2024 Corporate Responsibility Report

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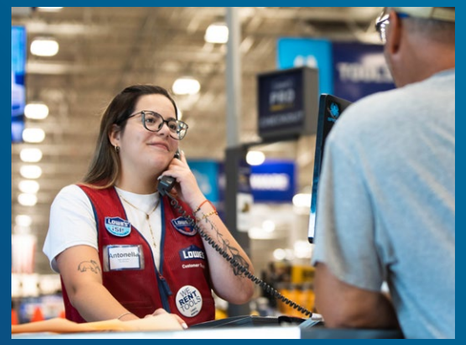


LETTER FROM OUR CHAIRMAN AND CEO

Lowe's embraces the philosophy of "doing well by doing good" because we believe we can create social and environmental benefits while maximizing shareholder value and providing exceptional service to our customers. In 2024, we delivered a solid operating performance and made positive impacts across the country, demonstrating these things are not mutually exclusive and instead work together for the betterment of our communities and company.

Despite the many challenges we faced — ranging from persistent inflation and higher interest rates to devastating natural disasters — we made meaningful progress on our sustainability goals. Our goals are grounded in a three-pillar strategy focused on Our People and Our Communities, Product Sustainability and Operational Excellence. The 2024 Corporate Responsibility Report highlights each area, providing progress reports and expectations for the future.

When it comes to our people and our communities, I'm especially proud of how we showed up for our neighbors following the deadly Hurricane Helene in our home state of North Carolina. Among many efforts, we've pledged $13 million to support relief and recovery, built 100 tiny homes for those in need and served over 3,000 family-style Thanksgiving meals across the region. The Lowe's Employee Relief Fund celebrated its 25th anniversary in 2024, and through this life-changing program, we awarded grants of more than $12 million, including nearly $3 million in grants to help more than 2,000 associates recover from hurricanes Helene and Milton.

Our associates remain our priority, which is why we continue to focus on their development by intentionally cultivating a Culture of Winning. Since 2018, we've invested more than $4 billion in incremental wages and share-based compensation for frontline associates. We strengthened our talent pipeline, filling over 85% of our store leadership roles internally last year.

Just like we're investing in our associates, we're also investing in our communities. In 2024, we marked the third year of the Lowe's Hometowns program — our five-year, $100 million commitment to revitalize community spaces — and the second year of the Lowe's Foundation's five-year, $50 million investment to train 50,000 individuals for careers in the skilled trades.

We've also made notable progress on our product sustainability goals, including:

- achieving 91% compliance for sourcing all wood products from responsible sources and are on track to reach 100% compliance in 2025;
- reaching nearly 70% completion of our commitment to exclude expanded polystyrene (EPS) and polyvinyl chloride (PVC) — two of the most mass-produced yet least recyclable materials — from our private brands packaging; and
- offering industry-leading battery products in our Outdoor Power Equipment category.

We bring our sustainability goals to life through our operational excellence, so our day-to-day processes can be efficient and effective. In 2024, our progress included the following:

- reducing our greenhouse gas (GHG) scope 1 and 2 emissions by 19% and scope 3 emissions by 20% since 2021;
- diverting more than 1.5 million pounds of plastic material from landfills through our partnership with Trex®; and
- continuing to modernize our fleet and maximize space within Lowe's vehicles to reduce the number of freight shipments.

These results combined with the external validation of third-party organizations reaffirm we have the right plans in place with the right leaders executing them. Thanks to our hard work and commitment to operational excellence, Lowe's earned our 12th SmartWay® Excellence Award in 2024 and was named to the Dow Jones Best-in-Class Indices for the sixth consecutive year.

As we look ahead to 2025 and beyond, Lowe's is steadfast in how we will contribute to a better, more sustainable future for all. Together with our partners, we'll continue to empower our people, improve our systems and cross key milestones. When we do these things well, we do good — for our communities and our company.

God bless,

Marvin

Marvin R. Ellison
Chairman and Chief Executive Officer

2024 CORPORATE RESPONSIBILITY HIGHLIGHTS

OUR PEOPLE AND OUR COMMUNITIES

BOARD AND EXECUTIVE OFFICER DIVERSITY

62%
of our board is diverse, with **46%** identifying as people of color and **31%** identifying as women

67%
of our executive officers are diverse, with **56%** identifying as people of color and **44%** identifying as women

$24 Million
invested since 2023 as part of the commitment by the Lowe's Foundation through 2027 to help meet growing demand for skilled tradespeople

10 MILLION SQ FT OF IMPACT
Our promise to deliver 10 million square feet of impact every year. Visit Lowes.com/HowWeHelp to see updates on our milestones.

$568+ Million
invested in our local communities by Lowe's and the Lowe's Foundation since 2018

~$300 Million
awarded in bonuses for our frontline associates in 2024

PRODUCT SUSTAINABILITY

$9+ Billion
in customer lifetime savings from Lowe's WaterSense® products purchased in 2024

$5+ Billion
in customer lifetime savings from Lowe's ENERGY STAR® products purchased in 2024

Henkel

Recognized Henkel with our **Sustainability Partner of the Year** award for its commitment to reducing emissions and investing in renewable energy

OPERATIONAL EXCELLENCE

ON TRACK TO ACHIEVE GREENHOUSE GAS (GHG) EMISSIONS GOALS FOR 2030. SINCE 2021, LOWE'S HAS:

Reduced scopes 1 and 2
19%
(goal is 42%)

Reduced scope 3
20%
(goal is 25%)

Member of
Dow Jones Best-in-Class Indices[1]
Powered by the S&P Global CSA

Included in the Dow Jones Best-in-Class Indices for North America for the **sixth consecutive year**

Lowe's of Dublin, California

100+ Stores
with solar rooftop installations as of 2024

[1] Formerly Dow Jones Sustainability Indices.

About Lowe's and This Report

Our mission — solving problems and fulfilling dreams for the home — guides us and helps drive our sustainability strategy and vision statements.

We are proud to introduce Lowe's 22nd annual corporate responsibility report, outlining our approach to sustainability and highlighting our goals, performance and progress to date. Our sustainability strategy focuses on three pillars: Our People and Our Communities, Product Sustainability and Operational Excellence. Lowe's is an active member of the Retail Industry Leaders Association (RILA), Business Roundtable and the National Retail Federation (NRF). We also collaborate with Change Chemistry, World Wildlife Fund (WWF) and the U.S. EPA's SmartWay, ENERGY STAR and WaterSense programs.

This report covers our activities from January 1 to December 31, 2024, unless otherwise noted, and references the GRI Universal Standards 2021, Sustainability Accounting Standards Board (SASB) Standards for Multiline and Specialty Retailers and Distributors as well as Building Products and Furnishings. We also reference the Corporate Sustainability Reporting Directive (CSRD), although Lowe's is not required to adhere to it, because we do not do business in Europe. In addition, we reference the European Sustainability Reporting Standards (ESRS) and note relevant subtopics throughout the report. A third party verified our 2024 scope 1, 2 and 3 (Use of Sold Products, Category 11) GHG emissions and our water consumption data. For questions regarding Lowe's corporate responsibility activities or reports, contact Chris Cassell, vice president of corporate sustainability, at socialresponsibility@lowes.com.

~195 Million
SQUARE FEET OF RETAIL SELLING SPACE

~16 Million
WEEKLY CUSTOMER TRANSACTIONS

HEADQUARTERED IN
Mooresville, N.C.

OVER
1,700 STORES

$83.7 Billion*
IN SALES (FY 2024)

~300,000
ASSOCIATES

*Fiscal Year (FY) covers activities from February 3, 2024 – January 31, 2025.

Lowe's India

Based in Bangalore, our Lowe's India team comprises more than 4,500 associates working across technology, analytics, business operations, finance and accounting, product management and shared services to support U.S. retail operations.

LOWE'S VALUE CHAIN

UPSTREAM

Raw Materials
Wood and Pulp
Copper, Steel, Iron
Petrochemicals
Other

Product Manufacturing
Indirect Suppliers
Tier 1 Suppliers (Private Brands and Third-party Brands)

LOWE'S OPERATIONS

Sourcing and Distribution
Distribution Centers (DCs)
Transportation
Global Sourcing Offices

Retail Channels
Online
Retail Stores
Pro Jobsite
Project Specialists On-site
Contact Centers

DOWNSTREAM

Customer Use
Product Use
Maintenance and Repair

End of Life
Materials Recycling
Product Disposal

Stakeholder Engagement and Priority Topics

ENGAGING OUR STAKEHOLDERS

Lowe's proactively and regularly engages with our internal and external stakeholders — those groups who impact or are impacted by Lowe's operations — to better understand their needs and concerns and to guide our strategic decision-making. Lowe's also actively collaborates with suppliers, associates, shareholders, customers, local communities, industry associations, government entities, academia and nongovernmental organizations (NGOs) to monitor and respond to emerging challenges, trends and opportunities.

ASSESSING OUR PRIORITY TOPICS

Understanding stakeholder priorities helps shape our strategies and goals as a responsible business. While Lowe's is not subject to the CSRD, we proactively conducted a double materiality assessment in 2024, anticipating broader global adoption of the standard.

Double materiality evaluates two dimensions: **impact materiality**, which considers how our operations affect society and the environment, and **financial materiality**, which assesses how sustainability issues may influence our financial performance over time.

Partnering with a third party, we completed our first double materiality assessment to build on previous efforts and strengthen our sustainability strategy. As part of the assessment, we engaged directly with our top shareholders. The results informed our core pillars — **Our People and Our Communities**, **Product Sustainability** and **Operational Excellence** — and helped us affirm, update and prioritize the topics most relevant to our business and stakeholders.

LOWE'S SUSTAINABILITY STRATEGY PILLARS	EUROPEAN SUSTAINABILITY REPORTING STANDARDS SUBTOPIC(S)
OUR PEOPLE AND OUR COMMUNITIES	
→ **Workplace Safety**	**S1** Own workforce, **S4** Consumers and end-users
→ **Culture, Diversity and Inclusion**	**S1** Own workforce, **S4** Consumers and end-users, **G1** Business conduct
→ **Talent Acquisition, Development and Retention**	**S1** Own workforce, **S4** Consumers and end-users, **G1** Business conduct
→ **Associate Health and Well-being**	**S1** Own workforce
→ **Community Engagement and Support**	**S1** Own workforce, **S4** Consumers and end-users
PRODUCT SUSTAINABILITY	
→ **Supplier Social and Environmental Practices**	**S2** Workers in the value chain, **G1** Business conduct
→ **Natural Resources**	**E1** Climate change, **E4** Biodiversity and ecosystems, **S4** Consumers and end-users
→ **Product Responsibility**	**E1** Climate change, **E2** Pollution, **E4** Biodiversity and ecosystems, **E5** Resource use and circular economy
OPERATIONAL EXCELLENCE	
→ **Climate Change, Energy and Emissions**	**E1** Climate change, **E3** Water and marine resources
→ **Waste Management**	**E5** Resource use and circular economy
→ **Governance**	**G1** Business conduct
→ **Ethics and Compliance**	**G1** Business conduct
→ **Cybersecurity**	**S4** Consumers and end-users
→ **Data Privacy**	**S4** Consumers and end-users
→ **Business Resilience**	**S1** Own workforce, **S3** Affected communities

Lowe's strives to deliver the best products and solutions to our customers. Our sustainability strategy focuses on issues important to this mission, including sourcing responsibly; offering safer and more environmentally friendly products; maintaining a diverse, healthy, engaged and skilled workforce; supporting our local communities; and operating efficiently, ethically and responsibly. Many of these priorities align with the United Nations Sustainable Development Goals (p. 11), and we continue to take meaningful steps toward achieving these goals. Below, you'll find the priority topics that guide our sustainability strategy and reporting, along with highlights of our progress in 2024.

Priority Topics and Goals: Our People and Our Communities

OUR PEOPLE AND OUR COMMUNITIES

		Key Stakeholders					
Topic	**Why It's Important**	**Associates**	**Suppliers**	**Customers**	**Planet**	**Communities**	**Shareholders**
Workplace Safety	Strong safety practices protect our people while reducing claims and lost productivity.	✓		✓		✓	✓
Culture, Diversity and Inclusion	Creating a strong sense of belonging within our operations drives engagement, and increased diversity of backgrounds and experiences drives better ideas and positive business results. These values create greater connections with our customers and the communities we serve.	✓	✓	✓		✓	✓
Associate Health and Well-being	Engaged and healthy associates are more productive, miss less work, provide better service and have longer tenure with the company.	✓		✓		✓	✓
Talent Acquisition, Development and Retention	Our associates are our greatest strength, and strong associate development programs help us attract and retain the best talent in the industry.	✓	✓	✓		✓	✓
Community Engagement and Support	Strong, vibrant communities help us attract new talent, sustain our business and provide great places for our associates and their families to live.	✓	✓	✓		✓	✓

COMMITMENT:
Reduce our lost time incident rate (LTIR) each year

2024 — 1.37
2023 — 1.58
2022 — 1.78

BY 2025:
Invest **$350 million** in our local communities through partnerships and charitable contributions → **ACHIEVED IN 2022**

2018 — 2024
$568+ million

THROUGH 2026:
Invest **$100 million** through Lowe's Hometowns Grant program[1]

2022 — 2026
$62+ million

THROUGH 2027:
Invest **$50 million** to train 50,000 job-ready skilled tradespeople through Lowe's Foundation Gable Grants

2023 — 2027
$24+ million

[1] In 2024, we broadened our definition of investment to incorporate our associates' paid volunteer time. The previous years' data now reflect this adjustment.

Priority Topics and Goals: Product Sustainability

PRODUCT SUSTAINABILITY

Topic	Why It's Important	Key Stakeholders: Associates	Suppliers	Customers	Planet	Communities	Shareholders
Supplier Social and Environmental Practices	Protecting workers and communities where our products are sourced and manufactured upholds our responsible sourcing commitments.	✓	✓	✓	✓	✓	✓
Natural Resources	Promoting supply chain continuity while protecting the environment for future generations is a priority for our business practices.	✓	✓	✓	✓	✓	✓
Product Responsibility	Providing safe and environmentally friendly products helps us drive more sustainable outcomes in our customers' homes.	✓	✓	✓	✓	✓	✓

BY 2025:
Save customers more than **$40 billion** in energy costs through the sale of ENERGY STAR-certified products → **ACHIEVED IN 2024**

2018 — 2025
$41.1 billion

BY 2025:
Save customers more than **$65 billion** in lifetime water costs and **5 trillion gallons** through the sale of WaterSense-labeled products

2021 — 2025
$41.2 billion

2021 — 2025
3.6 trillion gallons

BY 2025:
100% of private brand packaging both in-store and online will include the How2Recycle label, where space allows[1]

2022 — 2025
85%

BY 2030:
All private brand packaging will be recyclable, reusable or compostable

→ **NEW GOAL: We plan to publish data in 2025 report**

BY 2025:
100% of our strategic suppliers[2] will have sustainability goals in place

2024 **96%**
2023 **96%**
2022 **86%**

BY 2025:
100% of our wood products will be responsibly sourced[3, 4]

2024 **91%**
2023 **81%**
2022 **59%**

BY 2027:
100% of wood products sourced from Canada will originate from credible third-party-certified forests

2023 — 2027
78%

COMMITMENT:
Increase sales of eco-products to customers each year[5]

2024 **$13.9B**
2023 **$9.9B**
2022 **$9.9B**

COMMITMENT:
100% of new eligible private brand Kitchens & Bath items will be WaterSense labeled starting in 2022 → **ACHIEVED IN 2023**

2024 **122 items added**
2023 **65 items added**
2022 **40 items added**

[1] This excludes special order sales and drop-ship items.
[2] Lowe's defines strategic suppliers as the top 50 suppliers by cost of goods sold.
[3] In 2023, Lowe's updated our definition of "responsibly sourced" to include (1) Forest Stewardship Council (FSC)-certified products from high-risk areas; (2) FSC-, Sustainable Forestry Initiative (SFI)- and Programme for the Endorsement of Forest Certification (PEFC)-certified products from medium-risk areas and (3) products sourced from low-risk areas with vendor acknowledgment and confirmation of compliance with Lowe's Wood Sourcing Policy.
[4] In 2024, we updated our definition of "responsibly sourced" to include noncertified products from medium-risk countries whose vendors score 70% or higher on the Self-Assessment Questionnaire (SAQ). Without this addition, the percentage of responsibly sourced wood for 2024 would be 88%.
[5] In 2024, Lowe's updated our definition of "eco-products" to include third-party certifications from the Carpet and Rug Institute (CRI), the EPA, GREENGUARD Gold, OEKO-TEX®, the Organic Materials Review Institute (OMRI) and the SFI. In prior years, Lowe's had defined these sales to include EPA ENERGY STAR, FSC and WaterSense-labeled products.

Priority Topics and Goals: Operational Excellence

OPERATIONAL EXCELLENCE

Topic	Why It's Important	Key Stakeholders: Associates	Suppliers	Customers	Planet	Communities	Shareholders
Climate Change, Energy and Emissions	Investing in energy efficiency and renewable energy lowers operating costs while protecting the environment for future generations.	✓	✓	✓	✓	✓	✓
Waste Management	Reducing operational waste decreases costs and reduces the environmental impact of our operations.	✓	✓	✓	✓	✓	✓
Governance	Effective governance delivers better business results and improves public reputation.	✓	✓	✓		✓	✓
Ethics	Operating ethically is the foundation of being a responsible business and a good corporate citizen.	✓	✓	✓		✓	✓
Compliance	Promoting compliance throughout the business builds brand trust and customer loyalty.	✓	✓	✓			✓
Cybersecurity	Strong data security practices prevent financial and reputational loss for customers, associates and our company.	✓	✓	✓		✓	✓
Data Privacy	Strong data privacy practices protect customer trust, comply with regulations and avoid costly data breaches that can damage our reputation and revenue.	✓	✓	✓		✓	✓
Business Resilience	Preparing for the unknown reduces risks and increases stakeholder confidence.	✓	✓	✓		✓	✓

BY 2030:

50% renewable energy[1] for Lowe's facilities

2021 — 14% — 2030

BY 2030:

Reduce absolute scope 1 and 2 GHG emissions by **42%** from 2021 levels

2021 — 19% — 2030

Reduce absolute scope 3 emissions by **25%** from 2021 levels

2021 — 20% — 2030

BY 2050:

Achieve net-zero GHG emissions across Lowe's full value chain, including scopes 1, 2 and 3

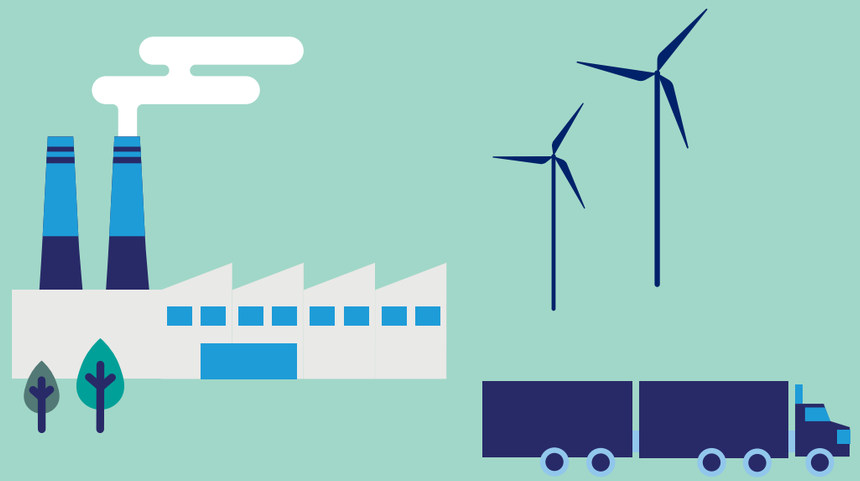
→ **We are on track to meet this commitment. To see our progress, visit lowes.com/net-zero.**

[1] Renewable energy target now includes renewable energy that Lowe's has helped produce but may not retire for our use.

