered with the [Executive Leadership Council \(ELC\)](#) and piloted multi-day leadership development programs to support high potential African-American talent in the field. Three of Lowe's senior executives, including Marvin Ellison, president and CEO, are members of the ELC. We look forward to leveraging data analytics and executive engagement to further improve on our diversity and inclusion efforts in 2019 and beyond.





The Human Rights Campaign increased Lowe's score on the Corporate Equality Index from a 40 to 75 in 2018.

Lowe's training and development programs are designed to foster open communication, inclusion and equal employment opportunities for all. All associates receive regular anti-discrimination and anti-harassment workplace training and are encouraged to report improper behavior via numerous available open-door options or our confidential hotline. We increased the number of unconscious bias classes offered to leaders in 2018 and will continue to roll out this training to all stores in late 2019. We also trained our field associates on identifying bias to improve our human-centered selling approach.

RELATED RESOURCES

- + Diversity & Inclusion at Lowe's
- + Supplier Diversity Program
- + Human Rights Campaign Corporate Equality Index

Our [supplier diversity program](#) is part of our overall commitment to enhance economic development in the diverse communities we serve. After enhancing our supplier reporting, we can now track diverse vendors and allocated funds in order to better assess our impacts going forward. Lowe's is a member of 15 regional supplier diversity councils, as well as the following organizations and associations that support Lowe's recruiting efforts: [National Black MBA Association](#), [Prospanica](#), [United Negro College Fund](#), [Hispanic Scholarship Fund](#), [Thurgood Marshall College Fund](#), [National Minority Supplier Development Council](#), [Women's Business Enterprise National Council](#), [National Veteran-Owned Business Association](#), [Urban League](#) and [Disability:IN](#). Throughout 2019, our recruiting team will also partner at the national and local level to support increased diversity for technology hiring.

In 2019, we will have a deeper focus on diversity, inclusion and culture by launching a multi-year strategy focused on integrating diversity into the business, enabled by a more diverse workforce and inclusive culture. We will continue rolling out training to minimize unconscious bias, launch Business Resource Groups, expand our network of diverse suppliers and seek ways to celebrate our diverse perspectives.



Lowe's named a Top 50 Company for Diversity by Black Enterprise

[READ MORE >>](#)





Since February 2018,  
Lowe's has enrolled  
more than 1,350  
associates in our Track  
to the Trades program.

## Associate Development

Developing our associates is foundational to ensuring Lowe's success and outstanding customer experiences. We make targeted investments to create holistic learning experiences that grow and develop confident, connected and resourceful associates in support of our business strategy. Our human resources teams in the U.S. and Canada work to improve job performance and career development. Lowe's store and distribution center leaders receive focused leadership development on change management, delegating responsibilities and coaching. After our 2017 investment in front-line leader development, we built individual learning plans in 2018 to incorporate broader insights and abilities that better execute Lowe's strategy, apply situational leadership and leverage change management tools.

### Education

In 2018, Lowe's launched a program to address the skilled labor shortage in the U.S., provide an increase in certified skilled labor and create customers for life. In partnership with Guild Education, [Lowe's Track to the Trades program](#) provides tuition reimbursement to Lowe's associates to complete an apprentice certification in plumbing, electrical, HVAC or appliance repair.

### Employee Opinion Survey

We also engage and learn from our associates via our employee opinion survey (EOS). We revamped our approach to the EOS in 2018 by identifying a new vendor and streamlining our resources to increase data turnaround time. Our leadership team now owns the EOS action planning, including benchmarking ourselves for future planning, developing goals and increasing engagement.

### Learning and Development

Our Learning and Development team is building and preparing to deploy 60-day onboarding plans and week-long, in-person training sessions led by district-level store leadership. This training program will onboard 7,500 newly added store managers, assistant store managers and department supervisors and will be facilitated by leaders at the district level. The program aligns with our strategy and will focus on understanding strategic priorities, business know-how, role clarity, leadership capabilities and business acumen.

In December 2018, Lowe's established Lowe's University. In its early stages, Lowe's University will offer leader-led development programs that build the skills and confidence our leaders and associates need to deliver the right home improvement products, with the best service and value, across every channel and community we serve. Aligned with our focus on serving those who serve customers, inaugural programs will target store leaders. We expect to expand program offerings as Lowe's University continues to evolve. Opening Q3 2019, the Lowe's University Training Center located within our Mooresville Store Support Center (SSC) will be a dedicated space featuring 15,000 square feet, intentionally designed to provide an engaging learning experience for leaders and associates.

