



Q3 2019 RESULTS

"We were pleased with the performance of our U.S. home improvement stores, which reflects a solid macroeconomic backdrop and continued progress in our transformation driven by investments in customer experience, improved merchandising category performance, and continued growth of our Pro business. Due to improved execution, we delivered strong earnings per share growth, and as a result, we are raising our adjusted earnings per share and adjusted operating income guidance for 2019. Although we still have work to do, I am confident we are on the right path to build a better Lowe's and generate long-term profitable growth. We are committed to the Canadian market and are taking decisive action to improve the performance and profitability of our Canadian operations. We also have a detailed roadmap and a very experienced team in place to repair our Lowe's.com business. As we enter the fourth quarter, we are building strong momentum in the U.S. and are well positioned to deliver strong top-line performance, while also driving margin improvement and operational efficiency. We are excited about the progress we've made and the opportunity that lies ahead. I would like to thank our associates for their commitment and dedication to serving our customers and communities."

- Marvin R. Ellison, Lowe's president and CEO

FINANCIAL HIGHLIGHTS

\$17.4B
IN SALES
-0.2%

+3.0%
U.S. COMP
SALES

32.44%
GROSS MARGIN
+156 basis points

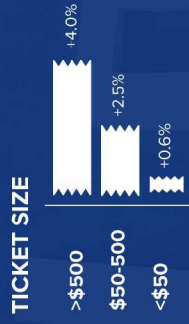
8.96%
OPERATING
MARGIN
+346 basis points

\$1.36
DILUTED EPS
+74.4%

\$1.41
ADJ. DILUTED
EPS¹
+35.6%

WE RETURNED
**~\$1.3
BILLION**
TO OUR SHAREHOLDERS
THROUGH DIVIDENDS
AND SHARE
REPURCHASES

U.S. COMPARABLE SALES SUMMARY



MERCHANDISING DEPARTMENT PERFORMANCE

Positive comps in **9 of 13** merchandising departments.

ABOVE COMPANY AVERAGE



PROGRESS AGAINST INITIATIVES

- Completed national rollout of our customer centric scheduling system which better predicts customer demand and allows us to align our labor hours with peak traffic.
- Pro strategic initiatives are gaining traction with another quarter of Pro comps significantly outpacing DIY growth.
- Expanded our new One Task Team to over 1,000 stores which shifts tasking work from our selling associates to one centralized team that is responsible for completing non-selling tasks.

- Improved service model in stores and better in-stock execution resulted in improved customer satisfaction scores from both DIY and Pro customers.
- Improved performance in departments which have historically underperformed, such as Paint, Millwork, and Décor.

¹ Adjusted Diluted EPS is a non-GAAP financial measure. Refer to [lowes.com/investor](https://www.lowes.com/investor) for a reconciliation of non-GAAP measures.

STRATEGIC INITIATIVES

OUR MISSION

Together, deliver the right home improvement products, with the best service and value, across every channel and community we serve.



SUPPLY CHAIN TRANSFORMATION

Fulfillment and Delivery Optimization

Order Management Optimization



MERCHANDISING EXCELLENCE

Improve Productivity

Drive Localization

Improve Reset Execution

Best-in-Class Online Experience



OPERATIONAL EFFICIENCY

Store Simplification

In-Stock Execution



CUSTOMER ENGAGEMENT

Own the Pro

Associate Engagement

OMNI-CHANNEL