NET ZERO IN ACTION

Explore our website to learn more about our goal to achieve net-zero GHG emissions by 2050.

SUPPLIERS



Continued to work with our suppliers to encourage reporting scope 1 and 2 GHG emissions through CDP Supply Chain. Today, 65% of procurement spend is now disclosed to CDP, up from 20% in 2022

In 2024, diverted another 1.5M lbs. of plastic from landfills, repurposing it into durable decking in partnership with Trex

OPERATIONS

By the end of 2024, more than 100 Lowe's stores in California, Illinois and New Jersey had rooftop solar installations, which will generate over 100 million kilowatt-hours of electricity per year, enough to power over 6,500 homes

Reduced shipments from Lowe's DCs to our stores by pursuing a minimum 75% truck fill rate

EPA recognized Lowe's commitment to sustainability by naming the company a SmartWay Excellence Award winner in 2024

Evolved our Domestic Consolidation Centers (DCCs) operations, which combine less-than-truckload (LTL) vendor freight heading to multiple Lowe's locations with other shipments to create single, full truckloads shipped to one location

Renewable energy efforts included a Texas wind farm virtual power purchase agreement (VPPA). Another large-scale VPPA, a solar farm in Arizona, became operational in early 2025

CUSTOMERS

Helped RILA and other retailers launch the Direct-use Product Emission Database, which helps other retailers measure the energy impact products have during their use in customers' homes

Continued to help our customers transition from gas-powered to battery-powered products, which continue to represent more than 60% of outdoor lawn equipment sales*

*Sales exclude riding mowers.

United Nations Sustainable Development Goals and Targets

The U.N. Sustainable Development Goals (SDGs) represent a global call to action to create a sustainable, equitable and just world. The 2030 Agenda for Sustainable Development provides a shared blueprint for peace and prosperity for people and the planet, now and into the future. Although directed at governments, the private sector and civil society have important roles to play in accomplishing these goals. Lowe's has identified seven SDGs and nine associated targets where we believe we can make the most impact.

GOAL 6 — Ensure availability and sustainable management of water and sanitation for all

TARGET 6.4
By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity

HOW WE PLAN TO CONTRIBUTE
- Goal to save our customers $65 billion in water costs in lifetime savings and 5 trillion gallons through the sale of WaterSense-labeled products

GOAL 7 — Ensure access to affordable, reliable, sustainable and modern energy for all

TARGET 7.2
By 2030, substantially increase the share of renewable energy in the global energy mix

HOW WE PLAN TO CONTRIBUTE
- Goal to achieve 50% renewable energy for Lowe's facilities by 2030
- Currently, 14% of our energy portfolio comes from renewable energy

GOAL 8 — Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

TARGET 8.8
Protect labor rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment

HOW WE PLAN TO CONTRIBUTE
- Continue to monitor and update our Vendor Code of Conduct, including our zero-tolerance stance on modern slavery, forced labor, human trafficking and child labor
- Continue to perform Retail Ethical Sourcing Assessments (RESAs) at supplier factories and leverage third-party certifications to verify compliance (1,302 RESAs were performed in 2024)

GOAL 11 — Make cities and human settlements inclusive, safe, resilient and sustainable

TARGET 11.1
By 2030, ensure access for all to adequate, safe and affordable housing and basic services and upgrade slums

HOW WE PLAN TO CONTRIBUTE
- Serve our communities through a focus on critical home repairs, skilled trades education, disaster relief efforts and improved community spaces
- In 2022, Lowe's committed to investing $100 million to restore and revitalize community spaces nationwide through the Lowe's Hometowns program
- In 2023, the Lowe's Foundation Gable Grants program committed $50 million over five years to train 50,000 job-ready skilled tradespeople
- In 2024, Lowe's and the Lowe's Foundation invested $90.6 million in charitable giving.

GOAL 12 — Ensure sustainable consumption and production patterns

TARGET 12.2
By 2030, achieve the sustainable management and efficient use of natural resources

HOW WE PLAN TO CONTRIBUTE
- Goal to save our customers $40 billion in energy costs and $65 billion in water costs in lifetime savings by 2025 through the sale of ENERGY STAR-certified and WaterSense-labeled products
- We helped our customers save more than $5 billion in energy costs and more than $9 billion in water costs through the sale of efficient products in 2024

TARGET 12.4
Achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimize their adverse impacts on human health and the environment

HOW WE PLAN TO CONTRIBUTE
- Continue to evaluate opportunities to remove chemicals of concern from products offered
- All of our live goods suppliers have discontinued the intentional use of neonicotinoids in their operations, unless required by law

TARGET 12.5
By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse

HOW WE PLAN TO CONTRIBUTE
- Continue to identify opportunities to divert and recycle waste across operations, including Lowe's Product for a Purpose donation program

GOAL 13 — Take urgent action to combat climate change and its impacts

TARGET 13.1
Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries

HOW WE PLAN TO CONTRIBUTE
- Goal to reduce absolute scope 1 and 2 GHG emissions by 42% and absolute scope 3 emissions by 25% by 2030
- Continue to help the communities where we live and work prepare for and recover from natural disasters

GOAL 15 — Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss

TARGET 15.2
Promote the implementation of sustainable management of all types of forests, halt deforestation, restore degraded forests and substantially increase afforestation and reforestation globally

HOW WE PLAN TO CONTRIBUTE
- Goal to responsibly source 100% of wood products by 2025
- In 2024, 91% of our wood products were responsibly sourced
- In 2024, Lowe's invested nearly $500,000 to support reforestation projects in Canada, the U.S. and Vietnam

OUR PEOPLE AND OUR COMMUNITIES

Lowe's has a legacy of supporting our associates and the communities where we live and work. We offer an inclusive culture where our associates feel safe, valued and equipped to grow. With our support, our associates take pride in working at Lowe's, increasing their engagement and improving our customer service. Our mission is solving problems and fulfilling dreams for the home. Our various community initiatives help bring that mission to life as we strive to create stronger, more prosperous communities for years to come.

WE ASPIRE TO:

- Foster engaged and healthy associates and safe working environments
- Provide an inclusive workplace where our associates can grow and thrive
- Serve our communities through a focus on critical home repairs, skilled trades education, disaster relief efforts and improved community spaces

ESRS subtopics: S1 Own workforce, **S4** Consumers and end-users

Workplace Safety

At Lowe's, we want to protect what matters. We work hard to help our associates and customers return home safely to the people they love and the projects they love doing. Safety has been a priority since we opened our doors in 1921 and is embedded in the decisions we make every day throughout the company.

GOVERNANCE

Safety metrics are shared with the executive vice president of stores and are regularly included in executive business reviews. Safety metrics are also reviewed annually by the sustainability committee of the board of directors.

MANAGEMENT APPROACH

The health and safety of our associates and customers is one of our highest priorities. Creating a safety-first culture leads to safe operations for our associates and safe shopping experiences for our customers. Developing this culture starts with giving our leaders the right tools and training to allow associates to work safely while designing incident reduction strategies for our stores and distribution centers (DCs).

Communications Approach

We continue to focus on creating engaging, relevant and useful safety communications for our store and DC associates. Reinforcing our safety culture with compelling messaging helps us circulate the latest safety ideas and build support for the most effective strategies. This approach communicates our leaders' commitment to safety to our frontline associates, leading to higher associate engagement and greater adoption of new procedures and equipment. We're proud of how our associates take care of themselves and look out for each other.

Lowe's Safe Review Program

Establishing a safety-first mindset and reinforcing safe behaviors are central to our incident reduction strategy, which directly helps reduce the number of injuries at our stores.

We employ the Lowe's Safe Review (LSR) program, a daily electronic safety inspection using handheld mobile devices. In addition to identifying hazards and tracking their correction, the LSR platform enables us to review analytics and data regarding the daily condition of stores and the steps taken to address issues. As part of our LSR program, Lowe's tracks safety training completions and uses root-cause analysis to help leaders take charge of safety at their stores.

Our store managers have the tools to create their own store-specific action plans with support from leadership, including simple, coachable steps to make their operations as safe as possible. In 2024, we expanded the LSR program to include our supply chain and Lowe's Pro Supply operations, broadening its impact across the company.

TEAMS Leadership

What it means to be a Lowe's Safe leader:

- **Tools/training:** Providing the right tools in the right condition and training associates to do their jobs safely.
- **Expectations:** Setting Lowe's Safe expectations so all associates understand that they play an active role in fostering a safe environment.
- **Accountability:** Ensuring personal and peer-to-peer accountability by recognizing when additional training and expectation-setting are needed and having the courage to speak up.
- **Motivation:** Fostering the motivation to problem-solve, identify safety root causes and honestly communicate improvement areas and solutions with teams to maintain associate motivation regarding Lowe's Safe.
- **Support:** Driving the support of teams to reach their goals by teaching, training, involving associates in problem-solving and encouraging them to have a voice about safety.

The LSR program is also available to district asset protection managers and senior asset protection managers, so they can provide documented feedback and support relating to safety. The program is part of a larger management system that helps keep associates updated on safety practices. For example, a separate proprietary app delivers weekly articles, videos and quizzes. The system captures participation and behavioral data to assess the effectiveness of our safety program.

2024 ACCOMPLISHMENTS

Safety Management Programs

In 2024, we continued to see a decline in our LTIR, which ended the year at 1.37 compared to 1.58 in 2023. Our OSHA recordable incident rate declined from 3.71 to 3.36 in the same period. Overall, we reduced the number of incidents (i.e., associate or customer injury) by more than 1,500 in 2024 as a result of our safety management program and improved safety literacy among our associates.

New Equipment

Lowe's continues to evaluate potential equipment investments to keep associates and customers safe. In 2024, we invested approximately $15 million in safety equipment aimed at reducing associate risk exposure. This includes new dock locks, drivable lift tables, door carts for transporting large patio doors, wide-aisle blockers, ladders and winter traction devices for snow-prone markets. We continue to partner with equipment manufacturers to custom-make tools for the Lowe's environment, targeting solutions to specific challenges.

Emergency Response

In 2024, we trained more than 9,300 associates in first aid and CPR, with a minimum of five certified associates per location — though many stores exceed this number. On average, we have six certified associates per store, with one store reaching more than 20. This two-year certification helps us prepare for when lifesaving care may be needed.

In addition, we honored 141 associates in 2024 with Angel Awards for their heroic actions in saving the lives of customers and co-workers. These actions included administering CPR, performing the Heimlich maneuver, responding to diabetic emergencies and using automated external defibrillators to revive individuals from sudden cardiac arrest.

Shining a Spotlight on Safety

We're proud to report that 206 of our stores went an entire year without a safety incident in 2024, an increase of 88 stores compared to 2023. For the first time, one store reached four years without a safety incident, and we marked the occasion with a special celebration.

2025 PLANS

Lowe's will continue to emphasize foundational safety training while developing compelling learning experiences for our platform to engage associates. We also plan to expand the rollout of equipment and tools designed to enhance on-site safety, such as lift tables and dock locks. Additionally, we plan to continue our efforts to reduce incidents and the severity of incidents, including applying a targeted approach to opportunity areas by using incident data to help guide our decision-making process and safety focus areas.

ESRS subtopics: S1 Own workforce, **S4** Consumers and end-users, **G1** Business conduct

Culture, Diversity and Inclusion

We continue to execute our multiyear program to integrate inclusion initiatives into our corporate strategy across three areas: talent, culture and business. Succeeding in these areas in turn invites and encourages diversity of thought and ideas, giving our associates a stronger sense of belonging. Each step along this journey helps us drive better ideas and outcomes for our customers, our associates and our business.

GOVERNANCE

Metrics regarding culture and inclusion are reviewed by human resources and senior leadership during quarterly business reviews. In addition, our chairman and chief executive officer, executive vice president of human resources and board of directors stay engaged with regular updates.

Lowe's is committed to fostering an environment where different viewpoints and backgrounds are respected and valued. Lowe's Equal Employment Opportunity Policy prohibits discrimination based on race, color, religious creed, sex, gender, age, ancestry, national origin, mental or physical disability or medical condition, sexual orientation, gender identity, marital status, military or veteran status, genetic information or any other category protected under federal, state or local law. Lowe's Anti-Harassment Policy reflects our commitment to providing a work environment free from all forms of harassment based on these categories. Lowe's Human Rights Policy provides that we conduct a corporatewide human rights review at least annually that focuses on promoting the fundamental rights of our employees, customers, communities and supply chain workers.

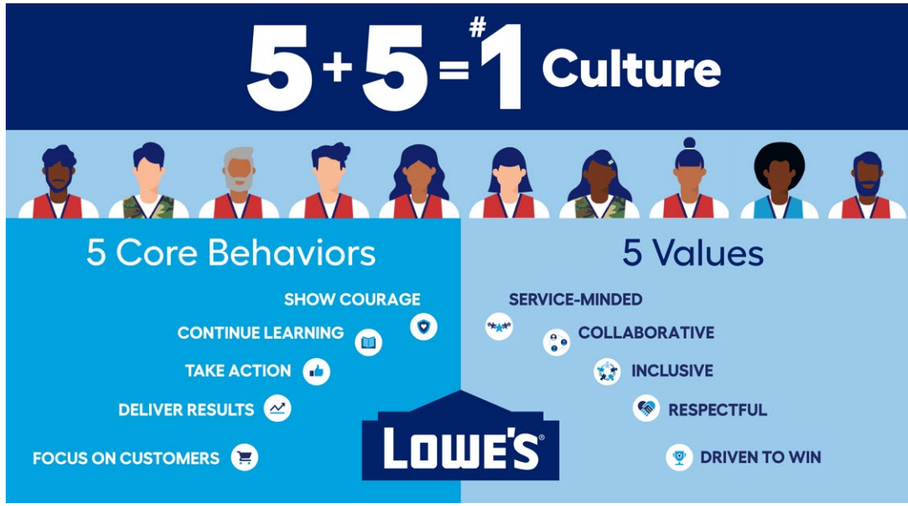
MANAGEMENT APPROACH

At Lowe's, we believe working together to strengthen our culture benefits everyone, from our associates to our customers and communities. Demonstrating our five Core Behaviors and five Values is foundational for us to succeed, inspiring us to uplift one another and bring our Culture of Winning to life. By fostering inclusion and encouraging accountability, we increase our associates' engagement and improve customer service.

Understanding Our Associates' Perspectives

We strive to foster an inclusive culture that supports associates in unlocking their talents and potential. We measure associate engagement and belonging through a broad-spectrum listening strategy, including our Building Engagement and Success Together (BEST) associate listening program. This program consists of a global engagement survey and smaller pulse surveys asking associates for honest feedback on leadership, inclusion and overall satisfaction.

Our goal is to foster a workplace where every associate feels a deep sense of pride in representing Lowe's and finds purpose in their daily contributions. We strive to build a culture that also inspires future talent — where candidates are drawn to join us because they can clearly see a meaningful, fulfilling future with our company.



2024 ACCOMPLISHMENTS

BEST Survey Engagement

In 2024, our BEST associate survey program continued to reach an associate response rate of more than 90% across two surveys. Associate response helped drive additional flexible scheduling and contributed to Lowe's decision to raise our minimum wage to $15 hourly. We will continue to strive for progress in helping our associates feel valued and heard.

Inclusion Network

In 2025, we launched our Inclusion Network as an evolution of our inclusion initiatives that combines our traditional affinity groups into one umbrella associate engagement organization. By shifting to one unified program, we are better able to foster networking and development for our associates across the business, giving associates more opportunities to meet, learn from one another and make genuine progress as a team.

Our Inclusion Network focuses on:

1. collaborating to drive business results for our customers, associates and communities, including providing early feedback on products and initiatives;
2. offering ongoing learning opportunities that promote the growth and professional success of our associates and their future at Lowe's;
3. providing programs that foster connection, collaboration and a deeper sense of belonging;
4. giving back to our communities in alignment with our philanthropic strategy.

In 2024, Lowe's made meaningful strides in fostering engagement and professional growth. This included increasing our associates' participation in internal mentorship programs and hosting successful affinity group fairs at our Store Support Center in Mooresville, N.C., as well as our Tech Hub in Charlotte, N.C.

All In for Inclusion at Lowe's India

In 2024, Lowe's India hosted its first-ever All-In Fair, a vibrant and inspiring celebration of inclusion. The event brought together over 1,300 associates and inspired 170 new allies to join the Lowe's India Inclusion Network. A standout moment was the launch of Mitti Café in the Lowe's India cafeteria — a meaningful partnership with a nonprofit dedicated to creating employment opportunities for individuals with special needs.

Inclusive Leadership Training

Thanks to opportunities identified through our BEST survey, more than 500 merchandising leaders took part in workshops covering essential aspects of inclusive leadership, exploring topics like intent versus impact, psychological safety and trust. The impact of this training can be seen in survey outcomes for the overall group. Within the larger merchandising organization, in combination with other initiatives, we saw a five-point increase in perceptions in two key inclusion areas: associate confidence in bringing their authentic selves to work and recognizing clear paths for career advancement.

Lowe's Women's Leadership Summit

Our 12th annual Women's Leadership Summit brought together more than 15,500 virtual and in-person women and allies for a day of learning, growth and connection. With the theme "Own Your Story," speakers and presentations encouraged participants to embrace their unique experiences and shape their own path forward. To maximize participation across our workforce, including our Western North Carolina locations significantly impacted by Hurricane Helene, as well as our teams in India and the Asia-Pacific region, we strategically delayed the viewing to ensure everyone had the opportunity to engage.

2025 PLANS

We plan to build on our progress in making our workplace an environment where everyone feels valued, heard and empowered to grow. Our evolving Inclusion Network will continue to create more opportunities for connection, learning and support. We're also strengthening our leadership development programs to continue keeping inclusivity at the heart of how we lead at every level.

We also plan to stay closely connected to what matters most to our associates by leveraging insights from our 2024 BEST survey program. These insights will help us shape new initiatives, respond proactively to feedback and launch programs that align with associates' evolving priorities.

2024 Honors

2024 Best Place to Work for Disability Inclusion

2024 Best Companies for Women in India

2024 Great Place to Work in USA and India

Resources

→ Lowe's Impact and Culture Reports
→ Lowe's EEO-1 Data[2]
→ Lowe's Pay Gap Analysis[2]

[2] Links to most recent report.

ESRS subtopics: S1 Own workforce, **S4** Consumers and end-users, **G1** Business conduct

Talent Acquisition, Development and Retention

As we work to become the retail employer of choice, we are committed to hiring, developing and retaining the best people by creating valuable career opportunities. Our goal is for our associates to view Lowe's as their "Home to Possibility," delivering good jobs, a sense of belonging and a promising future. In turn, we emphasize that the foundation to creating a Culture of Winning is in our associates demonstrating our five Core Behaviors and five Values.

GOVERNANCE

Our talent acquisition, development and retention strategies are reviewed and approved by the HR portfolio demand committee. Processes and tools are in place to allow us to focus resources on the programs that provide the most value. These processes help us identify and mitigate risks early. Our executive vice president of human resources reviews these programs monthly.

MANAGEMENT APPROACH

Attracting Top Talent

Attracting top talent means providing our candidates and associates with opportunities to develop, progress and thrive in their careers at Lowe's. With over 2,000 unique roles and a focus on retaining and growing our associates, individuals from all backgrounds and experiences can find their ideal role and achieve success at Lowe's. As our business grows and adapts to changing customer needs, we will continue to adapt how we attract and retain top talent.