**In the U.S., learning plans for 960 store support center leaders, 1,815 store managers and 1,090 distribution center managers were built in 2018.**

Lowe's commits to developing future skilled trades workforce with new associate pre-apprenticeship program

[READ MORE >>](#)





# Associate Well-Being

We believe strongly in supporting the health and well-being of our associates with industry best practices. In the U.S., our Human Resources team makes health and wellness program decisions based on the needs of our associates and their families. We carefully select health providers and programs based on the quality and value of network, how they minimize barriers to care and whether they can provide the best possible outcomes to our associates and their families. Based on the belief that it is best to address a serious health issue from the start, Lowe's provides a wide array of programs to stay well, from 20 onsite clinics available to our U.S. SSC and supply chain associates to our five Benefits Buses that visit 1,700 stores per year. We provide our associates valuable services to understand more about their health and direct them to the best resources to continue to improve their well-being. For those needing support for specific conditions, Lowe's will pay the costs, including, for example, diabetes supplies and counseling, diabetes prevention programs and expert medical opinions.

Lowe's will even [pay the entire cost for an associate to travel](#) to a select number of premium providers via our [Centers of Excellence Program](#) for cardiac, joint and spine surgeries. We also meet directly with key health care providers to collaborate on the best ways to deliver quality care to our associates and the communities where we live and work.

All regular associates are eligible for [health and financial benefits](#), with variances between full- and part-time associates and between the U.S. and Canada based on national law differences. Lowe's has long been a leader in benefits for part-time associates, providing assistance programs to support their needs, including access to the Benefits Bus and onsite clinics, our assistance program for behavioral and work/life services and a variety of insurance plans that provide flexibility for their family's needs. In Canada, Lowe's provides additional health services not covered by the government.

All regular full-time and part-time U.S. associates may participate in our 401(k) plan and can receive Lowe's vested match dollars when they become eligible (after 30 days of employment). The Employee Stock Purchase Program is also available to eligible associates. Additionally, our Employee Relief Fund, made possible by generous contributions from associates and matched by Lowe's, provides associates in need with financial support. With the expansion of our benefits in early 2018 to include enhanced family benefits, over 800 new moms made use of the expanded maternity program in 2018, over 1,600 new parents total have made use of the extra time to bond with their new baby and 20 children have been adopted with Lowe's financial assistance. In 2018, we implemented text-based counseling services, improving our associates' experience. In early 2019, we opened a fitness facility at our Mooresville Store Support Center and made enhancements to the 401(k) program. We plan to begin providing matching funds within the existing Dependent Care and Commuter Accounts of Lowe's flexible savings account program.

## RELATED RESOURCES

+ [Why Lowe's?](#)

**The Lowe's biometric screening bus travels around the U.S. all year, visiting 1,700 stores and tending to 40 Lowe's associates a day.**



Lowe's distributed \$4 million to associates via the Lowe's Employee Relief Fund in 2018.



# Community Development & Resiliency

## Charitable Giving

Giving back to our associates and communities makes us all feel a part of something bigger than our day-to-day job, allowing us to leverage our assets — people, expertise and products — and respond where and when we are needed most. In 2018, Lowe's and the Lowe's Foundation donated approximately \$46 million to K–12 schools and community organizations in the United States, Canada and Mexico, including disaster relief and rebuilding efforts.

Lowe's gives through various funding sources: corporate funding, which is provided for most or all major partnerships, and the Lowe's Heroes program. Lowe's Foundation funding, provided by vendors, is distributed to various nonprofits. The Lowe's Employee Relief Fund, which provides financial support to associates affected by natural disasters and other financial hardships, is funded by associates and matched dollar-for-dollar by Lowe's. Internal, cross-functional boards govern these giving arms.

Lowe's U.S. community partners, such as Habitat for Humanity, Rebuilding Together and the American Red Cross, strive to strengthen communities, including those devastated by natural disasters. In 2018, Lowe's contributed more than \$4 million to disaster relief. We take pride in our associates' willingness and dedication to step up when tragedy strikes. Lowe's associates canvassed communities in the Carolinas and Florida after Hurricanes Florence and Michael devastated the regions. As soon as Hurricane Florence made landfall, Lowe's doubled the company's match for the Employee Relief Fund — support that continued through 2018.

Additional national partners include the Nature Conservancy (in both the U.S. and Canada), Hispanic Scholarship Fund, Thurgood Marshall Scholarship, United Negro College Fund, Boys & Girls Clubs of America, and others.

In 2018, Lowe's Canada launched a foundation to increase community impact, raising donations from \$1 million CAD in 2017 to more than \$4.5 million CAD in 2018. Today, all giving efforts across Lowe's Canada stores focus on improving living conditions for children and our communities, and we have three major in-store campaigns raising money for the Children's Miracle Network hospitals, the Charles-Bruneau Foundation, which funds pediatric cancer research, and local community-based Heroes projects. For the first time in 2018, all RONA and RENO depot bannered stores participated in the Lowe's Heroes initiative, a program already robust in the U.S., to support hundreds of local nonprofits.

Lowe's and Lowe's Canada work closely with our charitable partners throughout the year to ensure we directly benefit their most critical needs. We share stories about the impact we make in the communities we serve on [Open House Newsroom](#) and on our [Lowe's Canada website](#).

**In 2018, Lowe's and the Lowe's Foundation donated approximately \$46 million to K–12 schools and community organizations in the United States, Canada and Mexico, including disaster relief and rebuilding efforts.**



**Lowe's introduces students to skilled trade careers**

[READ MORE >>](#)





Lowe’s provides thousands of free meals and gift cards following Hurricane Michael, as well as \$3.8 million to associates via the Employee Relief Fund

[READ MORE >>](#)



Lowe’s Canada raises \$1.2 million for the Foundation Charles-Bruneau

[READ MORE >>](#)

Volunteerism

We are passionate about encouraging our associates to serve in their communities. In 2018, we launched an online platform to help connect U.S. associates to volunteer opportunities in their local communities. For all full-time U.S. associates who have at least one year’s tenure, our Give Back Time program offers eight hours of paid volunteer time annually to dedicate to a 501(c)(3) organization of the associate’s choice. All global associates are invited to volunteer through Lowe’s Heroes projects, which are large, company-organized volunteer projects with our nonprofit partners, such as Habitat for Humanity. Annually, we allocate funding to each U.S. and Canadian store to donate to a local nonprofit and organize a local Lowe’s Heroes volunteer event for store associates, if desired. In 2018, all North American stores completed at least one Lowe’s Heroes volunteer project.

**Strategic Focus: Safe, Affordable Housing & Skilled Trade Education**

In 2019, Lowe’s strategic philanthropy will focus on the critical needs affecting our associates, communities and industry by supporting safe, affordable housing initiatives and working to address the skilled trade gap through various initiatives, including [Generation T](#), a movement to change the perception of skilled trades and inspire people to learn a trade.

RELATED RESOURCES

- + [Lowe’s Open House Newsroom](#)
- + [Lowe’s Canada Community Involvement](#)

**In 2018, we launched an online platform to help connect U.S. associates to volunteer opportunities in their local communities.**



# Our People & Our Communities Data

Metric	2016	2017	2018
Store & Workplace Safety			
Lost Time Incident Rate (per 200,000 hours)	2.06 <sup>1</sup>	2.29	2.4
Total OSHA Recordable Rate (per 100 full-time employees) (U.S. only)	6.04	6.72	7.02
Workers covered by an occupational health and safety management system	100%	100%	100%
Diversity & Inclusion			
Board members <sup>2</sup>	11	11	13
Women	3 (27%)	3 (27%)	4 (31%)
African-American	2 (18%)	2 (18%)	3 (23%)
Hispanic	1 (9%)	1 (9%)	1 (8%)
Tenure: 10+ years	3 (27%)	2 (18%)	1 (8%)
Tenure: 6–9 years	1 (9%)	2 (18%)	4 (31%)
Tenure: 1–5 years	7 (64%)	6 (55%)	8 (62%)
Associate Development (U.S. Only)			
Average hours of training per store associate	64	64.25	64.5
Hours of training invested in leaders (completed hours)	Frontline leaders: 117,226	Frontline leaders: 792,785	Frontline leaders: 1,250,966
Associate Well-Being (U.S. Stores Only)			
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 service plans, flexible spending accounts, Lowe's associate discount, 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	2017 benefits, plus enhanced paid parental leave, adoption assistance and shorter wait times for health benefits eligibility.

<sup>1</sup>Data covers U.S. only.  
<sup>2</sup>For additional information on board demographics, see our 2016, 2017 and 2018 proxy statements.



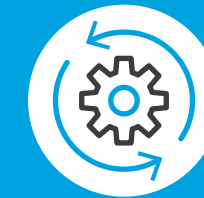
Metric	2016	2017	2018
Benefits available to part-time employees (U.S.)	Health, pharmacy, dental, vision, life and disability benefits, critical illness, hospital, and accident insurance, no-cost health screenings, Employee Assistance Program, vacation, sick time, a discounted stock purchase plan, a 401(k) plan with a company match, Lowe’s associate discount and broad discount marketplace	2016 benefits, plus digital health concierge services and wellness challenges	2017 benefits, plus expanded eligibility for pre-paid legal services
U.S. full-time associates participating in Lowe’s health insurance plans (%)	70%	70%	70%
U.S. associates participating in Lowe’s 401(k) plan (%)	Full-time: 71% Part-time: 36%	Full-time: 65% Part-time: 30%	Full-time: 60% Part -time: 27%
Number of U.S. associates helped via the Employee Relief Fund	Approximately 3,000	Approximately 2,500	Approximately 3,000
Total Employee Relief Fund monies distributed globally	\$3.8 million	\$3.2 million	\$3.8 million
Global associates completing the Employee Opinion Survey	200,000; 77% response rate <sup>3</sup>	209,207; 71% response rate	232,240; 76% response rate
New associate hires	127,324	174,081	159,691
Community Engagement <sup>4</sup>			
Total charitable giving	\$33 million	\$42 million	\$46 million
Total associate volunteer hours	140,700	198,000	315,000
Total stores participation in a Lowe’s Heroes project	100%	100%	100%

<sup>3</sup>Data covers U.S. only.