Recruiting Military Talent

We value the hard work and sacrifices veterans and military spouses make every day, as well as the unique perspectives they bring to Lowe's. We partner with the Department of Defense's 12-week SkillBridge program, which offers specialized training and hands-on work experience to veterans in their final stages of military service. In 2024, 95% of SkillBridge fellows were offered full-time positions at Lowe's upon completing the program, with opportunities in store management, supply chain, technology and corporate roles. Lowe's also maintains a hardship transfer policy that enables military spouses to transfer between locations due to a permanent change of station (PCS) order, ensuring they can continue their career growth.

Career Development

While attracting top talent is essential, we strive to nurture meaningful careers for our current associates by helping them develop the skills and confidence to thrive at Lowe's both formally and when opportunities arise. Our monthly training activities include a range of onboarding, upskilling and leadership development programs to help associates and leaders grow in their current roles alongside coaching opportunities tied to development experiences designed to help accelerate their career growth. In 2024, we filled more than 85% of our store leadership positions internally.

Educational Opportunities

We offer associates tuition-free and partially funded programs at quality schools that include programs such as high school completion, college prep, language learning, technical certificates and advanced degrees.

Lowe's U

Lowe's U, our virtual training platform, offers tailored onboarding and development opportunities for all store associates, including leaders. The programs are available to store associates via our mobile devices on the sales floor or in Lowe's

Being an Employer of Choice Means:

→ GOOD JOBS
- Stability
- Competitive compensation
- Scheduling flexibility

→ SENSE OF BELONGING
- Empowering relationships
- Connection to community
- Safe place to be you

→ PROMISING FUTURE
- Internal mobility
- Expanded leadership paths
- Training for advancement

U learning labs in our stores. We also offer live virtual and in-person development programs from the Lowe's University Training Center at our Store Support Center in Mooresville, N.C.

Associate Compensation

We have a strong track record of investing in our workforce by offering local market-competitive salaries and wages, including recently raising our minimum wage to $15 hourly. In 2024, we awarded associates approximately $300 million in discretionary and profit-sharing bonuses. We are also one of few retailers to award stock grants to our store managers and assistant store managers — one of the many ways we incentivize associates to build their careers within Lowe's. Since 2018, we have invested over $4 billion in incremental wages and share-based compensation for our frontline associates.

2024 ACCOMPLISHMENTS

Store Talent Planning

We enhanced our career development process for store associates with a new technology solution that gives us a 360-degree view of talent across all levels at Lowe's. This tool helps us pinpoint top talent and sparks meaningful conversations around promotions and career growth. By offering personalized action plans and tailored development opportunities, we're cultivating a stronger talent pipeline. This approach has helped us identify nearly twice as many internal candidates for future store management positions compared with our previous processes. In 2024, more than 11% of associates were on a path to these roles.

Developing Talent at Lowe's

Our new, enhanced performance development process is designed to help associates unlock their full potential through continuous feedback, coaching and a growth mindset. A cornerstone of this transformation is aligning our evaluation practices with Lowe's Core Behaviors and Values. These changes help strengthen our Culture of Winning by fostering an environment where associates are supported, developed and celebrated for their contributions.

Lowe's U Daily Online Training

We continued to offer our store associates access to daily training and reinforcement via our Lowe's U online platform on skills necessary to drive customer service. In 2024, associates answered over 191 million reinforcement questions and accessed the learning platform, on average, more than eight times each month. Notably, more than 70% of our associates took extra training related to career development or cross-training.

Pro Sales Specialist Readiness

We introduced a weeklong training program designed to prepare new Pro sales specialists for success. The program blends virtual, instructor-led and self-paced learning with on-the-job shadowing and knowledge checks to build confidence and expertise in Lowe's Pro services, tools and best practices. These interactive sessions help new hires quickly acclimate to their roles, leading to stronger retention and better sales performance.

Mobility Enhancement

We launched a new mobility feature that allows associates in our talent pipeline to specify their store location preferences through our online portal. This feature streamlines the hiring and promotion processes, enabling managers or human resources business partners to easily identify associates willing to relocate when a store opening arises.

2024 Great Place to Work

In 2024, Lowe's earned our first Great Place to Work certification in the U.S.[1] Driven by associate feedback, this prestigious recognition reflects our associates' belief that Lowe's offers an exceptional workplace experience, marking a key milestone in our Culture of Winning.

Track to the Trades

Lowe's Track to the Trades program is helping close the skilled trades gap by providing associates with a path to in-demand, well-paying careers in fields like plumbing, electrical work and appliance repair. Since we launched Track to the Trades, more than 22,000 associates have enrolled.

[1] Great Place to Work, greatplacetowork.com/certified-companies.

2024 Military Friendly® Gold Top 10 Employer

2024 Military Friendly Spouse Employer

26K+

Veterans and military spouses currently employed

SUPPORTING OUR MILITARY COMMUNITY

Working directly with the Department of Defense and other organizations, we encourage veterans and military spouses to join our ranks, where they can harness their skills and grow their careers as part of a supportive, rewarding team.

2025 PLANS

We plan to create more opportunities for career growth and leadership advancement. This includes expanding our pipeline of internal candidates for future store management roles and refining our performance review process to help place the right people in the right roles.

Lowe's University

While Lowe's U provides online learning, Lowe's University delivers our in-person curriculum at our Store Support Center in Mooresville, N.C. In 2025, we will launch Lowe's University's Core Skills Academy to support development of critical capabilities for associates across all corporate functions. Initially, we will focus on furthering the organization's working knowledge of artificial intelligence (AI), prompt engineering and AI tools to enhance productivity, maximize efficiency and drive innovation.

ESRS subtopics: S1 Own workforce

Associate Health and Well-being

Lowe's associates represent many generations, so we strive to create a workplace that embraces our associates holistically and provides support for complex issues affecting the various facets and stages of their lives. Our goal is to provide comprehensive and competitive benefits that consider whole-person health by supporting physical, financial and emotional wellness.

GOVERNANCE

We regularly measure and evaluate our programs in accordance with both the needs of our associates as well as industry standards while adhering to rapidly changing regulatory requirements. Our programs are reviewed annually for competitiveness, and proposed plan changes are approved by management. Quarterly, the retirement administrative committee reviews fund and retirement plan performance measures. We conduct monthly financial reviews to confirm that our health care programs are operating within expected financial results. We share health care and retirement plan usage metrics with the compensation committee of the board of directors annually.

MANAGEMENT APPROACH

We offer a comprehensive benefits package to our associates as a key component of our employer of choice strategy. Our total rewards package aims to provide our associates with the resources needed to live happy and healthy lives while working at Lowe's. We regularly benchmark the industry and update our programs to align with best practices and the needs of our associates, who are the driving force behind our success. We prioritize giving our associates a safe working environment, access to support services and fair compensation for their efforts.

Our Whole-person Standard

All regular full-time and part-time associates are eligible for a range of health and financial benefits. To support our associates financially, all regular full-time and part-time U.S. associates may participate in our 401(k) plan on the first of the month after 30 days of employment and can receive Lowe's vested match dollars up to 4.25%. In addition, our Employee Stock Purchase Plan is available to eligible associates in the U.S. and India. The health insurance programs we offer include support for chronic disease prevention and management, weight management and mental health and access to second opinions from medical experts.

Benefits Offered to All U.S. Full- and Part-time Associates

- Health
- Pharmacy
- Dental
- Vision
- Life and disability benefits
- Critical illness, hospital and accident insurance
- No-cost health screenings
- Employee Assistance Program
- Vacation
- Sick time
- Discounted Employee Stock Purchase Plan
- 401(k) plan with a company match up to 4.25%
- 10% Lowe's associate discount
- Broad discount marketplace
- Tuition assistance
- Carl Buchan scholarship program
- Prepaid legal services
- Pet insurance
- Identity theft protection
- Additional combined auto and home insurance

Additional Benefits for Full-time U.S. Associates

- Telemedicine
- Enhanced travel coverage to Centers of Excellence
- Diabetes prevention program
- Health savings account
- Flexible spending accounts
- Access to second opinions from medical experts
- No-cost diabetes supply and management programs
- Parental resources for children with developmental and learning challenges
- Up to four weeks of paid parental leave for a newborn or newly adopted child
- Adoption assistance program with up to $5,000 reimbursement per child
- Fertility benefits
- Activation reward
- Personal health assistants
- Additional medical plan options for some geographic regions (HMO)
- Business travel accident insurance

2024 ACCOMPLISHMENTS

Medical Plan Upgrades

In 2024, we took meaningful steps to make health care more affordable for our associates by lowering annual deductibles across all three full-time medical plans. Deductibles dropped by $200 to $750, depending on the plan and coverage tier, lowering out-of-pocket costs and making it easier for associates to access the care they need with less financial stress.

We also enhanced our vision benefits, giving members no-cost vision exams and retinal screenings at network locations. Plus, members can now use their frame allowance for nonprescription sunglasses or blue light-blocking glasses at in-network providers — offering more flexibility and value for their eye care needs.

Enhanced Services

In addition, we expanded our Centers of Excellence programs, making high-quality care more accessible. From cancer and cardiac care to joint replacement and spinal surgery, associates now have access to more top-tier medical facilities closer to home. This reduces the need for air travel and makes specialized care convenient.

We also enhanced our Employee Assistance Program to provide more support. Associates and their household family members still have access to 10 confidential counseling sessions per year at no cost, and now they also have unlimited access to expert coaching on stress management, financial health, weight management and family wellness — empowering them to take charge of their health in more ways.

Lowe's Employee Relief Fund

Fueled by associate generosity and a one-to-one company match, Lowe's Employee Relief Fund commemorated 25 years of supporting associates when tragedy strikes. In 2024, we distributed

more than $12 million in grants to more than 9,000 associates. This included nearly $3 million in grants to more than 2,000 associates facing unexpected hardships caused by hurricanes Helene and Milton. Hurricane Helene alone impacted more than 350 Lowe's stores across six states, making these the largest relief efforts in the fund's history — both in grants awarded and total aid provided. We responded to the spike in need by doubling our match from October through the end of the 2024 fiscal year. Despite the unprecedented demand, we were able to process applications quickly, helping our associates when they needed it most. Since the fund's inception, we've awarded more than $68 million in grants.

2025 PLANS

In early 2025, we introduced a new fertility partner and expanded our services with doula and surrogacy reimbursement, along with enhanced support for maternity and menopause. We're also expanding our dental plan to include additional coverage for both adults and children with special needs, offering extra exams and unlimited anesthesia.

We annually assess Lowe's full-time medical and vision plan benefits, striving to meet the changing needs of our associates. We're focused on addressing challenges like financial barriers to care while providing comprehensive support that empowers our associates to live healthier, happier lives.

ESRS subtopics: S1 Own workforce, **S4** Consumers and end-users

Community Engagement and Support

Through our community engagement initiatives and partnerships with nonprofits across the nation, along with the efforts of the Lowe's Foundation, we're helping to solve problems and fulfill dreams for the customers and communities we serve.

GOVERNANCE

Members of Lowe's executive leadership team and the board of the Lowe's Foundation — an independent 501(c)(3) — review and approve community grants for the Lowe's Hometowns and the Lowe's Foundation Gable Grants programs, as well as nonprofit partnerships.

MANAGEMENT APPROACH

Lowe's supports communities through financial grants, product donations, associate volunteerism and partnerships with nonprofits. Our approach is to engage locally and respond to communities' needs, such as helping them with critical home repairs. We put a special focus on assisting our nation's veterans and active military community, first responders and communities where we live and work.

The Lowe's Foundation Gable Grants program is focused on closing the skilled trades labor gap across the U.S. by developing a community of skilled tradespeople who can build and revitalize our homes, neighborhoods and infrastructure for the future.

2024 ACCOMPLISHMENTS

Disaster Relief

In September 2024, Hurricane Helene created a life-altering path of destruction from Florida to the Mid-Atlantic — and especially in Lowe's home state of North Carolina. In response, Lowe's pledged $13 million to support relief and recovery efforts, including donations to nonprofit partners and first responders, helping these organizations immediately respond to critical needs like emergency shelter, food and water while also supporting long-term rebuilding and recovery.

As part of the support, Lowe's launched the Western North Carolina Small Business Recovery Fund, delivering millions of dollars in operational grants to small businesses that were severely impacted by a loss of resources or the decline of visitors to the region. Lowe's associates distributed 3,000 free family-style meals to residents of Western North Carolina just before Thanksgiving, and we continued our support of small businesses by purchasing the meals through local restaurants and caterers. Safe, warm shelter became an urgent need, so Lowe's donated 100 tiny homes on wheels. More than 67 of these tiny homes were delivered before Christmas Eve, and many were built with the help of Lowe's associate volunteers.

HURRICANE HELENE RESPONSE EFFORTS

$4M+
in grants to 17 disaster relief nonprofits

$2.5M
in small-business grants and business development support

$1M+
in product donations

100+
tiny homes delivered to impacted families

40+
Bucket Brigade events donating cleaning supplies

3,000
family-style Thanksgiving meals served

250+
Lowe's associates volunteered in Western North Carolina

Lowe's Hometowns Grant Program

Lowe's Hometowns marked its third year in 2024. The program leverages the company's red vest associates' DIY expertise, extensive network of Pros and vast product assortment to improve, expand or beautify spaces that serve as the hubs and heartbeats of communities. For example, in 2024, Lowe's helped expand a community of safe homes for veterans in Sioux Falls, South Dakota; build a new bunkhouse and renovate the kitchen for a volunteer fire department in Scotland, Connecticut; and transform a kitchenette into a full-size kitchen to provide nutritious meals for children transitioning into foster care in LaFollette, Tennessee. Lowe's associates volunteered more than 17,000 hours to complete the signature projects, which spanned 90 communities in 44 states and Washington, D.C.[1] Beyond the 100 signature projects through Lowe's Hometowns, nearly 1,700 additional projects were selected and completed by Lowe's associates across the country, creating meaningful impacts in communities that we serve.

Nonprofit Housing Partnerships

In 2024, Lowe's partnered with nonprofits nationwide to address our focus on safe, affordable housing and critical home repairs. To learn more about our work with Habitat for Humanity International, Rebuilding Together, Building Homes for Heroes, Purple Heart Homes, Operation Finally Home and other nonprofits, visit lowes.com/newsroom.

Our Hometown Support

Our investment in the Charlotte region continues to be a priority. With a focus on Charlotte's Corridors of Opportunity, in 2024, Lowe's invested in affordable housing alongside the city of Charlotte, United Way of Central Carolinas and Freedom Communities. Since 2020, Lowe's and the Lowe's Foundation have contributed $45.8 million in our hometown region.

Lowe's Foundation Gable Grants

In 2024, the Lowe's Foundation awarded over $13 million in Gable Grants to 20 community and technical colleges and nonprofit partners. The Gable Grants program is our five-year, $50 million commitment to train 50,000 job-ready skilled tradespeople to build a stronger infrastructure that supports our communities for the long term. These organizations are driving innovative and sustainable skilled trades education in construction, electrical, HVAC, plumbing and appliance repair. We work with organizations that provide scalable, hands-on training over one to two years, which helps the next generation of tradespeople gain the knowledge and skills to build rewarding careers.

$90.6 Million

In 2024, Lowe's and the Lowe's Foundation invested $90.6 million in the communities we serve.

$18+ Million

In 2024, Lowe's Round Up for Charity customer donation program collected $18+ million for nonprofits nationwide.

SUPPORTING OUR MILITARY

In 2024, with support from Lowe's:

- **Building Homes for Heroes gifted more than 40 mortgage-free homes to injured veterans and their families — including the milestone 400th home the organization has built or modified, and donated.**
- **Rebuilding Together affiliates provided no-cost critical home repairs for veterans in 20 communities nationwide for the second year in a row. The Veterans at Home grant program provided grant funding, product donations and Lowe's red vest DIY expertise to help our nation's heroes safely remain in their homes.**
- **Purple Heart Homes provided critical home repairs and accessibility for veterans across the southeastern U.S.**

2025 PLANS

We will continue to evolve our community programs by engaging the communities we serve and responding to their greatest needs. This includes evaluating ways to leverage our resources and expertise to maximize our impact and growing our associate volunteering program to restore and revitalize more community spaces.

[1] Full program impact data available in the Lowe's Hometowns Executive Summary at corporate.lowes.com/our-responsibilities/lowes-hometowns.

Our People and Our Communities Data

METRIC	2022	2023	2024
WORKPLACE SAFETY			
Associates trained on safety compliance	100%	100%	100%
Number of safety celebrations for stores to celebrate safety rates, completion of safety meetings, trainings or hazmat inspections	5,942	3,701	4,015
Total OSHA recordable rate (per 100 full-time employees) (U.S. only)	4.30	3.71	3.36
Goal progress: Reduce lost time incident rate (LTIR) each year (per 200,000 hours)	1.78	1.58	1.37
CULTURE, DIVERSITY AND INCLUSION			
Board members[1]	12	11	13
Women	4 (33%)	4 (36%)	4 (31%)
People of color	5 (42%)	5 (45%)	6 (46%)
Executive officers	8	9	9
Women	2 (25%)	4 (44%)	4 (44%)
People of color	4 (50%)	5 (56%)	5 (56%)
Number of associates: Asia and Europe[2]	4,200	4,400	4,800
Number of associates: U.S.[2]	300,000	280,000	266,000
TALENT ACQUISITION, DEVELOPMENT AND RETENTION			
Average hours of completed training per store associate (full-time employees only)	9.9	12.9	11.9
Hours of training invested in frontline leaders (completed hours)	576,000	880,000	774,000
Training hours for store managers	35,000	46,000	44,000
Training hours for department supervisors and assistant store managers	541,000	833,000	731,000
ASSOCIATE HEALTH AND WELL-BEING			
U.S. full-time associates participating in Lowe's health insurance plans	60%	62%	65%
U.S. associates participating in Lowe's 401(k) plan	Full time: 53%; part time: 17%	Full time: 53%; part time: 19%	Full time: 54%; part time: 19%
Number of U.S. associates helped via the Lowe's Employee Relief Fund	2,992	4,550	9,716
Total Lowe's Employee Relief Fund monies distributed (global)	$4.2 million	$5.5 million	$12.2 million
Associates participating in Lowe's BEST survey program	265,697; 91% response rate	261,603; 95% response rate	251,992; 95% response rate
COMMUNITY ENGAGEMENT AND SUPPORT			
Total charitable giving	$91 million	$69 million	$91 million
Goal progress: Invest $350 million in our local communities by 2025	$409 million	$478 million	$568 million
Total associate volunteer hours	168,000	181,000	179,000
Percent of stores contributing to their local communities through product donation and volunteer opportunities	100%	100%	100%
Goal progress: Invest $100 million through Lowe's Hometowns grant program through 2026[3]	$20 million	$42.2 million	$62.2 million
Goal progress: Invest $50 million through 2027 to train 50,000 job-ready skilled tradespeople through the Lowe's Foundation Gable Grants program		$11 million	$24 million

[1] For additional information on board demographics, see our proxy statements.
[2] Associate totals are reported at the end of each fiscal year. In the United States, associate totals fluctuate throughout the year to meet elevated levels of demand, such as during the spring season when we temporarily expand our workforce by hiring associates in part-time and full-time positions.
[3] In 2024, we broadened our definition of investment to incorporate our associates' paid volunteer time. The previous years' data now reflect this adjustment.

PRODUCT SUSTAINABILITY

Lowe's strives to put the customer first by providing high-quality items that help our customers live more sustainably. We begin by selecting suppliers and offering products that support human and environmental health, guided by our Human Rights, Wood Sourcing, Safer Chemicals and Conflict Minerals policies. We are also expanding our pursuit of innovative, more efficient products and educating customers on how to reduce their footprint at home.