<sup>4</sup>2016 data represents U.S. only.



# Operational Excellence



[CORPORATE RESPONSIBILITY PORTAL](#) 

## VISION STATEMENTS

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

As we continually strive to deliver the right home improvement products with the best service and value across every channel and community we serve, we acknowledge the importance of operating as a responsible corporate citizen. Being good stewards of the environment, operating ethically and embracing transparency are the right things to do and also drive operational excellence by reducing risk and increasing our efficiency and effectiveness. We demonstrate our commitment to the environment in various ways, such as tracking and using each store's energy efficiency data to drive behavior changes and retrofit projects. We are starting to invest in renewable energy with plans to explore additional opportunities, and continue to find ways to transport our products more efficiently. We are also exploring enhanced options for reducing and recycling waste and returned products.

With regards to operating ethically, our board of directors and senior leaders set a tone of responsibility across Lowe's, and we provide behavioral policies and outlets for reporting concerns. We also hold ourselves to the highest standards for protecting associate and customer data. Continuous improvement in sustainable, transparent and ethical practices maintains and enhances our operational efficiency and business value, and is a key part of our corporate strategy.



# Environmental Footprint

## Climate Change, Energy & Emissions

Lowe’s actively works to lower our operational and transportation-related energy use and greenhouse gas (GHG) emissions to combat climate change. 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, formerly the Climate Disclosure Project, and verify our operational GHG emissions through a [third party](#).

### Operations

Currently all U.S. and Canada Lowe’s-branded stores have access to a building management system (BMS) that is used to schedule the efficient operation of our assets, such as lighting, HVAC and generators. Internal and third-party

resources use the BMS data to calculate the performance of the assets and to inform retrofitting projects. We are performing real time energy monitoring so we can continually improve our stores’ energy use. In 2018, we began investing in BMS projects for our Lowe’s Canada stores and will complete the installation of BMS systems and LED retrofits in over 90% of Lowe’s Canada retail and distribution locations in 2019. We estimate that these initiatives will help reduce Lowe’s Canada’s GHG footprint by 14% compared to 2017. We also plan to link our BMS to all of our distribution centers in the near future. In 2018, we made 358 asset connectivity upgrades, 400 LED lighting upgrades and 104 HVAC replacements across our U.S. stores and distribution centers (DCs). We also signed our first [renewable energy agreement](#) in 2018, which will account for 100 MW of wind energy — enough to power all 143 Lowe’s stores in Texas for 12 years and offset nearly 10% of our carbon emissions. We plan to become more active in the renewable energy space across our portfolio going forward.

### RELATED RESOURCES

+ [2018 CDP Submission](#)



Lowe’s signs its first renewable wind energy agreement

[READ MORE >>](#)



### Transportation

In the U.S., we monitor and annually audit provider fleets and use a transportation management system to optimize routes and combine loads, making deliveries more efficient. Through our Intermodal Program, we use intermodal freight transportation for domestic deliveries whenever possible to maximize load efficiency and minimize emissions. We have been a collaborative partner with the U.S. Environmental Protection Agency's [SmartWay](#) program for many years, mandating SmartWay certification of 100% of our U.S. transportation providers prior to contracting and requiring annual recertification.

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

**From 2008 to 2018,  
Lowe's suppliers have  
saved more than 225  
million gallons of fuel.**



**Our Lowe's Canada  
stores charge five  
cents per plastic bag  
at checkout, donating  
proceeds to The  
Nature Conservancy.**

We introduced final mile delivery improvements in 2018, leveraging regional cross-dock terminals (XDTs) for our third-party logistics partners to pick up appliance deliveries from one location, rather than run to each store. This creates better routing and optimization of their trucks, enables more deliveries in a shorter time period and gives stores more usable space in their backrooms. We plan to establish 90 more XDTs around the country over the next several years.

Through the SmartWay program, we have robust information and oversight of the Scope 3 emissions — those indirect non-Scope 2 emissions occurring in our upstream and downstream value chain — associated with our transportation footprint. In 2018, we began to analyze and understand our upstream product manufacturing and downstream product use Scope 3 footprint, which we will continue to explore and work to measure in the coming years.

### Waste

We are advancing circular economy principles by recycling and reusing our facilities' and our customers' waste streams. We continue to explore options for reducing and recycling waste, because it is good for our business and the environment. Our objective is to carefully manage all wastes while diverting maximum volumes away from landfills and leverage service vendors to operate multiple recycling programs to accomplish the same.

We manage our waste program at the enterprise level in the U.S. and Canada and operate a 24/7 call center and database for reporting spills or damaged products across our operations. In our contracts with waste haulers, we communicate our waste policies and expectations.

### Non-Hazardous Waste

Our DC and store waste streams — which include, but are not limited to, cardboard, plastic, wood, metal, dry materials and Styrofoam — are recycled through regional and national partners. We provide documented recycling techniques for our associates to follow. To reduce our impact, we are significantly reducing returned or damaged product waste through our Reverse Recovery program by leveraging centralized reverse logistics hubs that collect returned or damaged items for resale, recycling or return to vendor. We launched the program in several regions across the U.S. and plan to open more reverse logistics hubs in 2019. Our Canada operations maintain a similar program for smaller stores without waste haulers to recover cardboard and plastics.