WE ASPIRE TO:

- Promote sustainable, responsible and ethical practices throughout our value chain
- Provide customers with eco-friendly, high-quality and safe products
- Help customers live more sustainably at home

ESRS subtopics: S2 Workers in the value chain, **G1** Business conduct

Supplier Social and Environmental Practices

We strive to meet customer demand for innovative and reliable products by responsibly sourcing goods and materials domestically and globally. Our supplier screening process is a key element of our product sustainability efforts.

GOVERNANCE

Lowe's head of global merchandising oversees our responsible sourcing group, which sits within our international quality assurance (QA) team. Responsible sourcing communicates Lowe's policies to our internal procurement teams, which adhere to these policies in sourcing products that meet our requirements. Lowe's legal team provides vendors with training on our Vendor Code of Conduct and other requirements related to ethics and integrity. The Vendor Code of Conduct details our social and environmental expectations, which all vendors must sign as part of the overall vendor agreement. Our QA and sustainability teams also conduct regular training sessions with vendors on various environmental, social and governance policies and practices.

MANAGEMENT APPROACH

Supplier Compliance

Lowe's is committed to fostering a company that recognizes and respects human rights as is reflected in the Lowe's Human Rights Policy. Our responsible sourcing program is integral in validating our commitment at our vendors' global manufacturing locations. We aim to ensure that workers who manufacture the products we purchase are operating under safe conditions, are being treated fairly and are paid in accordance with local laws, at minimum. We verify compliance with our Vendor Code of Conduct and Human Rights Policy by conducting Retail Ethical Sourcing Assessments (RESAs) at Lowe's private brand supplier factories, as well as at factories that manufacture products where we are the importer of record. Performed by third-party audit firms to provide impartiality, RESA audits focus on areas such as forced labor, labor contracts, working hours, compensation and benefits, employment practices, environmental compliance and worker health and safety.

To reduce audit fatigue from multiple inspections by multiple retailers, we coordinate our auditing processes with industry peers. We also leverage third-party certifications to verify compliance. In 2023, after reviewing their methodologies and monitoring processes, we began accepting certified audits through the Business Social Compliance Initiative (BSCI) and also agreed to accept Worldwide Responsible Accredited Production (WRAP) programs. However, we retain the right to conduct independent RESA audits to assess for ourselves the working conditions in a supplier factory.

Corrective Action Plans

We rely on a four-tier, risk-based assessment process, with the first tier representing no or low-risk violations and the fourth tier representing high-risk, serious violations and/or conditions. Suppliers who are not conforming to our Vendor Code of Conduct must submit a corrective action plan (CAP) to our third-party auditor.

We work with our suppliers to develop these plans, and third-party auditors create and implement management systems to address concerns and develop plans to meet local and Lowe's requirements. The third-party auditors will not schedule the required follow-up assessment until the CAP and evidence have been received, reviewed and approved. The third-party auditor will validate all corrective actions during this follow-up assessment. If the compliance issue is significant and the vendor fails to correct it, we may terminate the business relationship. Before doing so, however, we consider whether helping the supplier or factory address the issue is a viable option.

Vendor/Factory Training and Awareness

We offer multiple training and awareness sessions throughout the year for our factories and vendor partners.

→ **NEW VENDOR TRAINING**
When we onboard a new vendor, we provide training on our requirements and policies to help them understand and align with our expectations. With a focus on helping reach and maintain compliance, these trainings help us build a successful business relationship.

→ **"AT-RISK" FACTORY WORKSHOPS**
We offer workshops for "at-risk" vendor factories with one or two orange assessments — our second most serious category of violations after red. These workshops offer proactive support to help factories address issues before they reach three orange ratings, which would make them ineligible for Lowe's production.

For factories that receive a red assessment because of severe violations, we offer an on-site factory improvement program led by a Lowe's-appointed third party. Lasting up to 18 months, the program allows factories to continue production while addressing systemic issues. Participation is required to remain a vendor. To date, every factory with a red assessment has opted in.

→ **AWARENESS TRAINING ON LABOR LAWS**
To help our vendors stay apprised of new requirements, we offer third-party vendor training that serves to raise vendors' awareness of key changes to local labor laws and reiterate Lowe's compliance expectations.

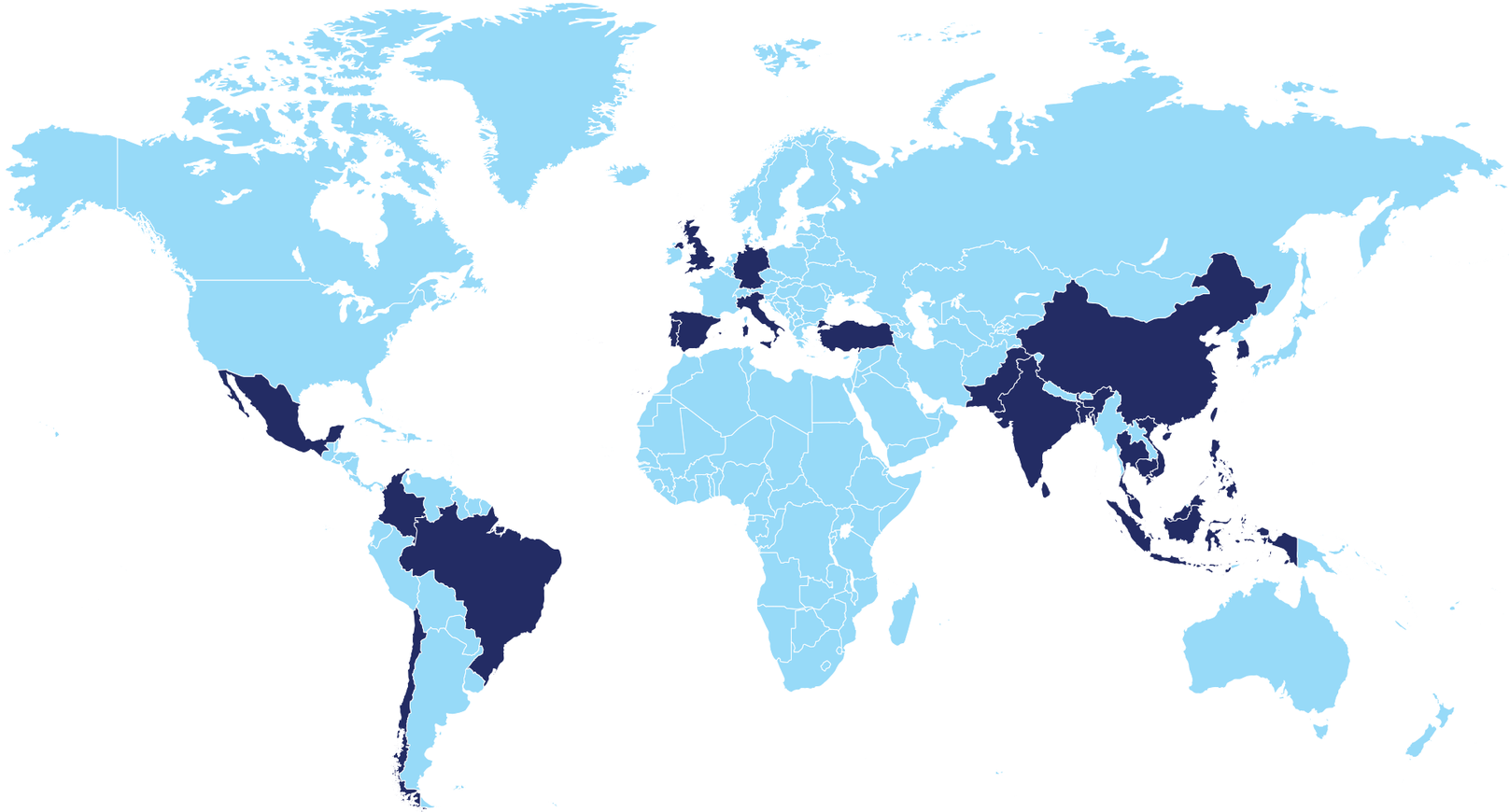
2024 ACCOMPLISHMENTS

In-person Workshops

In 2024, we held one in-person "at risk" workshop in China. Building upon our goal to hold such in-person workshops outside China, as well, we conducted one workshop in Vietnam and two in India. We plan to continue expanding these workshops to other key countries in 2025.

2025 PLANS

We'll continue performing supplier factory audits as well as following up and validating CAPs. We also plan to hold in-person "at risk" workshops in Thailand. Looking ahead, we plan to implement solutions to enhance visibility into our supply chain and conduct further due diligence, focusing on addressing forced labor and other emerging risks.



Lowe's and our third-party audit partners conducted 1,302 audits within 1,224 factories in 24 countries in 2024.

COUNTRIES OF ORIGIN FOR 2024 ASSESSMENTS AND CERTIFICATIONS

- Bangladesh
- Brazil
- Cambodia
- Chile
- China
- Colombia
- Germany
- India
- Indonesia
- Italy
- Malaysia
- Mexico
- Pakistan
- Philippines
- Portugal
- Republic of Korea
- San Marino
- Spain
- Sri Lanka
- Taiwan
- Thailand
- Turkey
- United Kingdom
- Vietnam

ESRS subtopics: E1 Climate change, **E4** Biodiversity and ecosystems, **S4** Consumers and end-users

Natural Resources

With the understanding that our planet's resources are limited, we strive to sustainably source the materials we choose for our products. Tracking the origin of these resources and embracing sustainable practices play crucial roles in upholding our commitment to environmental stewardship.

GOVERNANCE

Product development merchants and sourcing managers work together so the natural resources that we procure meet Lowe's sourcing requirements. Lowe's conducts annual vendor surveys to evaluate compliance with our Wood Sourcing and Conflict Minerals policies. Our sustainability steering committee and sustainability committee of the board of directors review the survey results annually.

MANAGEMENT APPROACH

Responsible Forestry

Lowe's recognizes the impact the world's forests have on the ecological and climate processes upon which biodiversity and human life depend. Improving the sustainability of our wood supply chain is a priority, and our focus extends beyond our primary wood product, lumber, to the range of additional products that contain wood. Our Wood Sourcing Policy outlines our approach to protecting valuable forest resources, using a risk-based strategy that considers factors like deforestation, illegal harvesting, endangered species trade, human rights and corruption.

Lowe's is a member of Forests Forward, a corporate program managed by the World Wildlife Fund (WWF). Forests Forward engages companies around the world to develop near- and long-term strategies to assess emerging risks, reduce their forest footprints and support other on-the-ground actions, including forest restoration, to keep forests thriving for people, nature and the climate. We continue to collaborate with other retailers as part of Forests Forward to collectively aim for more resilient supply chains for forestry products.

Conflict Minerals

Lowe's also recognizes the concerns associated with sourcing conflict minerals. We expect vendors to comply with our Conflict Minerals Policy, which was established considering the U.S. Securities and Exchange Commission's (SEC's) conflict minerals rule as mandated by Section 1502 of the Dodd-Frank Wall Street Reform and Consumer Protection Act of 2010. We survey our private brand vendors annually to validate compliance with our policy and report in line with SEC regulations.

2024 ACCOMPLISHMENTS

Reforestation Projects

In 2024, Lowe's invested nearly $500,000 in reforestation projects in Canada, the U.S. and Vietnam. The initiatives, identified in partnership with WWF and the Arbor Day Foundation, prioritize nature-based restoration solutions and Indigenous-led efforts. The projects aim to boost carbon sequestration and biodiversity in key sourcing regions, promoting diverse ecosystems.

Wood Sourcing Policy

We continued to refine and implement our Wood Sourcing Policy as part of our goal that 100% of Lowe's wood products are responsibly sourced by 2025. In 2024, we collaborated closely with our vendors to help them understand how to reach compliance with the policy and to help improve their wood sourcing practices.

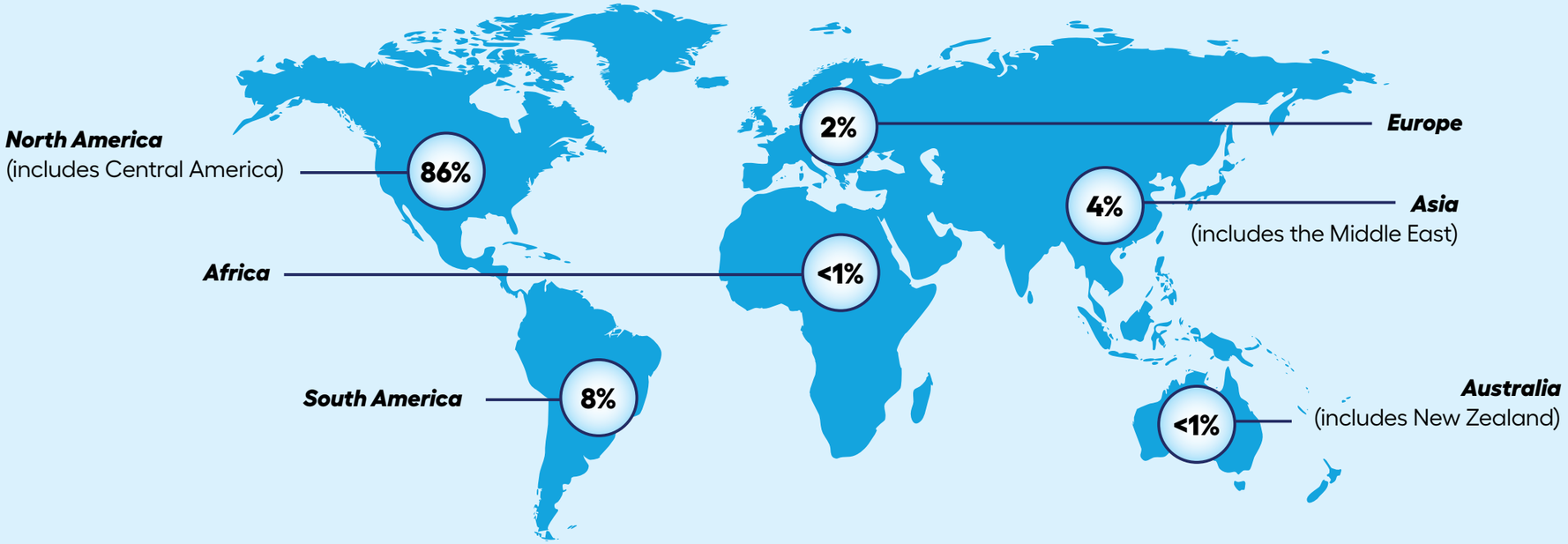
Survey Enhancements

Throughout 2024, we made strides in refining our wood sourcing survey and data collection process, all while improving the vendor experience. Recent updates have continued to streamline the survey, making it more user-friendly for vendors, while enhancing our ability to track compliance with our Wood Sourcing Policy.

2025 PLANS

We will continue to refine and implement our Wood Sourcing Policy to strengthen due diligence in our wood sourcing supply chain. In addition, we'll keep engaging with peer organizations through WWF to drive responsible wood sourcing and sustainable forest management practices. Our reforestation efforts will also remain a priority in key strategic sourcing areas.

LOWE'S WOOD SOURCING BY CONTINENT[1]



Countries of Significant Wood Sourcing	
United States	72%
Canada	14%
Brazil	6%
China	2%
Chile	1%
New Zealand	<1%

[1] All data provided was gathered through Lowe's annual wood sourcing survey. The 2024 survey had a 99% response rate and included sourcing data from January 1, 2024, through December 31, 2024.

ESRS subtopics: E1 Climate change, **E2** Pollution, **E4** Biodiversity and ecosystems, **E5** Resource use and circular economy

Product Responsibility

With our focus on making homes better for all, we continue to expand our assortment of responsibly sourced, safe and efficient products that help customers live more sustainably at home. We strive to partner with suppliers to reduce their products' impact and design products for a circular economy, a system in which products and materials are created to be longer-lasting and then reused, repurposed or recycled as raw materials for other products.

GOVERNANCE

As a retailer, our largest impact on people and the planet is through the products and associated packaging we sell. Product and packaging responsibility and supplier sustainability metrics are shared with merchandising leadership annually and are reviewed by the sustainability steering committee and sustainability committee of the board of directors. Across our portfolio, suppliers are encouraged to substantiate sustainability claims by obtaining trusted third-party certifications with rigorous standards for protecting people, natural resources and the planet.

MANAGEMENT APPROACH

Sustainable Materials

Lowe's strives to use sustainable materials to protect and conserve natural resources. Across our product portfolio, we are committed to increasing the use of recycled and renewable materials, which help to reduce waste and use less energy on sourcing and processing raw materials.

Customer Emissions Reduction

Lowe's is committed to helping our customers transition to energy-efficient electric homes. Making these changes can result in cleaner indoor air quality, increased safety and resiliency and fewer carbon emissions — all while saving customers money. To achieve our net-zero goal by 2050 across our value chain, we must accelerate this transition, including helping lead the shift from gas-powered to battery-powered and electric products and championing energy-efficient products for customers, such as those certified by ENERGY STAR. Educating our customers will be important to make this transition. By providing energy-efficiency guides and online rebate centers on our website, we are able to help customers make environmentally friendly purchasing decisions that will also decrease energy costs.

Supplier Emissions Reduction

We work with our suppliers to help them make meaningful changes to reduce their GHG emissions, including driving efficiency, electrifying assets and sourcing renewable energy throughout their operations and value chain. We help many suppliers take the first step by providing the training and tools to track and report their emissions data. We also partner with them to identify opportunities within their operational and upstream footprint to reduce emissions and set reduction targets.

Water Conservation

Lowe's strives to promote water-efficient products that protect our environment and save customers money. Water is a vital resource and continues to grow in importance in the face of diminishing water supplies in regions across the world. Efficient water use can have major environmental, public health and economic benefits by helping to improve water quality and reliability, maintain aquatic ecosystems and protect drinking water resources. Lowe's is proud to offer a range of WaterSense products, which are certified by the U.S. EPA to use at least 20% less water than comparable alternatives. All new, eligible Kitchens & Bath products from Lowe's private brands, including bathroom faucets, toilets and showerheads, are WaterSense labeled.

Healthy and Safe Homes

Lowe's promotes a healthy home environment by helping to reduce exposure to pollutants and chemicals of concern and by providing products that support human and ecological health. Lowe's offers customers a wide selection of products with third-party certifications such as GREENGUARD Gold, which labels products with low chemical emissions that contribute to healthier indoor air quality. We are committed to improving products' ingredient transparency and partnering with suppliers and industry groups to drive innovation in green chemistry. This includes focusing on products that disclose chemical content and are free of chemicals linked to adverse health effects.

EMISSIONS FROM CUSTOMER USE OF LOWE'S PRODUCTS

Percentage of Emissions	Lowe's Product Categories
>25%	Appliances
10-25%	Rough Plumbing, Seasonal & Outdoor Living
5-10%	Electrical
1-5%	Décor, Tools
<1%	Building Materials, Flooring, Hardware, Kitchens & Bath, Lawn & Garden, Lumber, Millwork, Paint

Lowe's stays informed about product safety best practices and emerging risks and regulations by engaging with the International Consumer Product Health and Safety Organization as well as RILA. We work with the Retail Leadership Council (RLC) of Change Chemistry (formerly GC3) and partner with companies across multiple sectors to address chemicals of concern. To manage chemicals more responsibly, Lowe's Safer Chemicals Policy contains a number of strategic actions and commitments and is updated as regulations evolve. Lowe's is proud to partner with industry peers and suppliers to drive progress on the RLC Statement on Chemical Innovation Priorities and Transparency Road Map, which is designed to improve ingredient transparency and drive innovation in green chemistry.

Circular Design Principles

Lowe's plans to continue finding ways to advance a circular economy that helps customers reduce waste and extend the life of their products. The most effective way to minimize waste is to prevent it from being created in the first place. That's why we're working with suppliers to design products with their entire life cycle in mind, reducing environmental impact from raw material extraction to the product's end of life.

Our goal is to offer durable products that last longer, helping customers reduce their waste footprint, conserve natural resources and decrease the need for new materials. By applying circular design principles, we aim to allow more products to be reused, recycled and recirculated at the end of their life cycle.

Sustainable Packaging

We plan to continue working with our suppliers to design sustainable packaging that reduces our packaging footprint. To promote the circular economy and reduce waste, we set a goal to design all private brand packaging to be recyclable, reusable or compostable by 2030. We are committed to working with our suppliers to design sustainable packaging that reduces our packaging footprint while also protecting the product from damage. We are also committed to including strategic labeling to educate customers on how they can recycle our private brand packaging materials. By adding the How2Recycle label, we strive to educate and empower customers to properly dispose of product packaging.

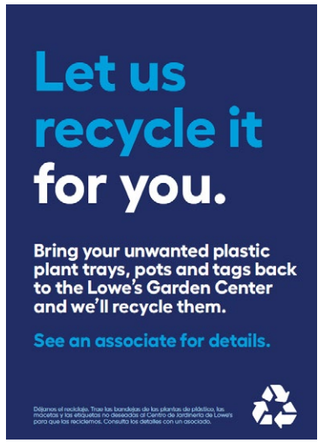
2024 ACCOMPLISHMENTS

Sustainable Shopping

In 2024, we made it easier to shop sustainably at Lowe's by launching a website dedicated to sustainable products titled, "Enjoy a More Sustainable Home." We also added new labels to online products that highlight eco-conscious certifications. For example, we added Forest Stewardship Council (FSC) certification to the packaging and online listings for products like our private brand paper towels and toilet paper. Additionally, we're rolling out a new GREENGUARD Gold infographic that will appear online to spotlight certified items in select categories. These efforts build on the 2023 launch of our Lowe's Sustainable Buying Guides, which help our merchandising teams apply sustainability criteria to purchasing decisions.

Plastic Pot and Tag Recycling

Lowe's has a longstanding take-back program for plastic pots, tags and trays from our garden centers in partnership with local recycling facilities. While many of our growers' pots and printed tags already feature recycling codes or How2Recycle labeling, respectively, the printed tags are sometimes too small to include How2Recycle labels. We will continue to identify opportunities to communicate to customers that they can drop off plastic pots and tags at our garden centers for hassle-free recycling.



Supplier Packaging Platform

To reduce waste and improve material compliance, we introduced a packaging data and specification tool that requires vendors to report details about their product packaging. By analyzing this data, we can identify opportunities for improvement, such as reducing or eliminating packaging materials or incorporating more sustainable alternatives. This tool helps us manage packaging material specifications, track usage to minimize waste and stay proactive amid an ever-evolving sustainability landscape.

We also significantly expanded the sustainable packaging reference guide we introduced in 2023. This robust guide helps our global merchants and vendors make informed, sustainable packaging choices. The guide provides clear, actionable insights about the nonsustainable materials we have targeted for elimination and the sustainable alternatives we recommend. The guide is a key step in accelerating our shift to circular packaging by reducing waste, conserving resources and supporting our environmental initiatives.

2025 PLANS

We plan to continue equipping Lowe's merchants and vendors with the training, tools and resources that help them bring more sustainable, efficient products to our stores and online, which better empowers our customers to live more sustainably. We also plan to continue collaborating with suppliers to reduce their emissions by helping them create decarbonization road maps that address their unique challenges.

In addition, we'll continue to pursue our goal to have all private brand packaging recyclable, reusable or compostable by 2030. This includes leveraging our packaging data and specification tool to expand its reach and partnering with industry experts and vendors to shrink our packaging footprint.

Product Sustainability Data

METRIC	2022	2023	2024
SUPPLIER SOCIAL AND ENVIRONMENTAL PRACTICES			
Number of Lowe's RESA audits conducted	1,663	1,395	1,302
Follow-up assessments conducted to validate implementation of corrective actions	1,270	1,144	1,051
Goal progress: 100% of our strategic suppliers[1] will have sustainability goals in place by 2025	86%	96%	96%
NATURAL RESOURCES			
Response rate for global vendors surveyed for conflict minerals compliance	100% (165 vendors representing 3,894 products)	100% (161 vendors representing 3,744 products)	100% (100 vendors representing 2,019 products)
Total wood sourced (million ft^3)	395	398	375
North America	87%	88%	86%
Europe, Middle East and Africa	2%	2%	2%
South America	7%	7%	8%
Asia Pacific	4%	3%	4%
Percent of total wood volume with FSC certification	10.8%	4.2%	7.3%
Percent of total wood volume with SFI or PEFC certification	48%	42%	39%
Goal progress: 100% of wood products will be responsibly sourced by 2025[2, 3]	59%	81%	91%
Percent of wood volume sourced from high-risk areas	7%	1%	2%
Percent of wood volume sourced from high-risk areas with FSC certification	25%	19%	15%
Goal progress: 100% of wood products sourced from Canada will originate from credible third-party certified forests by 2027	—	76%	78%
CDP Forests score	B-	C	B
PRODUCT COMPLIANCE (IMPORTS AND PRIVATE BRANDS)			
Number of product tests conducted by third parties	7,365	6,602	5,720
Number of transit tests conducted by third parties	5,639	5,402	4,603
ENVIRONMENTALLY FRIENDLY PRODUCTS			
Goal progress: All private brand packaging will include the How2Recycle label, where space allows, by 2025	33%	59%	85%
Goal progress: 100% of private brand Kitchens & Bath items added will be WaterSense labeled starting in 2022 (number of items added)	40	65	122
ENERGY STAR products offered in-store and online	55,000	55,000	48,000
Customer lifetime energy savings from Lowe's ENERGY STAR products (USD)	$7 billion	$5.9 billion	$5.5 billion
Goal progress: Save customers more than $40 billion in energy costs through the sales of ENERGY STAR products by 2025	$29.7 billion	$35.6 billion	$41.1 billion
WaterSense products offered in-store and online	12,500	11,900	11,100
Customer lifetime water bill savings from Lowe's WaterSense products (USD)	$10.4 billion	$9.8 billion	$9.8 billion
Customer lifetime water savings from Lowe's WaterSense products (gallons)	1 trillion	853 billion	856 billion
Goal progress: Save customers more than $65 billion in water costs through the sales of WaterSense products by 2025	$21.5 billion	$31.3 billion	$41.2 billion
Goal progress: Save customers more than 5 trillion in gallons of water through the sales of WaterSense products by 2025	2 trillion	2.8 trillion	3.6 trillion
Commitment: Increase sales of eco-products to customers each year[4]	$9.9 billion	$9.9 billion	$13.9 billion

[1] Lowe's defines strategic suppliers as the top 50 suppliers by cost of goods sold.
[2] In 2023, Lowe's updated our definition of "responsibly sourced" to include (1) FSC-certified products from high-risk areas; (2) FSC-, SFI-, and PEFC-certified products from medium-risk areas and (3) products sourced from low-risk areas with vendor acknowledgment and confirmation of compliance with Lowe's Wood Sourcing Policy.
[3] In 2024, we updated our definition of "responsibly sourced" to include non-certified products from medium-risk countries whose vendors score 70% or higher on the Self-Assessment Questionnaire (SAQ). Without this addition, the percentage of responsibly sourced wood for 2024 would be 88%.
[4] In 2024, Lowe's updated our definition of "eco-products" to include third-party certifications from the Carpet and Rug Institute (CRI), the EPA, GREENGUARD Gold, OEKO-TEX®, the Organic Materials Review Institute (OMRI) and the SFI. In prior years, Lowe's had defined these sales to include EPA ENERGY STAR, FSC and WaterSense-labeled products.

OPERATIONAL EXCELLENCE

At Lowe's, operational excellence means reducing risk and increasing efficiency and effectiveness by being good stewards of the environment, operating with integrity and embracing transparency. Mitigating climate change; reducing our energy use, emissions and waste; and evaluating and enhancing our governance practices helps us succeed as a sustainable, ethical company.

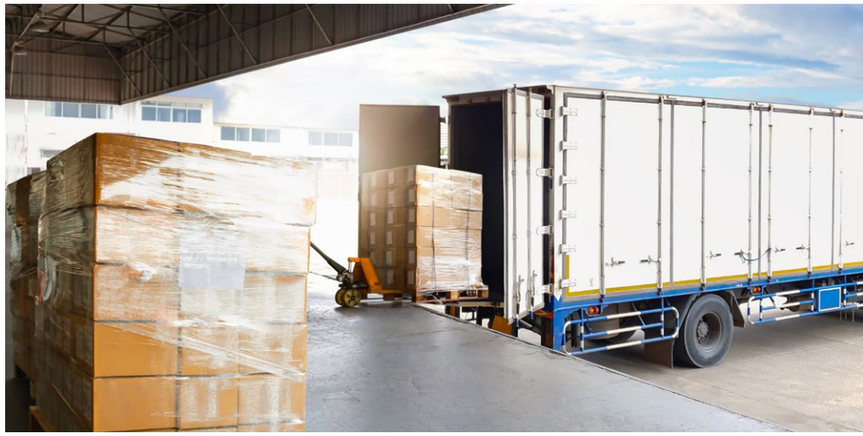
WE ASPIRE TO:

- Strengthen business resilience and improve operational efficiency to reduce our impact on the environment
- Uphold responsible and ethical business practices throughout our organization

ESRS subtopics: E1 Climate change, **E3** Water and marine resources

Climate Change, Energy and Emissions

Lowe's is committed to mitigating climate change by pursuing a net-zero GHG emissions goal by 2050. As part of our work to reach net zero, we plan to increase the energy efficiency of our operations, explore the electrification of our transportation fleet and expand renewable energy procurement. Our emissions-reduction goals and strategies are in line with the latest climate science.



GOVERNANCE

Our board and its sustainability committee monitor and oversee progress toward our climate-related goals and targets. Our sustainability steering committee leads management's efforts to integrate corporate responsibility into our business, and our retail facilities and sustainability teams manage and track our operational energy use.

We report annually to CDP and align our disclosures with the principles set forth by the Task Force on Climate-related Financial Disclosures (TCFD). We also verify our operational GHG emissions through a third party detailed on page 5.

MANAGEMENT APPROACH

Lowe's strives to embed sustainability into our daily and long-term decision-making across the company. Achieving our ambitious net-zero milestones requires collaboration, ingenuity and tenacity. We are intentional in our approach, including forging strong partnerships with suppliers and other third parties to accelerate our progress.

Energy Efficiency and Renewable Energy

Achieving net-zero operational emissions requires us to continue reducing the energy we consume and to expand our renewable energy initiatives. Lowe's leverages building management technology, data analytics and utility demand response programs to improve building performance, reduce energy consumption and decrease emissions. We are also committed to harnessing renewable energy through direct or indirect procurement or on-site generation, with a goal of reaching 50% renewable energy for our operations by 2030. Lowe's achieved 14% in 2024.

Supply Chain Efficiency

We continually seek ways to reduce emissions by improving supply chain efficiency, focusing on strategies that optimize transportation and minimize waste. In recent years, we've increased the minimum fill rate for our trucks with the goal of having each vehicle carry more freight before dispatching. This approach has significantly reduced the number of shipments between our DCs and stores, resulting in a reduction of fuel consumption and associated emissions. Operationally, we leverage "drop and hook" trailer pools over live unloading, which reduces idling time and saves fuel. When available, we use prepalletized loads from vendors to minimize unloading times for those loads that require immediate unloading.

Managing Our Water Impacts

Water conservation continues to grow in importance in the face of diminishing water supplies in regions across the world. While our consumption is modest compared with other industries, we continue to explore ways to reduce water consumption in our operations. We also carefully manage chemical disposal to prevent release into waterways. In addition, we sell water-saving products to our customers and install them in our stores and facilities. Our Water Stewardship Policy guides our organization's water management decisions across our entire value chain.

Transportation

We are committed to reducing emissions from our transportation-related activities through innovative solutions and in-depth data analytics. We continue to collaborate with vendors, stores and DCs to create highly efficient trucking systems via our intermodal, reverse logistics and back-haul programs to decrease emissions and environmental impact.

Lowe's is a U.S. EPA SmartWay program partner, underscoring our leadership in reducing fuel use, GHG emissions and air pollution through innovative transportation strategies and efficient supply chain practices. The SmartWay program gives us valuable data and insights into the scope 3 emissions associated with our U.S. transportation footprint.

2024 ACCOMPLISHMENTS

2024 EPA SmartWay Award

We're proud to share that Lowe's was named a 2024 SmartWay Excellence Award winner — our 12th time earning this honor. This award recognizes industry leadership in freight efficiency and sustainability, highlighting our commitment to reducing emissions and creating a cleaner supply chain as we continue our journey to reach net-zero emissions by 2050.

Renewable Energy

In 2024, we continued to expand on-site solar installations across our stores and supply chain network. Once fully operational, each installation supplies around 90% of the electricity needed for each site. By the end of 2024, more than 100 Lowe's stores in California, Illinois and New Jersey had rooftop solar installations, which will generate over 100 million kilowatt-hours of electricity per year, enough to power over 6,500 homes. We also secured new portfolios to add solar panels to more stores and supply chain sites in 2025 and advanced plans for our first utility-scale solar farm partnership in Arizona.

Electrifying Our Fleet

Lowe's is committed to electrifying our fleet. In 2024, we added four BrightDrop Zevo 600 electric delivery vans to our Lowe's Pro Supply fleet in Southern California. Powered by General Motors' advanced battery platform, these vans generate zero tailpipe emissions, providing a clean energy solution for last-mile deliveries. This addition supports our commitment to California's Zero-Emission Vehicle (ZEV) Milestone regulation, which requires 10% of our delivery vehicle fleet to be zero-emission by 2025.

Modernizing Our Fleet

We partnered with Hiab, our truck-mounted forklift vendor, to pilot Michelin Tweels on select Moffett eSeries electric forklifts. Tweels are durable, airless radial tires that last three to four times longer than traditional tires, helping reduce landfill waste. Tweels can be retreaded to extend their lifespan even further. By minimizing tire change time and reducing service calls, Tweels also boost operational efficiency and help lower GHG emissions. Manufactured at a zero-waste-to-landfill facility with plans to phase out fossil fuel use, Tweels support sustainability from production to performance.

Reduced Shipments

In 2024, we made progress in reducing shipments from Lowe's DCs to our stores by pursuing a minimum 75% truck fill rate before dispatching — up from 50% in 2022. Furthermore, we optimized store delivery schedules, ensuring stores received the correct number of deliveries by eliminating unnecessary shipments. This policy has reduced our number of shipments by 20,000. We also focused on maximizing return trips, filling over 50,000 trucks with vendor freight in 2024 instead of sending them back empty.

Additionally, Lowe's evolved our Domestic Consolidation Centers (DCCs) operations throughout 2024. These centers consolidate LTL vendor freight heading to multiple Lowe's locations, merging them with other shipments to create single, full truckloads shipped to one location. These actions have led to a 10-to-1 consolidation ratio.

2025 PLANS

We are committed to expanding our use of renewable energy across more of our stores and DCs. In 2025, we'll complete rooftop solar installations at approximately 50 locations, while also exploring new sites for on-site solar development. Our first utility-scale solar farm partnership in Arizona remains on track to be operational in 2025. Covering approximately 2,000 acres, the field is expected to produce 150 megawatts of electricity — enough to power roughly 45,000 homes for one year. We plan to continue evaluating opportunities like VPPAs and other renewable energy instruments to further diversify our energy strategy.

Additionally, we secured capital funding to advance our transportation asset modernization efforts. By implementing a robust replacement strategy, we aim to have the most modern trucks on the road, helping Lowe's further reduce emissions and boost fuel efficiency. Technology investments in state-of-the-art transportation management systems, improved multi-stop routing and visibility tools will further optimize flow and reduce waste.

ESRS subtopics: E5 Resource use and circular economy

Waste Management

We strive to divert waste from landfills where possible through our reuse and recycling initiatives and by finding new uses for spent materials. Managing our waste streams and their associated scope 3 emissions will help us achieve our net-zero goal.

GOVERNANCE

We actively track, manage and audit our waste streams to determine where our waste is generated and identify opportunities to increase recycling and implement circular economy principles. Waste management is overseen by the vice president of retail facility management, who reports to the senior vice president of store operations, a direct report to the executive vice president of stores. The board of directors reviews waste metrics annually.

MANAGEMENT APPROACH

Our priorities include reducing waste to landfills from our operations, increasing recycling rates and providing customers with recycling options that help to reduce their waste streams at home. To achieve this, we are incorporating circular economy principles into our operations and sharing lessons learned across stores and regions.

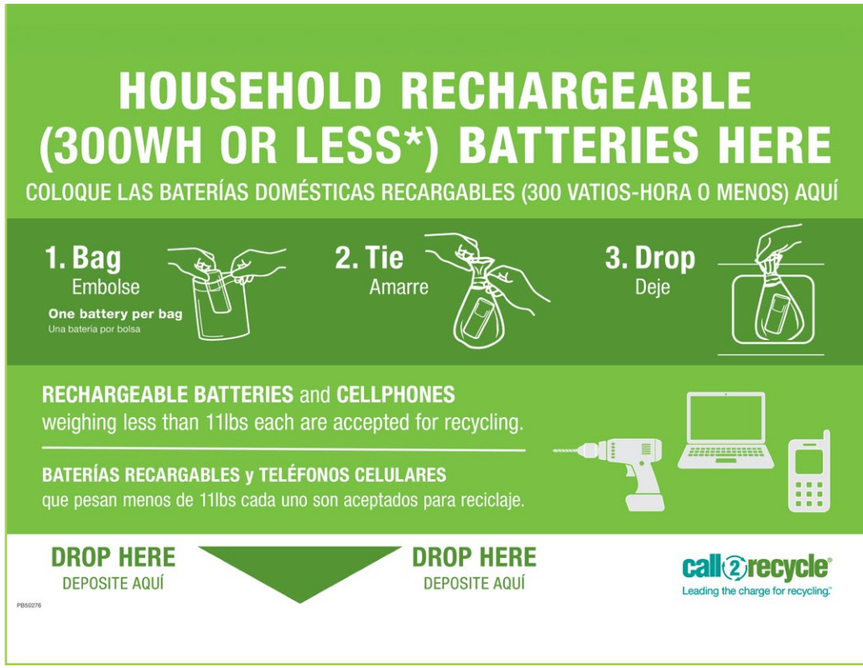
Diverting and Recycling Waste

We partner with suppliers to improve recycling and waste diversion, develop regional management processes, measure waste streams and conduct waste audits. Store waste streams, including cardboard and scrap wood, as well as plastic in our DCs, are recycled through regional and national partnerships where possible. We operate in-store recycling centers where customers can recycle items such as compact fluorescent lamps, rechargeable batteries, plastic planter pots and cell phones.

Lowe's is reducing the amount of returned or damaged products sent to landfills through our reverse logistics program. By leveraging centralized reverse hubs in the U.S., products previously destined for landfills are transported from stores back to our DCs for reuse or recycling in secondary markets. Also, through our Product for a Purpose program, we donate unsold products to local nonprofits, supporting communities and disaster relief efforts nationwide.