**Lowe's recycling awareness  
program brings together our  
associates and recycling  
partners to share best practices  
and promote recycling.**

### RELATED RESOURCES

[+ Lowe's Canada  
Recycling Centres](#)

In 2019, our Canadian operations will continue to improve data management from landfill waste haulers and expect to launch a new harmonized recycling plan for all stores and implement a new return-to-retail program for battery and lamp collection to encourage customer recycling.

### Hazardous Waste

Our internal hazardous waste protocols are designed to ensure proper management and disposal of all hazardous and chemical wastes, based on U.S. EPA, Canada Transportation of Dangerous Goods and respective provincial environmental regulations and Department of Transportation requirements. We do not landfill any chemical waste. Associates receive hazardous waste disposal techniques and training upon hire and during annual recertification. We recycle all residential paints in Canada and follow [PaintCare](#) laws in nine relevant U.S. states. In 2018, we began testing a process to recycle and reuse paint tint in California for donation to organizations such as Habitat for Humanity. We anticipate expanding these paint recycling capabilities to other regions going forward.



# Governance & Ethics

## Governance

As of December 31, 2018, the Lowe’s [board of directors](#) was composed of 12 independent directors and Lowe’s President and CEO, Marvin R. Ellison. The board — led by independent Chairman, Richard Dreiling — is responsible for overseeing corporate strategy and enterprise risk management processes, as outlined on page 22 in our [2019 proxy statement](#). Lowe’s board has [five standing committees](#): audit, compensation, nominating and governance, sustainability and technology. Our sustainability committee provides oversight on Lowe’s position on sustainability, environmental and corporate responsibility issues and programs, and it communicates associated risks to the board. Our audit committee oversees and reports on data privacy and cybersecurity matters, which the board also reviews in its oversight role of enterprise risk management. See our [2019 proxy statement](#) for more information about our current governance structure, board of directors and compensation policies.

In the U.S., Lowe’s senior vice president, chief compliance officer & deputy general counsel oversees sustainability matters and reports quarterly to the sustainability committee and to the general counsel, a direct report to the CEO, and regularly updates the sustainability committee of the board. Additionally, the sustainability team meets monthly with our corporate responsibility council, consisting of vice presidents and directors from more than 14 functions across Lowe’s. Although Lowe’s takes a global approach to corporate responsibility, we adapt it to our local regions. 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 president of Lowe’s Canada. For the Canada region, we plan to implement a sustainability steering committee in 2019 and look for improved means to quantify sustainability progress and harmonize our metrics with Lowe’s U.S.

List of topics regularly reviewed by the board or its committees:

- Responsible sourcing and supply chain management
- Sustainable consumer products
- Environmental protection and sustainability
- Greenhouse gas emissions and climate change risks
- Human capital strategy
- Diversity and inclusion
- Associate safety
- Privacy and data security
- Community and philanthropic investments
- Political contributions and government affairs activities
- Ethics

**As of December 31, 2018, the Lowe’s board of directors was composed of 12 independent directors and Lowe’s President and Chief Executive Officer, Marvin R. Ellison.**

## Ethics

We believe that doing the right thing should guide all decision-making at Lowe’s. Our corporate compliance and ethics group oversees our ethics and compliance program, including our [code of business conduct and ethics \(Code\)](#), [anti-corruption guide](#) and [vendor code of conduct](#). The chief compliance officer reports to the executive vice president, general counsel and corporate secretary, and to the audit committee of our board of directors at each quarterly meeting. We require board approval for all code of ethics revisions.

We revised our Code in 2018 to better reflect trends in the retail industry and in society at large, including updated sections related to social media, data privacy and consumer information, harassment and non-discrimination, workplace safety and conflicts of interest. Additionally, all management associates and those non-management associates designated by senior management are required to annually affirm, to the best of their knowledge, that they have complied with the Code, do not have knowledge of any violation of the Code, and have not been requested to engage in any activity in violation of the Code.

All global associates may report ethics or compliance concerns to a manager, directly to the corporate compliance and ethics group, anonymously through our 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.

### RELATED RESOURCES

- + [Governance Guidelines](#)
- + [Committee Charters](#)
- + [2018 10-K](#)
- + [2019 Proxy Statement](#)
- + [Code of business conduct & ethics](#)
- + [Anti-corruption guide](#)
- + [Vendor code of conduct](#)



# Political Involvement

We do not directly contribute to political campaigns or candidates, super political action committees (PACs) or political parties, and we do not contribute to 501(c)(4) or 527 organizations, as defined by the Internal Revenue Code, for express political purposes. We participate in a number of trade associations, share business updates with policymakers and support issues and policies relevant to our strategy, including topics related to energy, taxes, transportation and organized retail crime. In 2019, we developed a political engagement and contributions policy to better articulate our political involvement focus and strategy.