Hazardous Waste Management

Our internal hazardous waste protocols, based on U.S. regulations and industry best practices, promote responsible classification, management, transport and disposal of all hazardous materials. We regularly examine new ways of improving our technologies and processes to enhance the classification and onboarding of hazardous materials. We actively pursue opportunities to keep hazardous materials from becoming hazardous waste through recycling, donations and reuse.



Circular Economy Principles

Achieving a net-zero emissions goal requires us to manage and mitigate the environmental impacts of the waste we generate. As we continue to analyze methods of increasing the recyclability of our materials and products, we also evaluate how we can participate in the circular economy by turning the waste we produce into useful materials.

To reduce the amount of waste that is directed to landfills, we take steps to sort our waste into distinct categories. These better-organized waste streams help us identify materials that may have value to others, find markets where we can send these materials and occasionally generate additional revenue.

2024 ACCOMPLISHMENTS

Large Battery Recycling

In partnership with Call2Recycle, we made it easier for customers to responsibly dispose of large lithium-ion batteries from electric lawn mowers, snow throwers, e-bikes and other outdoor power equipment — expanding recycling options for items that have traditionally been difficult to recycle. Our new battery collection boxes integrate seamlessly into Lowe's existing recycling kiosks, providing a convenient one-stop location for customers to recycle multiple items. We also refreshed the kiosk signage to raise awareness and guide customers in placing larger batteries in the new collection box. These collection boxes are available in most Lowe's stores across the continental U.S.

PRODUCT for a PURPOSE

Through Lowe's Product for a Purpose program, we leverage Good360 and World Vision International to donate unsaleable first-quality products to local nonprofits nationwide. These products, which may have otherwise been liquidated, returned to supplier or destroyed, are used to complete critical home repairs, renovate community resources and support disaster relief efforts across the communities we serve.

Single-tint Paint Coloring

We began upgrading our paint departments in 2024 by switching from two types of tints to one, resulting in less waste, greater efficiency and more consistent color quality. By moving to a single-tint system, we're cutting down on machines needed, using less tint and fewer chemicals and reducing spills. We've taken care to properly dispose of outdated chemicals and equipment during the transition to minimize our environmental impact.

2.5 Million Pounds

Since joining the NexTrex® recycling program in 2022, our DCs across the country have contributed more than 2.5 million pounds of recycled plastic material for use in Trex composite decking products.

HURRICANE HELENE RESPONSE

Hurricane Helene impacted more than 350 Lowe's stores across six states, but none felt the blow as hard as our Asheville, North Carolina, location. Floodwater brought mud and debris that devastated the store's inventory. Local and national Lowe's teams responded swiftly, transforming cleanup efforts by partnering with vendors to safely identify, sort and process on-site chemicals.

Over two months, every damaged item had to be meticulously removed, sorted and transported for proper disposal. The experience emphasized the importance of our proactive disaster planning.

2025 PLANS

In 2025, we are focused on reducing our existing waste streams — in both quantity and quality — through improved management activities. This includes expanding our use of Styrofoam densifiers at our supply chain facilities, which compress Styrofoam into dense, manageable blocks for easier recycling.

ESRS subtopics: G1 Business conduct

Governance

Lowe's is committed to doing business with integrity, honesty and transparency.

MANAGEMENT APPROACH

Board Oversight

Our board of directors and its five standing committees, each of which is composed of solely independent directors, are responsible for overseeing corporate strategy and risk management processes. In addition to oversight by the full board of directors, the board has delegated primary responsibility for more frequent and in-depth oversight of the company's environmental and social strategy to its sustainability committee. The board also coordinates with its other committees to provide active board- and committee-level oversight of the company's management of environmental- and social-related risks across the relevant committees.

The following is a nonexclusive list of topics reviewed by the board or its committees:

- Responsible sourcing and supply chain management
- Sustainable consumer products
- Environmental performance
- GHG emissions and climate-change risks
- Human capital strategy
- Inclusion initiatives
- Associate safety
- Cybersecurity and data privacy
- Political contributions and government affairs activities
- Ethics and compliance

Board's Role in Risk Oversight

BOARD OF DIRECTORS
Oversight of overall risks, with emphasis on strategic risks.

AUDIT COMMITTEE
Oversees the company's risk, policies for risk management and specific risks associated with major financial exposures, legal matters, data protection, privacy, cybersecurity matters, business continuity, operational risks and compliance with laws and regulations.

COMPENSATION COMMITTEE
Oversees risks associated with the company's compensation policies and practices.

NOMINATING AND GOVERNANCE COMMITTEE
Oversees risks associated with our corporate governance practices and policies and our political activity.

SUSTAINABILITY COMMITTEE
Oversees risks associated with environmental and social issues.

TECHNOLOGY COMMITTEE
Oversees risks associated with the company's strategic technological initiatives and e-commerce matters.

MANAGEMENT
Identification, assessment and management of risks.

ENTERPRISE RISK COUNCIL
Identifies and assesses material risks faced by the company and evaluates action plans to mitigate material risks.

Political Contributions

Lowe's generally does not make contributions from corporate funds to political campaigns, super political action committees (PACs) or political parties. We provide transparency by publishing annual reports of the company's political contributions, including expenditures in states where we are registered to lobby, the aggregate dues paid to trade associations that engage in lobbying activities, and any contributions to groups organized under Section 501(c)(4) of the Internal Revenue Code. We list trade associations to which our company makes yearly payments of $5,000 or more, with additional disclosure of those trade associations to which we pay $50,000 or more per year in membership dues. In addition, our PAC contributions are publicly available on the Federal Election Commission website.

Our Political Engagement and Contributions Policy articulates our principles concerning political contributions, trade associations and lobbying activities. In the U.S., our voluntary associate-led Lowe's Companies Inc. political action committee (LOWPAC) raises money for political candidates to address issues relevant to the company's priorities and strategy. Lowe's government affairs (GA) team regularly assesses and evaluates the company's relationships with all current trade associations to align with the company's strategy.

Our GA team actively participates and communicates with trade associations to help shape their agendas and priorities (e.g., serving on trade associations' boards) and to maintain real-time knowledge of their advocacy positions and policies. The nominating and governance committee of our board of directors has oversight of Lowe's GA activities, including lobbying priorities, trade association memberships and LOWPAC.

Resources:

- 2024 Annual Report
- 2025 Proxy Statement
- Committee Charters
- Corporate Governance Guidelines
- Corporate Political Contributions
- LOWPAC Report
- State Lobbying Expenditures
- Trade Association Memberships
- Political Engagement and Contributions Policy

ESRS subtopics: G1 Business conduct

Ethics and Compliance

Our commitment to doing the right thing guides us throughout our decision-making processes.

GOVERNANCE

Our chief legal officer (CLO), chief compliance officer (CCO) and other members of our legal team monitor legal and regulatory developments, assess their impact on our operations and manage associated risk by ensuring active and ongoing compliance efforts on a global basis. Our CLO, CCO and corporate compliance and ethics team also drive internal awareness of ethical standards while actively monitoring and managing response to reporting channels for ethics-related concerns.

The audit committee has primary responsibility for overseeing risks related to compliance and ethics. Our CLO, CCO, internal audit team and external auditor regularly assess the company's performance in these areas and report their findings to the audit committee. Reporting to the audit committee includes ethical reporting trends and metrics, assessments of compliance with existing regulations and evaluations of the emerging regulatory landscape as it relates to our business.

MANAGEMENT APPROACH

Ethics

Our legal team communicates to associates the standards contained in our Code of Business Conduct and Ethics and associated policies. All associates in management roles and certain other associates designated by leadership are required to annually affirm that they have complied with the Code of Business Conduct and Ethics, do not have knowledge of any violations and have not been asked to engage in any code-violating activity.

We require international leadership, associates who represent Lowe's in foreign jurisdictions and most management associates to receive annual training on our anti-corruption policies and procedures. All associates also receive annual anti-harassment workplace training.

We encourage our associates to report ethics, compliance, discrimination or harassment concerns. We offer multiple avenues for associates to speak up, including:

- directly to a manager or the corporate compliance and ethics group;
- anonymously through our third party–managed EthicsPoint whistleblower hotline; and
- through dedicated Lowe's email addresses and telephone numbers.

Compliance

We comply with the laws and regulations that govern our business and adopt best practices through partnerships with RILA and the Business Ethics Leadership Alliance.

Compliance for us is not static, and we work to evaluate and anticipate emerging issues. By staying abreast of new legal and regulatory requirements, we can train, communicate to and prepare our associates to adjust to any necessary changes.

Resources:

- Anti-Corruption Guide
- Code of Business Conduct & Ethics
- Conflict Minerals Policy
- Human Rights Policy
- Safer Chemicals Policy
- Sustainability Policy
- Vendor Code of Conduct
- Water Stewardship Policy
- Wood Sourcing Policy

ESRS subtopics: S4 Consumers and end-users

Cybersecurity

We maintain a robust cybersecurity program that we have designed with the goal of identifying, deterring, detecting, responding to and managing potential cybersecurity risks and threats.

GOVERNANCE

Our chief digital and information officer (CDIO), our chief information security officer (CISO) and senior members of our information security group are responsible for identifying, assessing and managing risks from cybersecurity threats. Our CISO, who manages our cybersecurity program and receives information regarding cybersecurity incidents and threats from our information security group and through internal escalation procedures, reports to the CDIO, who reports directly to our chairman, president and chief executive officer.

Oversight responsibility over cybersecurity risk is shared by the board and the audit committee, with the audit committee being primarily responsible for overseeing risks related to cybersecurity, data protection, privacy and significant emerging technology.

The audit committee regularly reviews metrics about cyber threat response preparedness, program maturity milestones, risk mitigation status, and the current and emerging threat landscape, in addition to the results of third-party reviews and assessments of our security controls. Our CDIO or CISO provide regular cybersecurity updates in the form of written reports and presentations to the audit committee at its quarterly meetings, which are also provided to the full board. We also have protocols by which certain cybersecurity incidents are escalated and, where appropriate, reported to the audit committee in a timely manner.

MANAGEMENT APPROACH

Risk Management and Strategy

Risk management is a central part of our cybersecurity program. We conduct regular risk assessments and monitor our information systems for potential vulnerabilities. We employ a risk quantification model to identify, measure and prioritize cybersecurity and technology risks, and we implement corresponding security controls and safeguards based on model outputs.

As part of our focus on the use of AI technology in our business, we developed an AI cybersecurity strategy designed to enable the building of secure and reliable AI systems while also managing ethical, legal, cyber, data privacy and other technology risks. Lowe's also established an AI governance committee, which is composed of leaders across a variety of business, technology and support functions, to oversee the creation and implementation of risk control and strategic implementation frameworks.

In addition to cybersecurity risks being tracked, managed and monitored directly by the information security group, cybersecurity risks are also integrated into, and among the risks evaluated and considered by, our enterprise risk management program. Lowe's CLO provides centralized oversight of our enterprise risk management program, which is managed by our CCO and the office of enterprise risk management in partnership with the enterprise risk council (ERC).

The ERC is comprised of senior Lowe's leaders with broad enterprise experience, including our CISO.

Processes and Procedures

We have adopted physical, technological and administrative controls on cybersecurity. Our risk management processes include, among others, the following features:

- We leverage the National Institute of Standards and Technology security frameworks as well as established internal security standards, industry practices and applicable regulatory requirements. Our program is designed to comply with a range of applicable industry standards, such as the Payment Card Industry Data Security Standard.
- We maintain cybersecurity insurance coverage that provides protection against potential losses arising from certain cybersecurity incidents.

- We require that cybersecurity awareness and data privacy training, along with companywide and tailored training programs, be provided to associates annually. We also regularly conduct phishing and social engineering simulations and host events to increase awareness, including an annual cybersecurity awareness summit and monthly campaigns.
- We have a cybersecurity incident response plan in place that provides a framework for responding to cybersecurity incidents. Our information security team leverages technologies and vendors to monitor and respond to security threats via a dedicated security operations center. In the event of a security incident, a defined procedure outlines containment, response and recovery actions that draw on resources and leadership across Lowe's, as needed.
- A cross-functional team conducts periodic simulated exercises, and we perform regular vulnerability scanning and conduct vulnerability testing during the software development life cycle.
- We collaborate with internal stakeholders and third-party assessors and consultants to conduct regular reviews, tests and audits of our security program. This coordinated approach reviews security controls that safeguard our information assets, including payment information, through processes such as security control assessments and third-party penetration testing. Additionally, we utilize tabletop exercises, penetration and vulnerability testing, red team exercises, simulations and other evaluations to improve our security measures and strategies.
- We also participate in various cybersecurity and retail industry groups to remain apprised of emerging cybersecurity risks, defense, mitigation strategies and governance best practices.

Third-Party Risk Management

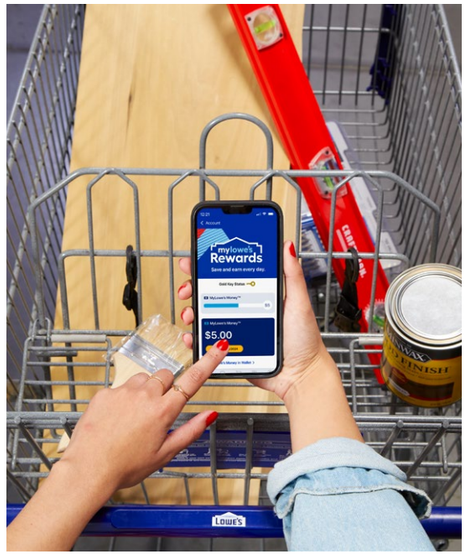
Our cybersecurity risk management processes extend to the oversight and identification of threats associated with our use of third-party service providers. We have developed contracting processes and terms to gain commitments from certain vendors and third-party service providers to adhere to appropriate security practices and outline specific security requirements and expectations, including compliance with industry standards, applicable laws and regulations and our internal security policies. We regularly evaluate and assess vendor risk levels based on a variety of factors, such as the nature of shared data, potential impact to business continuity and vendors' security posture. Our processes extend beyond initial evaluations to include proactive monitoring and routine oversight.

2024 ACCOMPLISHMENTS

We continued to invest in associate education and awareness programs to bolster resilience within our organization. In addition, we continued to address emerging threats by taking security measures.

2025 PLANS

Lowe's monitors the industry for new and improved capabilities, best practices and future innovation in cybersecurity. We are dedicated to securing our business and being an innovator in our capabilities and operations, enhancing security capabilities and building digital trust in our products and services. We take earning our associates' and customers' trust seriously, and we strive to meet their expectations in an evolving virtual and regulatory landscape.



ESRS subtopics: S4 Consumers and end-users

Data Privacy

Lowe's strives to balance our legitimate needs to collect, use and share data against individuals' privacy interests and expectations.

GOVERNANCE

Our CLO and chief privacy officer (CPO) manage companywide data privacy practices, including defining roles, implementing policies, conducting audits and ensuring all employees are up to speed on data privacy policies and best practices. The board shares oversight of privacy risks, with the audit committee assuming primary responsibility for managing these risks.

The audit committee regularly reviews our practices for collecting, storing and using personal data, ensuring compliance with relevant privacy regulations and Lowe's internal safeguards and standards, as defined in our Privacy Statement. Our team provides regular written reports and presentations to the audit committee, which are shared with the full board. Protocols are in place to promptly escalate and report privacy incidents and concerns when needed.

MANAGEMENT APPROACH

Data Privacy Compliance and Oversight

Our policies are designed to build digital trust by handling the personal information entrusted to us securely, reliably and with integrity. The Privacy Office is strategically responsible for managing and safeguarding personal data transparently and responsibly. We also have technology teams dedicated to managing the company's privacy program operations.

Our teams use a suite of technologies to support and continually enhance Lowe's privacy program.

Our Privacy Statement discloses our data practices, including how we collect, use and share data of our customers, business partners, associates and job applicants. We regularly review and update these statements to reflect the changing regulatory landscape and our internal practices. We respect customers' choices related to their personal data and comply with state-mandated rights to access, delete, correct or restrict the sharing and processing of personal information. We have extended certain rights to consumers in all states.

Privacy is a key consideration in all our internal business operations. To underscore our focus on privacy as a fundamental part of project design, new initiatives involving the collection, use or sharing of personal information undergo a formal privacy impact assessment and review. During this process, we carefully assess the project with the lens of safeguarding data and balancing applicable risks.

We participate in various privacy and retail industry groups to remain informed and at the forefront of regulatory and policy trends, industry best practices, and to provide input to various legislative privacy initiatives. We actively participate in and contribute to the RILA Privacy Leaders Council, the Interactive Advertising Bureau, the NRF Privacy Working Group and other state privacy leaders' working groups, and we encourage our privacy talent to pursue professional training and certifications accredited by the International Association of Privacy Professionals.

2024 ACCOMPLISHMENTS

We continued to partner with internal stakeholders to deploy and use emerging technologies — such as AI — responsibly and ethically.

2025 PLANS

A top priority is strengthening digital trust in our products and services. We remain focused on improving our privacy program and finding new ways to offer customers best-in-class service while managing their privacy needs. Protecting our associates' and customers' data is a responsibility we take seriously, and we work hard to meet their expectations in an ever-changing digital and regulatory landscape.

Resources:

- → Lowe's Privacy Request Portal
- → Lowe's U.S. Privacy Statement
- → Lowe's Pro Supply U.S. Privacy Statement
- → Lowe's Associate Privacy Statement
- → Lowe's U.S. Job Applicant Privacy Statement

ESRS subtopics: S1 Own workforce, **S3** Affected communities

Business Resilience

Lowe's strives to actively plan for and effectively respond to risks, disasters and incidents that threaten our ability to conduct business.

GOVERNANCE

Our enterprise risk management and business continuity teams are responsible for identifying risks that have the potential to disrupt our operations and strategic direction. The leadership of our ERC presents an annual overview of the enterprise risk management program to the audit committee and the full board of directors, including information on the company's enterprise risk assessment process, key conclusions, categorizations and trends in identified risk exposures and mitigation focus areas.

MANAGEMENT APPROACH

Lowe's takes both a short- and long-term approach to resiliency, with additional focus given to climate change, policymaking and disaster preparation through continuity planning. These interwoven issues are complex and require ongoing and adaptable management approaches.

Business Continuity

Our business resilience and continuity plans emphasize people, places, processes and providers. We currently have more than 190 continuity plans in place and plan to add new ones annually. Development of continuity plans for our operations in India are ongoing, and we plan to further enhance plans that are already in place. We use continuity plans to improve our accessibility to customers and aid our associates in times of disruption. In addition, we plan to continue developing an enhanced crisis support team (CST) process in partnership with the Global Security Operations Center to improve crisis incident management plans across the organization.

Global Security Operations Center

We launched the Global Security Operations Center (GSOC) in 2020 with the mission of protecting all Lowe's associates, customers and assets through a centralized approach to the timely collection, analysis and dissemination of essential security information. The GSOC leverages an Everbridge visual command center to evaluate, analyze and communicate potential external threats to relevant stakeholders across the organization 24 hours a day, 365 days a year.

In 2021, the GSOC launched a program to communicate on-site escalated threats to all Lowe's assets globally. In addition to security and emergency incident operations, the GSOC intelligence team focuses on physical security threat intelligence operations. GSOC also works with other Lowe's teams monthly to identify any convergence of threats and identify potential impacts from possible targeted activism, civil unrest, geopolitical issues, potential reputation impact and other threats.

Lowe's Command Center

The Lowe's Command Center was established after Hurricane Hugo in 1989 to provide rapid response support to associates, customers and communities impacted by natural disasters. Over the years, its role has significantly expanded beyond disaster response, becoming an important enterprise support function during major disruptions. In addition to hurricanes, wildfires and winter storms, the Command Center now plays a key role in mitigating supply chain disruption risks, responding to public health crises and managing enterprisewide support for major events that put Lowe's people, operations or assets at risk. This includes assessing infrastructure and product needs, identifying impacted locations and deploying resources before, during and after major disruptions.

Building for Resilience

We conduct a TCFD analysis annually to assess our exposure to climate-related risks and better understand the impacts on our value chain. To evaluate the potential impacts to our business, we identified possible stressors to our business model in accordance with various climate scenarios and reviewed these stressors with a cross-functional team to determine the risks and opportunities across our value chain.

Climate-related risks are integrated into our enterprise risk management processes. For more details on TCFD, see the TCFD reporting section at the end of this report.

2024 ACCOMPLISHMENTS

Lowe's Command Center

In response to hurricanes Helene and Milton, the Lowe's Command Center launched its largest disaster response ever, mobilizing thousands of truckloads of critical supplies over the course of a month to support storm-impacted associates and communities. Our teams sourced these products from key suppliers nationwide and leveraged our transportation network to expedite deliveries. More than 30,000 fresh meals were provided to associates in the southeastern U.S., along with laundry, shower and restroom trailers at select stores. Approximately 50 stores hosted Bucket Brigade events, donating over 15,000 buckets filled with cleaning essentials like hand sanitizer, scrub brushes, bleach, work gloves, water and more.

Global Security Operations Center

In 2024, the GSOC focused on improving the experience for customers and key stakeholders by conducting GSOC tours and refining processes, technology and delivery methods. GSOC tours offered many departments a clearer understanding of how our alerts support faster, smarter decision-making. In addition, we updated our on-site incident management process to comply with new California regulations on reporting workplace violence. We also partnered with corporate security to implement traveler safety check-ins as a tool to help account for Lowe's travelers during emergencies or incidents.

Business Continuity Engagement

In 2024, we focused on deepening the understanding of business continuity across all departments. Through road shows, lunch-and-learns and GSOC tours, we hosted discussions on how business continuity planning provides companywide safety and security. We also updated Lowe's U training modules to ensure associates are equipped with the tools and knowledge to respond effectively when disruptions occur.

2025 PLANS

We will continue to help communities prepare for, withstand and recover from extreme weather events by bolstering our response efforts and capabilities. This includes meeting the immediate needs of associates, customers and communities impacted by disasters in the areas where we live and work.

Our commitment to engagement will remain a priority as we continue to refine our processes and gather feedback, ensuring associates stay informed on the latest business continuity practices.

Operational Excellence Data

METRIC	2022	2023	2024
CLIMATE CHANGE, ENERGY AND EMISSIONS			
Renewable energy capacity (MW)	102	123	172
Renewable energy generated (MWh)[1]	309,785	321,451	359,236
Total energy consumption within the organization (MWh)	5,280,889	4,381,174	4,424,374
Diesel used (MWh)	888,574	522,377	386,395
Electricity used (MWh)	2,760,328	2,410,433	2,553,665
Natural gas used (MWh)	1,354,206	1,179,567	1,219,793
Propane used (MWh)	230,347	220,383	231,160
Goal progress: Achieve 50% renewable energy for Lowe's facilities by 2030[2]	11%	13%	14%
Direct (scope 1) GHG emissions (thousands of metric tons CO_2e)	437	413	388
Indirect (scope 2 location-based) GHG emissions (thousands of metric tons CO_2e)	1,025	868	857
Indirect (scope 2 market-based) GHG emissions (thousands of metric tons CO_2e)	932	785	780
Goal progress: Reduce absolute scope 1 and 2 emissions by 42% below 2021 levels by 2030[3]	-5%	-17%	-19%
Renewable energy credits used	252,229	234,769	231,472
GHG emissions intensity (location-based metric tons CO_2e/1,000 ft^2)	7.49	6.57	6.39
GHG emissions intensity (market-based metric tons CO_2e/1,000 ft^2)	7.02	6.14	5.99
Energy (electricity) intensity of stores (MWh/1,000 ft^2)	12	10	11
GHG emissions intensity of stores (location-based metric tons CO_2e/1,000 ft^2)	6.3	5.5	5.3
GHG emissions intensity scopes 1+2 (metric tons of CO_2e per million U.S. dollars of revenue)[3]	14.9	13.9	14.0
Indirect (scope 3) GHG emissions (thousands of metric tons CO_2e)[4]	137,876	120,103	113,364
Category 1: Purchased goods and services (thousands of metric tons CO_2e)[5]	9,326	8,111	7,860
Category 4: Upstream transportation and distribution (thousands of metric tons CO_2e)	3,552	3,989	3,496
Category 11: Use of sold products (thousands of metric tons CO_2e)	110,045	96,023	91,349
Category 12: End-of-life treatment of sold products (thousands of metric tons CO_2e)	13,716	10,764	9,232
Goal progress: Reduce absolute scope 3 emissions by 25% below 2021 levels by 2030	-3%	-16%	-20%
GHG emissions intensity scope 3 (metric tons of CO_2e per million U.S. dollars of revenue)	1,500	1,400	1,400
CDP climate change score	B	B	A-

[1] Renewable production for solar installations at stores is now reported as our portfolio has expanded in 2024.
[2] Renewable energy target now includes renewable energy that Lowe's has helped produce, but may not retire for our use.
[3] Market-based emissions are used to calculate this metric.
[4] For other scope 3 category values, refer to our public CDP Disclosure.
[5] Purchased goods and services currently includes only the emissions associated with product manufacturing. Lowe's is working to address the gap in the measurement of upstream raw material emissions.

Operational Excellence Data

METRIC	2022	2023	2024
WASTE MANAGEMENT			
Nonhazardous waste generated (thousands of metric tons)	567	729	722
Landfilled	376	430	433
Recycled	191	299	289
Hazardous waste generated (thousands of metric tons)	1.39	1.34	1.95
Fuel blending	0.38	0.33	0.41
Incineration	0.48	0.47	0.43
Neutralization	0.24	0.26	0.05
Recycling	0.13	0.12	0.48
Landfill[1]	0.16	0.15	0.58
WATER			
Water usage (billion gallons)	2.55	2.47	2.47
CDP Water Security score	B	C	C
GOVERNANCE, ETHICS AND POLITICAL INVOLVEMENT			
Number of independent directors (as of year-end)	11 out of 12	10 out of 11	12 out of 13
U.S. political contributions: LOWPAC (USD)	$496,250	$524,500	$568,286

[1] This waste is sent to a treatment, storage and disposal facility (categorized as "Subtitle C" by the EPA) for proper disposal.

GRI and SASB Indices

GRI Standard	Disclosure	Alignment With SASB Building Products and Furnishings	Alignment With SASB Multiline and Specialty Retailers and Distributors	Alignment With TCFD	ESRS Subtopics	Response/Location	Lowe's Priority Sustainable Development Goals (SDGs) and Targets
GENERAL DISCLOSURES							
GRI 2: General Disclosures 2021	2-1 Organizational details		**CG-MR-000.A** Number of: (1) retail locations and (2) distribution centers			Lowe's Companies, Inc. Mooresville, North Carolina, USA Corporate Responsibility (CR) Report p. 5; FY 2024 10-K p. 1 Lowe's is a publicly traded corporation under the NYSE: LOW	
	2-2 Entities included in the organization's sustainability reporting				ESRS 1, ESRS 2	This sustainability report covers Lowe's Companies, Inc.	
	2-3 Reporting period, frequency and contact point				ESRS 1	Reporting period: Calendar year 2024 except as otherwise noted. Reporting frequency: Annual Contact point: Chris Cassell, Vice President of Corporate Sustainability socialresponsibility@lowes.com	
	2-5 External assurance					CR Report p. 5	
	2-6 Activities, value chain and other business relationships		**CG-MR-000.B** Total area of: (1) retail space and (2) distribution centers		ESRS 2	CR Report pp. 5, 37-38	
	2-7 Employees		**CG-MR-310a.1** Percentage of: (1) Average hourly wage (2) in-store employees earning minimum wage, by region **CG-MR-330a.1** Percentage of gender and racial/ethnic group representation for (1) management and (2) all other employees		ESRS 1, ESRS 2	CR Report p. 5 Lowe's minimum wage is $15 hourly. 0.02% of associates in the United States earn state or local minimum wage. All Lowe's associates earn more than the federal minimum wage. 2024 Impact and Culture Report p. 8	

GRI Standard	Disclosure	Alignment With SASB Building Products and Furnishings	Alignment With SASB Multiline and Specialty Retailers and Distributors	Alignment With TCFD	ESRS Subtopics	Response/Location	Lowe's Priority Sustainable Development Goals (SDGs) and Targets
GENERAL DISCLOSURES (continued)							
GRI 2: General Disclosures 2021	2-9 Governance structure and composition			**TCFD-G:** a) The board's oversight of climate-related risks and opportunities b) Describe management's role in assessing and managing climate-related risks and opportunities	ESRS 2, ESRS G1	CR Report p. 39 Corporate Governance Guidelines Sustainability Committee Charter TCFD Report 2025 Proxy Statement pp. 12-24	
	2-10 Nomination and selection of the highest governance body					Corporate Governance Guidelines 2025 Proxy Statement pp. 1-2, 12	
	2-11 Chair of the highest governance body					2025 Proxy Statement p. 8	
	2-12 Role of the highest governance body in overseeing the management of impacts			**TCFD-M:** a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process	ESRS 2, ESRS G1	CR Report pp. 13, 15, 18, 20, 22, 26, 28, 35, 39-41, 43-44 TCFD Report 2025 Proxy Statement pp. 16-19	
	2-13 Delegation of responsibility for managing impacts				ESRS 2, ESRS G1	CR Report pp. 15, 18, 20, 22, 26, 28, 35, 40-41, 43-44 2025 Proxy Statement p. 19	
	2-14 Role of the highest governance body in sustainability reporting				ESRS 2	Corporate Governance Guidelines Sustainability Committee Charter TCFD Report 2025 Proxy Statement p. 19	
	2-15 Conflicts of interest					Corporate Governance Guidelines	
	2-16 Communication of critical concerns				ESRS 2, ESRS G1	2025 Proxy Statement pp. 20-22	
	2-17 Collective knowledge of the highest governance body				ESRS 2	2025 Proxy Statement pp. 5-11	
	2-18 Evaluation of the performance of the highest governance body					2025 Proxy Statement p. 16	
	2-19 Remuneration policies				ESRS 2, ESRS E1	2025 Proxy Statement pp. 26-32	

GRI Standard	Disclosure	Alignment With SASB Building Products and Furnishings	Alignment With SASB Multiline and Specialty Retailers and Distributors	Alignment With TCFD	ESRS Subtopics	Response/Location	Lowe's Priority Sustainable Development Goals (SDGs) and Targets
GENERAL DISCLOSURES (continued)							
GRI 2: General Disclosures 2021	2-20 Process to determine remuneration				ESRS 2	2025 Proxy Statement pp. 20, 22, 33	
	2-21 Annual total compensation ratio				ESRS S1	In 2024, the ratio between the annual total compensation of the chief executive officer and the annual total compensation for the median employee was 659 to 1. For more information, see our 2025 Proxy Statement p. 55.	
	2-22 Statement on sustainable development strategy				ESRS 2	CR Report p. 3 Lowe's Sustainability Policy	
	2-23 Policy commitments				ESRS 2, ESRS S1, ESRS S2, ESRS S3, ESRS S4, ESRS G1	Corporate Responsibility Reports and Policies	
	2-24 Embedding policy commitments				ESRS 2, ESRS S1, ESRS S2, ESRS S3, ESRS S4, ESRS G1	CR Report pp. 10, 13-15, 18, 20, 26, 28, 30, 35, 37, 40-41, 43-44	
	2-25 Processes to remediate negative impacts				ESRS S1, ESRS S2, ESRS S3, ESRS S4	CR Report p. 40	
	2-26 Mechanisms for seeking advice and raising concerns				ESRS S1, ESRS S2, ESRS S3, ESRS S4, ESRS G1	CR Report p. 40 Wood Sourcing Grievance Process	
	2-27 Compliance with laws and regulations				ESRS 2, ESRS E2, ESRS S1, ESRS G1	CR Report p. 40	
	2-28 Membership associations				ESRS G1	CR Report pp. 5, 43 Trade Association Memberships 2024 Impact and Culture Report p. 18	
	2-29 Approach to stakeholder engagement				ESRS 2, ESRS S1, ESRS S2, ESRS S3, ESRS S4	CR Report p. 6	
GRI 3: Material Topics 2021	3-1 Process to determine material topics					CR Report p. 6	
	3-2 List of material topics					CR Report p. 6	
BIODIVERSITY							
GRI 3: Material Topics 2021	3-3 Management of material topics				ESRS E4	CR Report p. 28 Wood Sourcing Policy	SDG 15.2
GRI 101: Biodiversity 2024	101-1 Policies to halt and reverse biodiversity loss				ESRS 2, ESRS E4	Wood Sourcing Policy	SDG 15.2
	101-2 Management of biodiversity impacts				ESRS E2, ESRS E3, ESRS E4, ESRS S3	Wood Sourcing Policy	SDG 15.2
	101-4 Identification of biodiversity impacts				ESRS E4	CR Report p. 28	SDG 15.2

GRI Standard	Disclosure	Alignment With SASB Building Products and Furnishings	Alignment With SASB Multiline and Specialty Retailers and Distributors	Alignment With TCFD	ESRS Subtopics	Response/Location	Lowe's Priority Sustainable Development Goals (SDGs) and Targets
ECONOMIC PERFORMANCE							
GRI 3: Material Topics 2021	3-3 Management of material topics				ESRS 2	CR Report p. 45	
GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change			**TCFD-S:** a) Describe the climate-related risks and opportunities the organization has identified over the short, medium and long term b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy and financial planning c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario **TCFD-R:** a) Describe the organization's processes for identifying and assessing climate-related risks b) Describe the organization's processes for managing climate-related risks c) Describe how processes for identifying, assessing and managing climate-related risks are integrated into the organization's overall risk management	ESRS 2, ESRS E1	TCFD Report CDP Disclosure[1]	SDG 13.1, SDG 15.2
ANTI-CORRUPTION							
GRI 3: Material Topics 2021	3-3 Management of material topics				ESRS G1	CR Report p. 40 Lowe's Anti-Corruption Guide	
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures				ESRS G1	CR Report p. 40	
TAX							
GRI 207: Tax 2019	207-2 Tax governance, control and risk management					2025 Proxy Statement: Committees pp. 17-22 FY 2024 10-K: Part I. Item 1A. Risk Factors Part II. Item 7. Management's Discussion and Analysis of Financial Condition and Results of Operations Part II. Item 8. Financial Statements and Supplementary Data	

[1] Links to most recent disclosure.

GRI Standard	Disclosure	Alignment With SASB Building Products and Furnishings	Alignment With SASB Multiline and Specialty Retailers and Distributors	Alignment With TCFD	ESRS Subtopics	Response/Location	Lowe's Priority Sustainable Development Goals (SDGs) and Targets
MATERIALS							
GRI 3: Material Topics 2021	3-3 Management of material topics	**CG-BF-410a.1** Description of efforts to manage product life cycle impacts and meet demand for sustainable products			ESRS E5	CR Report pp. 28, 30 Wood Sourcing Policy Conflict Minerals Policy Safer Chemicals Policy Water Stewardship Policy	
GRI 301: Materials 2016	301-1 Materials used by weight or volume	**CG-BF-430a.1** (1) Total weight of wood fibre materials purchased, (2) Percentage from third-party certified forestlands, (3) Percentage by standard (4) Percentage certified to other wood fibre standards, (5) Percentage by standard			ESRS E5	CR Report p. 33	SDG 12.2
	Other: Wood sourcing by region; certified wood products; wood products with an FSC or PEFC certification	**CG-BF-430a.1** (1) Total weight of wood fibre materials purchased, (2) Percentage from third-party certified forestlands, (3) Percentage by standard (4) Percentage certified to other wood fibre standards, (5) Percentage by standard				CR Report p. 33	SDG 12.2, SDG 15.2
ENERGY							
GRI 3: Material Topics 2021	3-3 Management of material topics				ESRS E1	CR Report p. 35	
GRI 302: Energy 2016	302-1 Energy consumption within the organization		**CG-MR-130a.1** (1) Total energy consumed (2) Grid electricity (3) Percentage renewable		ESRS E1	CR Report p. 46	SDG 7.2, SDG 13.1
	302-3 Energy intensity				ESRS E1	CR Report p. 46	SDG 12.2, SDG 13.1
	302-4 Reduction of energy consumption				ESRS E1	CR Report p. 46	SDG 12.2, SDG 13.1
	Other: Fuels used; electricity used					CR Report p. 46	
EMISSIONS							
GRI 3: Material Topics 2021	3-3 Management of material topics				ESRS E1, ESRS E2	CR Report pp. 10, 35 Lowe's Net Zero	SDG 12.2, SDG 13.1
GRI 305: Emissions 2016	305-1 Direct (scope 1) GHG emissions			**TCFD-M** b) Disclose scope 1, scope 2 and, if appropriate, scope 3 GHG emissions and the related risks	ESRS E1	CR Report p. 46	SDG 12.4, SDG 13.1

GRI Standard	Disclosure	Alignment With SASB Building Products and Furnishings	Alignment With SASB Multiline and Specialty Retailers and Distributors	Alignment With TCFD	ESRS Subtopics	Response/Location	Lowe's Priority Sustainable Development Goals (SDGs) and Targets
EMISSIONS (continued)							
GRI 305: Emissions 2016	305-2 Energy indirect (scope 2) GHG emissions			**TCFD-M** b) Disclose scope 1, scope 2 and, if appropriate, scope 3 GHG emissions and the related risks	ESRS E1	CR Report p. 46	SDG 13.1
	305-4 GHG emissions intensity				ESRS E1	CR Report p. 46	SDG 13.1
	305-5 Reduction of GHG emissions	**CG-BF-130a.1** (1) Total energy consumed, (2) Percentage grid electricity and (3) Percentage renewable		**TCFD-M** c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets	ESRS E1	CR Report p. 46	SDG 13.1
	Other: EPA SmartWay savings; CDP climate change score					CR Report p. 46 CDP Disclosure[1]	SDG 12.2
WASTE							
GRI 3: Material Topics 2021	3-3 Management of material topics				ESRS E5	CR Report p. 37	
GRI 306: Waste 2020	306-2 Management of significant waste-related impacts				ESRS E5	CR Report pp. 37-38	SDG 12.2, SDG 12.4, SDG 12.5
	306-3 Waste generated				ESRS E5	CR Report p. 47	SDG 12.4
	306-4 Waste diverted from disposal	**CG-BF-410a.2** (1) Weight of end-of-life material recovered (2) Percentage of recovered materials recycled			ESRS E5	CR Report p. 47	SDG 12.4
	306-5 Waste directed to disposal				ESRS E5	CR Report p. 47	SDG 12.4
SUPPLIER ENVIRONMENTAL ASSESSMENT							
GRI 3: Material Topics 2021	3-3 Management of material topics				ESRS G1	CR Report p. 26	
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria				ESRS G1	100%	
	308-2 Negative environmental impacts in the supply chain and actions taken				ESRS 2	CR Report pp. 26-27	

[1] Links to most recent disclosure.