In the U.S., we have a voluntary associate-led political action committee, the Lowe's Companies, Inc. Political Action Committee (LOWPAC), established pursuant to the Federal Election Campaign Act (FECA) and overseen by an associate advisory committee.

## RELATED RESOURCES

- + Political Engagement and Contributions Policy

LOWPAC raises money for political candidates and issues relevant to the company's priorities and strategy. We produce an annual [LOWPAC report](#) on the contributions of LOWPAC and our contributions to trade associations and lobbying activities.

Lowe's Government Affairs (GA) team regularly assesses and evaluates relationships with all trade associations to ensure alignment with the company's blueprint. GA vets these relationships through active participation and involvement with the trade associations to shape their agendas and priorities (e.g., serving on trade associations' boards), and recurring communication with trade associations to maintain real-time knowledge of their advocacy positions and policies. For more information regarding our involvement with associations that support our priorities and strategy, see our [2018 Trade Association Memberships](#). We do not participate in any political action or spending in Canada, focusing solely on engaging with governments for educational purposes. The nominating and governance committee of our board of directors reviews and monitors Lowe's government affairs activities, including political contributions, lobbying priorities, trade association memberships and LOWPAC.







## Privacy & Data Security

At Lowe’s, information security and protecting privacy are of paramount importance to maintain the trust of our customers and associates. Lowe’s information security and privacy teams closely collaborate on risk assessment and mitigation, policies and controls implementation and data incident response preparedness. The audit committee of Lowe’s board of directors reviews and discusses Lowe’s major financial risk exposures, including data protection and cybersecurity. Our information security program adopts physical, technological and administrative controls on information protection by leveraging the National Institute of Standards (NIST) Cybersecurity Framework. Through unified security and privacy services across our global operations, we continue to inform and enable the business through a risk-based information security and privacy lens.

We adopt, maintain and update our policies, processes and controls on data protection to comply with regulatory requirements and follow industry best practices. We regularly test and validate our infrastructure, systems and processes through risk assessments and compliance reviews. We utilize a risk-based approach to evaluate and review new applications, services and systems. We also engage with external experts to advise us on information security efforts and industry best practice.

## Threat Management & Incident Response

Our information security team continuously monitors for and responds to security threats via a 24/7 operating center. In the event of a security incident, Lowe’s has a defined procedure that outlines containment, response and immediate recovery actions. A well-trained cross-functional team conducts periodic internal simulated exercises to ensure team members are properly equipped to handle such an incident.

## Third-Party Risk Management

We expect vendors to uphold our commitment to data security and privacy as well. We conduct data security and privacy assessments before third-party data sharing or access and require all vendors to comply with applicable data security and privacy laws and regulations, as well as our additional requirements. In addition, we leverage external third-party security companies to assist us with third-party risk evaluation.

## Training & Awareness

We require all associates to complete annual data privacy and security awareness training. Based on security and privacy risks, we provide tailored training to certain functional business areas that process personal or sensitive information. We provide monthly security and privacy awareness information via multiple communication channels to our associates.

We also participate in National Information Security Awareness Month in October and celebrate Data Privacy Day on January 28 by providing privacy and security awareness to Lowe’s associates and their families on how to best protect themselves and control their personal information.

## Transparency & Accountability

Lowe’s remains transparent to its customers by disclosing how Lowe’s handles personal information and how customers can exercise their privacy choices in our [Privacy Statement](#). We also assess privacy impact and compliance when a business process or design involves new use, collection or sharing of personal information, so we can evaluate the respective impact and adopt proper protection. Through industry participation, Lowe’s stays informed of privacy regulatory and policy trends in the retail industry and participates in privacy working groups when appropriate.

### RELATED RESOURCES

+ [Privacy Statement](#)



# Operational Excellence Data

Metric	2016	2017	2018
Climate Change, Energy, & Emissions			
Global			
Energy consumption within the organization (MWh)	6,349,007	6,638,616	6,775,451
Diesel used (MWh)	693,457	716,786	790,496
Electricity used (MWh)	4,723,845	4,768,213	4,584,392
Natural gas used (MWh)	732,769	906,735	1,147,643
Propane used (MWh)	164,254	209,101	208,774
Direct (Scope 1) GHG emissions (thousands of metric tons CO <sub>2</sub> e)	354	400	474
Indirect (Scope 2) GHG emissions (thousands of metric tons CO <sub>2</sub> e)	2,054	2,022	1,932
Reduction of GHG emissions since 2010 (thousands of metric tons CO <sub>2</sub> e; Scope 1 and 2)	525 (18%)	511 (17%)	526 (18%)
GHG emissions intensity (metric tons CO <sub>2</sub> e per 1,000 ft2)	11.30	11.27	11.51
U.S. Stores Only			
Energy (electricity) intensity (MWh/1000ft <sup>2</sup> )	16.83	16	15.21
Energy intensity reduction since 2010 (MWh/1000ft2); 2020 goal: 13%	0.82 (4.7%)	1.65 (9.3%)	2.44 (13.8%)
GHG emissions intensity (metric tons CO <sub>2</sub> e / 1000ft <sup>2</sup> ) <sup>1</sup>	7.5	7.16	6.82
Reduction in GHG emissions intensity since 2010 (metric tons CO <sub>2</sub> e/1000ft2); 2020 goal: 20%	2.21 (22.8%)	2.56 (26.3%)	2.89 (29.8%)
CDP Climate Change score <sup>2</sup>	B	C	Data will be provided in 2019 report
Transportation (U.S. Only)			
EPA SmartWay cumulative savings (millions of gallons of diesel)	28.4	29.2	Data will be provided in 2019 report
EPA SmartWay cumulative savings (metric tons CO <sub>2</sub> emissions)	284,687	287,383	Data will be provided in 2019 report

<sup>1</sup>2016–2017 values are being restated, as they were inadvertently misreported last year.  
<sup>2</sup>The CDP Climate Change Score is global and comprised of both metrics from this table as well as other narrated metrics and company policy positions.



Metric	2016	2017	2018
Waste (U.S. Stores Only)			
Non-Hazardous waste generated (thousands of metric tons)	604	552	587
Landfilled	251	268	303
Recycled	353	283	284
Hazardous U.S. Waste (thousands of metric tons)	26.5	30	32.7
Energy recovery	0.06	0.08	0.2
Fuel blending	10.9	12.6	18
Incineration	2.6	3.1	2.3
Neutralization	4.2	4.6	3.3
Recycling	8.8	9.5	8.9
Waste intensity (tons per net sales)	4.56	4.75	4.68
Waste intensity reduction since 2010; 2020 goal: 40%	27.7%	24.6%	25.8%
Stores participating in Call2Recycle	All U.S. & Canada	All U.S. & Canada	All U.S. & Canada
Governance, Ethics, & Political Involvement			
U.S. Political contributions — LOWPAC (\$USD)	\$402,000	\$457,869	\$465,700
Number of independent directors (as of year-end)	10/11	10/11	12/13



# GRI Content Index

## General 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	<a href="#">About Lowe's &amp; About This Report</a>
	102-3 Location of headquarters	Mooresville, North Carolina, USA
	102-4 Location of operations	<a href="#">About Lowe's &amp; About This Report; 2018 10-K p. 4</a>
	102-5 Ownership and legal form	Lowe's is a publicly traded company under the NYSE: LOW
	102-6 Markets served	<a href="#">About Lowe's &amp; About This Report</a>
	102-7 Scale of the organization	<a href="#">About Lowe's &amp; About This Report; 2018 10-K p. 4</a>
	102-8 Information on employees and other workers	<a href="#">About Lowe's &amp; About This Report; 2018 10-K p. 7; Diversity &amp; Inclusion Data</a>
	102-9 Supply chain	<a href="#">Lowe's Value Chain</a>
	102-10 Significant changes to the organization and its supply chain	During the third quarter of 2018, we committed to exit our Orchard Supply Hardware (Orchard) operations, as well as close 20 under-performing stores across the U.S. and 31 locations in Canada, including 27 stores and 4 other Canadian locations. In addition, we also made the decision to pursue an exit of certain non-core activities within our U.S. home improvement business, specifically Alacrity Renovation Services and Iris Smart Home. In the fourth quarter of 2018, we announced plans to pursue an exit of our Mexico retail operations consisting of 13 stores and are currently exploring exit alternatives. See <a href="#">p. 21 in our 2018 10-K</a> for more information.
	102-11 Precautionary Principle or approach	<a href="#">2019 proxy statement, p. 22</a> (Board's Role in the Risk Management Process)
	102-12 External initiatives	<a href="#">CEO Letter; About Lowe's &amp; About This Report</a>
	102-13 Membership of associations	<a href="#">About Lowe's &amp; About This Report; Political Involvement</a>
Strategy		
	102-14 Statement from senior decision-maker	<a href="#">CEO Letter</a>
Ethics & Integrity		
	102-16 Values, principles, standards and norms of behavior	<a href="#">CEO Letter; Lowe's Enterprise Strategy</a>
	102-17 Mechanisms for advice and concerns about ethics	<a href="#">Ethics</a>
Governance		
	102-18 Governance structure	<a href="#">Governance; Corporate Governance Guidelines</a>