GRI Standard	Disclosure	Alignment With SASB Building Products and Furnishings	Alignment With SASB Multiline and Specialty Retailers and Distributors	Alignment With TCFD	ESRS Subtopics	Response/Location	Lowe's Priority Sustainable Development Goals (SDGs) and Targets
ECO-PRODUCTS							
GRI 3: Material Topics 2021	3-3 Management of material topics	**CG-BF-250a.1** Discussion of processes to assess and manage risks or hazards associated with chemicals in products **CG-BF-410a.1** Description of efforts to manage product life cycle impacts and meet demand for sustainable products	**CG-MR-410a.2** Description of processes to assess and manage risks and/or hazards associated with chemicals in products			CR Report pp. 28, 30 Sustainability Policy Wood Sourcing Policy Safer Chemicals Policy Water Stewardship Policy	SDG 12.4
Eco-Products	Other: ENERGY STAR and WaterSense products; customer savings from ENERGY STAR and WaterSense products		**CG-MR-410a.1** Revenue from products third-party certified to environmental and/or social sustainability standards **CG-MR-410a.3** Discussion of strategies to reduce the environmental impact of packaging			CR Report pp. 30-31, 33	SDG 6.4, SDG 12.2
EMPLOYMENT							
GRI 3: Material Topics 2021	3-3 Management of material topics				ESRS S1, ESRS S2	CR Report p. 20	
GRI 401: Employment 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees				ESRS S1	CR Report pp. 20, 24 2024 Impact and Culture Report p. 16	
	Other employees participating in health insurance and 401(k) plans; Employee Relief Fund; employees completing employee opinion survey					CR Report pp. 15, 21, 24 2024 Impact and Culture Report p. 6	
OCCUPATIONAL HEALTH AND SAFETY							
GRI 3: Material Topics 2021	3-3 Management of material topics				ESRS S1, ESRS S2	CR Report p. 13	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system				ESRS S1	CR Report p. 13	SDG 8.8
	403-2 Hazard identification, risk assessment and incident investigation				ESRS S1	CR Report p. 13	SDG 8.8
	403-4 Worker participation, consultation and communication on occupational health and safety				ESRS S1	CR Report p. 13	SDG 8.8

GRI Standard	Disclosure	Alignment With SASB Building Products and Furnishings	Alignment With SASB Multiline and Specialty Retailers and Distributors	Alignment With TCFD	ESRS Subtopics	Response/Location	Lowe's Priority Sustainable Development Goals (SDGs) and Targets
OCCUPATIONAL HEALTH AND SAFETY (continued)							
GRI 403: Occupational Health and Safety 2018	403-5 Worker training on occupational health and safety				ESRS S1	CR Report pp. 13, 24	SDG 8.8
	403-6 Promotion of worker health				ESRS S1	CR Report p. 21	
	403-8 Workers covered by an occupational health and safety management system				ESRS S1	100%	SDG 8.8
	403-9 Work-related injuries				ESRS S1	CR Report pp. 14, 24	SDG 8.8
TRAINING AND EDUCATION							
GRI 3: Material Topics 2021	3-3 Management of material topics				ESRS S1, ESRS S2	CR Report p. 18	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee				ESRS S1	CR Report p. 24	SDG 8.2
	404-2 Programs for upgrading employee skills and transition assistance programs				ESRS S1	CR Report pp. 18-19 2024 Impact and Culture Report p. 12-14	SDG 8.2
	Other: hours of training invested in leaders					CR Report p. 24	
DIVERSITY AND EQUAL OPPORTUNITY							
GRI 3: Material Topics 2021	3-3 Management of material topics				ESRS S1, ESRS S2	CR Report p. 15 2024 Impact and Culture Report pp. 16-17	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees				ESRS 2, ESRS S1	2024 Impact and Culture Report pp. 8-9 2025 Proxy Statement p. 5	
	405-2 Ratio of basic salary and remuneration of women to men				ESRS S1	Pay Gap Analysis	
LOCAL COMMUNITIES							
GRI 3: Material Topics 2021	3-3 Management of material topics				ESRS S3	CR Report p. 22	SDG 11.1
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments and development programs				ESRS S3	CR Report p. 22	SDG 11.1
	Other: total charitable giving; total associate volunteer hours; total stores participation in a Lowe's Heroes project					CR Report p. 24 2024 Impact and Culture Report p. 19-20	SDG 11.1

GRI Standard	Disclosure	Alignment With SASB Building Products and Furnishings	Alignment With SASB Multiline and Specialty Retailers and Distributors	Alignment With TCFD	ESRS Subtopics	Response/Location	Lowe's Priority Sustainable Development Goals (SDGs) and Targets
SUPPLIER SOCIAL ASSESSMENT							
GRI 3: Material Topics 2021	3-3 Management of material topics				ESRS G1	CR Report p. 26	SDG 8.8
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria				ESRS G1	100%	SDG 8.8
	414-2 Negative social impacts in the supply chain and actions taken				ESRS 2	CR Report pp. 26-27	SDG 8.8
PUBLIC POLICY							
GRI 3: Material Topics 2021	3-3 Management of material topics				ESRS G1	CR Report p. 39	
GRI 415: Public Policy 2016	415-1 Political contributions				ESRS G1	CR Report p. 39	
CUSTOMER HEALTH AND SAFETY							
GRI 3: Material Topics 2021	3-3 Management of material topics				ESRS S4	CR Report p. 30 Safer Chemicals Policy	SDG 12.4
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories		**CG-MR-410a.2** Discussion of processes to assess and manage risks and/or hazards associated with chemicals in products		ESRS S4	CR Report p. 33	
CUSTOMER PRIVACY							
GRI 3: Material Topics 2021	3-3 Management of material topics		**CG-MR-230a.1** Description of approach to identifying and addressing security risks		ESRS S4	CR Report pp. 41-42, 43	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data				ESRS S4	Due to confidentiality restraints, we do not disclose this information.	

Task Force on Climate-related Financial Disclosures 2024 Report

This report follows the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), the leading framework for promoting more informed investment decisions related to a company's exposure to climate-related risks and opportunities. This report summarizes how we assess risks and opportunities associated with climate change and our actions to date, and it is structured around the four TCFD elements describing how organizations operate: governance, strategy, risk management and metrics and targets.

GOVERNANCE

A) Describe the board's oversight of climate-related risks and opportunities.
Our board of directors views oversight and effective management of environmental and social issues and their related risks as important to the company's ability to execute our strategy and achieve long-term sustainable growth. The board receives regular updates on environmental and social topics from our vice president of corporate sustainability. In addition to oversight by the full board of directors, the board has also delegated primary responsibility for more frequent and in-depth oversight of the company's environmental and social strategy to the sustainability committee.

As part of its key functions, the sustainability committee:

- Assists the board in discharging its responsibilities relating to oversight of the company's sustainability strategies and initiatives and to review the company's position on significant environmental and social issues
- Reviews, discusses and provides feedback to management on the company's programs, policies and practices pertaining to the company's environmental and social responsibility issues and impacts to support the sustainable growth of the company
- Monitors the company's performance against relevant external sustainability indices and reviews the company's annual Corporate Responsibility Report
- Reviews and makes recommendations to the board regarding responses to shareholder proposals encompassing matters overseen by the committee

The charter for the sustainability committee can be found here.

B) Describe management's role in assessing and managing risks and opportunities.
Our sustainability steering committee, which is composed of executives and subject matter experts from across the company, is led by Lowe's executive vice president of merchandising and assists with evaluation and the oversight of climate-related risks and opportunities. The sustainability council, which comprises cross-functional Lowe's stakeholders, is led by Lowe's vice president of corporate sustainability and helps identify and evaluate Lowe's climate-related risks and opportunities. The key functions of these management committees are described below.

Sustainability Steering Committee

- Reviewing identified environmental, social and related public policy trends, issues, risks (including climate-related risks) and concerns
- Reviewing Lowe's sustainability-related goals and strategies
- Monitoring performance against external sustainability indices
- Reviewing the annual Corporate Responsibility Report
- Reviewing and providing recommendations on programs, policies and practices pertaining to environmental and social responsibility issues and impacts to support the sustainable growth of Lowe's

Sustainability Council

- Developing plans and initiatives to meet sustainability commitments
- Identifying and evaluating Lowe's climate-related risks and opportunities
- Monitoring performance against external sustainability indices and public commitments
- Contributing to and reviewing the annual Corporate Responsibility Report

STRATEGY

To evaluate the potential impacts of climate change-related risks and opportunities on our business strategy, we utilize multiple climate science-based scenarios commonly used in conjunction with the TCFD framework.

Intergovernmental Panel on Climate Change RCP8.5
This scenario represents a future where minimal action is taken to mitigate global warming. Physical stressors such as hurricanes, temperature rise and wildfires are more frequent and severe in this scenario. Lowe's selected this scenario to better understand the impact of extreme climate stressors on our value chain.

Network for Greening the Financial System (NGFS) scenarios (Net Zero 2050/Below 2°C/Nationally Determined Contributions)
These scenarios represent a future where varying levels of action are taken to mitigate global warming through policy changes to incentivize a cleaner and more efficient global infrastructure. The most significant stressors in these scenarios are related to the rapid transition to a low-carbon economy. Lowe's selected multiple scenarios to better understand the range of outcomes that could result from this transition.

A) Describe the climate-related risks and opportunities the organization has identified over the short, medium and long term.
Through our scenario-based approach, we identified risks and opportunities related to stressors associated with each scenario. We then evaluated the potential impacts of those stressors in different scenarios over a 30-year time horizon. The following risks and opportunities were assessed during our scenario analysis.

CLIMATE-RELATED RISKS

Stressor (Risk Type)	Climate-Related Risk Definition	Potential Financial Impact	Mitigation Strategy	Time Horizons
Policy (Transition)	The risk from policy or regulation aimed at mitigating climate change, which could include: → A carbon tax on GHG emissions → Building efficiency requirements → Product efficiency requirements → Fleet emissions requirements	New carbon taxes could result in: → Increased operational expenses → Increased product costs → Increased transportation and other service costs → Increased capital expenditures for fleet electrification and building efficiency New product efficiency regulations could result in increased product costs. The magnitude of the potential risk varies based on how aggressively these policies are implemented.	In December 2022, Lowe's committed to a goal of reaching net-zero emissions across scopes 1, 2 and 3 by 2050 to accelerate the decarbonization of our value chain.	Long-term (6+ years)
Chronic (Physical)	The risk from gradual changes to our climate due to increased emissions, which could include increased: → Average temperatures → Heat wave days → Cooling degree days → Sea-level rise → Changes to precipitation or season predictability	Increased warming could result in: → Increased electricity and water costs → Increased damage to our live goods inventory → Increased damage to our stores → Decreased sales in outdoor categories → Inland migration from coastal stores	Lowe's regularly evaluates new opportunities to increase the resilience of our facilities, improve energy and water efficiency and adjust our product mix to meet changing seasonal needs.	Long-term (6+ years)
Acute and Chronic (Physical)	The risk from increased frequency and severity of climate events, which could include: → Extreme temperatures → Drought → Hurricanes → Tornadoes → Wildfires → Extreme precipitation and flooding → Frost → Pests	Increased climate variability could result in: → Disruption of natural resource supply such as timber → Vendor factory disruption leading to product shortages → Disruption to supply chain and logistics → Damage to Lowe's facilities	Lowe's regularly evaluates supplier location and exposure to identify potential risk areas. We then focus on supplier diversification in those regions to minimize potential disruptions to our supply chain.	Long-term (6+ years)

CLIMATE-RELATED OPPORTUNITIES

Stressor (Opportunity Type)	Climate-Related Opportunity Definition	Potential Financial Impact	Realization Strategy	Time Horizons
Policy (Transition)	The opportunity from increased demand for energy-efficient and electric products as a result of new rebates and incentives from the Inflation Reduction Act.	Tax credits and rebates allow a customer to purchase these products at a lower cost. The magnitude of the potential opportunity varies based on how and when individual states apply for this program.	Lowe's continues to expand our portfolio of energy-efficient and electric products to offer customers options in line with demand. Lowe's plans to educate the customer on relevant information applicable to this incentive program.	Near-term (0-3 years)
Technology (Transition)	The opportunity to reduce operating expenses by implementing innovative new technologies.	Reduced operating expenses through the implementation of new energy-saving or emissions-reducing technologies in our operational footprint.	Lowe's regularly evaluates new technologies to address primary sources of energy use and emissions within our operational footprint.	Medium-term (3-6 years)
Market (Transition) and Chronic (Physical)	The opportunity from increased demand for energy and water-efficient products due to either regulatory changes or increased climate variability, which could include: → Extreme temperatures → Drought → Product efficiency requirements	New product efficiency regulations or increased warming of the climate could result in increased consumer demand for products that require less water or energy to perform a similar function. Increased heat levels could also lead to incremental sales of products to improve the energy efficiency of the home.	Lowe's continues to expand our portfolio of energy and water-efficient products to provide customers options in line with demand.	Medium-term (3-6 years)
Acute (Physical)	The opportunity from increased demand for climate-resilient products due to increasing severity and frequency of weather events, which could include: → Hurricanes → Drought → Wildfires → Extreme precipitation and flooding	Increased severity and frequency of acute events could result in increased demand for products that improve the climate resilience of homes.	Lowe's continues to evaluate new product offerings to improve climate resilience while educating our customers on the best ways to protect their homes from the impacts of severe weather events.	Long-term (6+ years)

B) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy and financial planning.

Lowe's mission is to solve problems and fulfill dreams for the home. The climate-related risks identified in the tables on page 58 have the potential to impact our business in a number of ways, including increasing operational expenses, increasing the cost of the products we sell, disrupting our supply chain and impacting the mix of products we offer to our customers. There are also several business opportunities in the scenarios we reviewed, including the transition of the residential sector to a low-carbon future and the reduction of operating expenses through investments in energy efficiency and renewable energy. Both the risks and opportunities identified in this report are taken into consideration during the organization's strategic and financial planning processes.

In 2022, Lowe's committed to a goal of reaching net-zero emissions across scopes 1, 2 and 3 by 2050 with interim goals in 2030. The steps required to achieve this commitment aim to accelerate the decarbonization of our value chain while contributing to the reduction of global GHG emissions. The opportunities identified in this assessment have been part of our strategy as the company has focused on driving operational efficiency and delivering the best products to our customers.

C) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.

Over the years, Lowe's has adjusted our business model and product mix to adapt to changing customer needs and market conditions. In each scenario we reviewed, we identified a balance of opportunity and risk that reflects the resilience of our business model. For example, the stressors identified in the RCP8.5 scenario have the potential to disrupt our supply chain and operations, but they also create an opportunity for Lowe's to provide customers with the products and services they need to repair damage from severe weather events and prepare their homes for future events. In 2°C or lower scenarios, product efficiency requirements and carbon tax schemes have the potential to increase product and operational costs, but they also have the potential to increase revenues as customers work to decarbonize their homes. Lowe's will continue to focus on improving energy efficiency within our own operations and product mix while accelerating our efforts to reduce emissions and build resilience throughout our value chain.

RISK MANAGEMENT

A) Describe the organization's processes for identifying and assessing climate-related risks.

Lowe's leveraged the following methodology to identify and assess our climate-related risks:

- Prioritized specific topics for a scenario analysis
- Assessed public climate scenarios and pathways to determine best scenarios for analysis
- Used internal and external research to determine climate-related stressors
- Quantified each risk and opportunity via scenario-analysis to better understand the impact on the business

Qualitative criteria considered substantive based on financial or strategic impact are:

- Changes to sales or revenue across a group of products or enterprise
- Expenses or capital expenditures are increased
- Noncompliance with external legal or regulatory requirements
- Corporate initiative, functional objective or project goals are not met
- Negative impact on individuals' (associates'/customers') health and safety or to the environment
- Public view of Lowe's brand is negatively impacted

Lowe's is focused on risks and opportunities across the short term (0-3 years), medium term (3-6 years) and long term (6+ years), spanning from present to 2050 and beyond.

B) Describe the organization's processes for managing climate-related risks.

The primary responsibility for the identification, assessment and management of the various risks we face belongs to Lowe's management. At the management level, risks are prioritized and assigned to senior leaders based on the risk's relationship to the leader's business area and focus. The senior leaders develop plans to respond to the risks and measure the progress of risk management efforts.

C) Describe how processes for identifying, assessing and managing climate-related risks are integrated into the organization's overall risk management.

Our executive vice president, chief legal officer and corporate secretary provide centralized oversight of Lowe's enterprise risk management program, which is managed by our chief compliance officer and the Office of Enterprise Risk Management in partnership with the enterprise risk council (ERC), which comprises senior company leaders with broad enterprise experience. The ERC supports the execution of the enterprise risk management program by (i) working to identify, assess and categorize existing risks faced by the company, (ii) identifying senior leaders responsible for managing such risks and (iii) evaluating action plans and progress to appropriately manage those risks. Currently, climate risks are integrated within the enterprise risk management framework.

METRICS AND TARGETS

A) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.

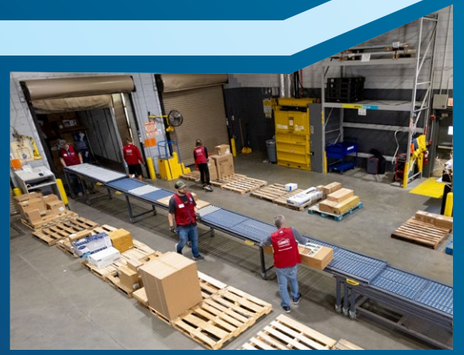
METRICS
Energy Use
Electricity consumption within the organization (MWh)
Electricity intensity (MWh/1,000ft^2)
Diesel consumption within the organization (MWh)
Natural gas consumption within the organization (MWh)
Propane consumption within the organization (MWh)
Gasoline consumption within the organization (MWh)
Emissions
Scope 1 (mtCO_2e)
Scope 2 (mtCO_2e)
Scope 3 (mtCO_2e)
Products
Revenues obtained from sustainability-related products (USD)
Customer lifetime energy savings from Lowe's ENERGY STAR products (USD)
Customer lifetime water bill savings from Lowe's WaterSense products (USD)
Customer lifetime water savings through WaterSense product sales (gallons)
Customers' GHG emissions savings from Lowe's ENERGY STAR products over lifetime (mtCO_2e)

B) Disclose scope 1, scope 2 and, if appropriate, scope 3 GHG emissions and the related risks.

SCOPE	RISKS
Scope 1	Carbon tax and efficiency standards resulting in increased operational costs.
Scope 2	Carbon tax and efficiency standards resulting in increased operational costs.
Scope 3	Carbon tax and efficiency standards resulting in increased product costs.

C) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.

Lowe's goals, targets and progress are available in the body of the annual Corporate Responsibility Report.

This report includes “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995. Statements including words such as “believe,” “expect,” “anticipate,” “plan,” “desire,” “project,” “estimate,” “will,” “should,” “could,” “would,” “may,” “strategy,” “goal,” “target,” “potential,” “opportunity,” “outlook,” “scenario,” “guidance” and similar expressions are forward-looking statements. Forward-looking statements involve, among other things, expectations, projections and assumptions about our sustainability program and goals and business outlook, priorities, expectations and intentions. Such statements involve risks and uncertainties, and we can give no assurance that they will prove to be correct or that any plan, initiative, projection, goal, target, commitment or expectation can or will be achieved. Actual results and outcomes may differ materially from those expressed or implied in such statements. Investors should carefully consider the risk and uncertainties described in “Item 1A - Risk Factors” in our most recent Annual Report on Form 10-K and as may be updated from time to time in Item 1A in our quarterly reports on Form 10-Q or other subsequent filings with the Securities and Exchange Commission. All such forward-looking statements speak only as of the date they are made, and we do not undertake any obligation to update these statements other than as required by law. Inclusion of information in this report is not an indication that the subject or information is material to our business or operating results. Standards of measurement and performance made in reference to our environmental and social goals and other sustainability plans and goals may be based on evolving protocols and assumptions which may change or be refined.

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