GRI Standard	Disclosure	Location/Direct Answer
Stakeholder Engagement		
	102-40 List of stakeholder groups	<a href="#">Stakeholder Engagement &amp; Materiality</a>
	102-41 Collective bargaining agreements	Certain associates in Canada are subject to collective bargaining agreements; <a href="#">2018 10-K p. 7</a>
	102-42 Identifying and selecting stakeholders	<a href="#">Stakeholder Engagement &amp; Materiality</a>
	102-43 Approach to stakeholder engagement	<a href="#">Stakeholder Engagement &amp; Materiality</a>
	102-44 Key topics and concerns raised	<a href="#">Material Topics; Sustainability Strategy &amp; Goals</a>
Reporting Practices		
	102-45 Entities included in the consolidated financial statements	<a href="#">2018 10-K, p. 4</a> ; Quantitative data included in this report does not contain Lowe’s Mexico, Orchard Supply Hardware, Maintenance Supply Headquarters or Central Wholesalers information.
	102-46 Defining report content and topic Boundaries	<a href="#">Material Topics</a>
	102-47 List of material topics	<a href="#">Material Topics</a>
	102-48 Restatements of information	The GHG emissions intensities we reported last year were accidentally duplicates of our carbon emissions intensities. The correct values are provided in our <a href="#">Climate Change, Energy &amp; Emissions Data</a> . We have also restated our 2016–2017 WaterSense product savings to reflect revised EPA standards. These can be found in our <a href="#">Eco-Products data</a> .
	102-49 Changes in reporting	There were no significant changes from the previous reporting period in the list of material topics and topic Boundaries.
	102-50 Reporting period	Calendar year 2018
	102-51 Date of most recent report	May 2018
	102-52 Reporting cycle	Annual
	102-53 Contact point for questions regarding the report	Chris Cassell, Director of Corporate Sustainability: <a href="mailto:socialresponsibility@lowes.com">socialresponsibility@lowes.com</a>
	102-54 Claims of reporting in accordance with the GRI Standards	This report references the GRI Standards, published in 2016
	102-55 GRI content index	This document
	102-56 External assurance	<a href="#">About Lowe's &amp; About This Report</a> ; <a href="#">External assurance report</a>



Specific Disclosures

GRI Standard	Disclosure	Location/Direct Answer
Economic		
Anti-Corruption		
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
	103-3 Evaluation of the management approach	Ethics
GRI 205: Anti-corruption	205-2 Communication and training about anti-corruption policies and procedures	Ethics
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; FSC- or PSEFC-certified timber 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	Climate Change, Energy & Emissions Data
	302-3 Energy intensity	Climate Change, Energy & Emissions Data
	302-4 Reduction of energy consumption	Climate Change, Energy & Emissions Data
	Other: Fuels used; Electricity used	Climate Change, 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 305: Emissions	305-1 Direct (Scope 1) GHG emissions	Climate Change, Energy & Emissions Data
	305-2 Indirect (Scope 2) GHG emissions	Climate Change, Energy & Emissions Data
	305-4 GHG emissions intensity	Climate Change, Energy & Emissions Data
	305-5 Reduction of GHG emissions	Climate Change, Energy & Emissions Data
	Other: EPA SmartWay savings; CDP climate change score	Climate Change, Energy & Emissions Data; Transportation Data



GRI Standard	Disclosure	Location/Direct Answer
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
Social		
Employment		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	Material Topics (Associate Well-Being)
	103-2 The management approach and its components	Associate Well-Being
	103-3 Evaluation of the management approach	Associate Well-Being
GRI 401: Employment	401-1 New employee hires and employee turnover	Associate Well-Being Data
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Associate Well-Being Data
	Other Employees participating in health insurance and 401(k) plans; Employee Relief Fund; Employees completing Employee Opinion Survey	Associate 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 & 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
	Other: Workers covered by an occupational health and safety management system; Number and rate of recordable work-related ill health	Store & Workplace Safety Data



GRI Standard	Disclosure	Location/Direct Answer
Training & Education		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	Material Topics (Associate Development)
	103-2 The management approach and its components	Associate Development
	103-3 Evaluation of the management approach	Associate Development
GRI 404: Training and Education	404-1 Average hours of training per year per employee	Associate Development Data
	404-2 Programs for upgrading employee skills and transition assistance programs	Associate Development
	Other: Employees completing Red Vest Ready and Distribution Readiness programs; Hours of training invested in leaders	Associate Development Data
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 and Equal Opportunity	405-1 Diversity of governance bodies and employees	Diversity & Inclusion Data; 2019 Proxy Statement p. 21
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; Total Lowe’s stores participation in a Lowe’s Heroes project	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	Political Involvement; LOWPAC Report
	103-3 Evaluation of the management approach	Political Involvement; LOWPAC Report
GRI 415: Public Policy	415-1 Political Contributions	Governance, Ethics, & Political Involvement Data; LOWPAC Report



GRI Standard	Disclosure	Location/Direct Answer
Customer Health & Safety		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	Material Topics (Product Safety)
	103-2 The management approach and its components	Product Safety
	103-3 Evaluation of the management approach	Product Safety
GRI 416: Customer Health & Safety	416-1 Assessment of the health and safety impacts of product and service categories	Product Safety Data
Customer Privacy		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	Material Topics (Privacy & Data Security)
	103-2 The management approach and its components	Privacy & Data Security
	103-3 Evaluation of the management approach	Privacy & Data Security
GRI 418: Customer Privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	