



NEW ASSOCIATE RESOURCE GUIDE





Diversity and Inclusion

Our dedication to diversity and inclusion comes from the desire to treat all those who enter our doors with dignity and respect. We value the unique perspectives and experiences of our associates and customers and are committed to fostering an inclusive culture that enables everyone who touches our business to thrive and to contribute to our success. We believe a respectful and supportive environment leads to greater associate engagement.

Safety

At Lowe's, the safety and health of our associates, vendors, and customers is of primary importance. The company is committed to promoting and providing a healthy and safe environment. Associates are expected to follow safe work practices at all times and to comply with applicable workplace safety and health policies, regulations, standards and practices.

Legal

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Privacy Statement

Lowe's strives to comply with applicable laws and regulations protecting the privacy of personal information collected, maintained, or used in connection with any potential future, current, or former employment relationship in the jurisdictions in which Lowe's operates. Contact privacy@Lowe's.com immediately for any potential privacy violation or any privacy questions.

Changes

Lowe's reserves the right to modify, change, suspend or cancel the content of this New Associate Resource Guide at any time, for any reason, and without prior notice.



YOUR JOURNEY STARTS HERE

Congratulations on joining our team of 300,000 store, supply chain, and store support center associates around the globe.

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

This is Lowe's mission statement and what we offer our customers. Welcome aboard, we look forward to delivering on our mission together.

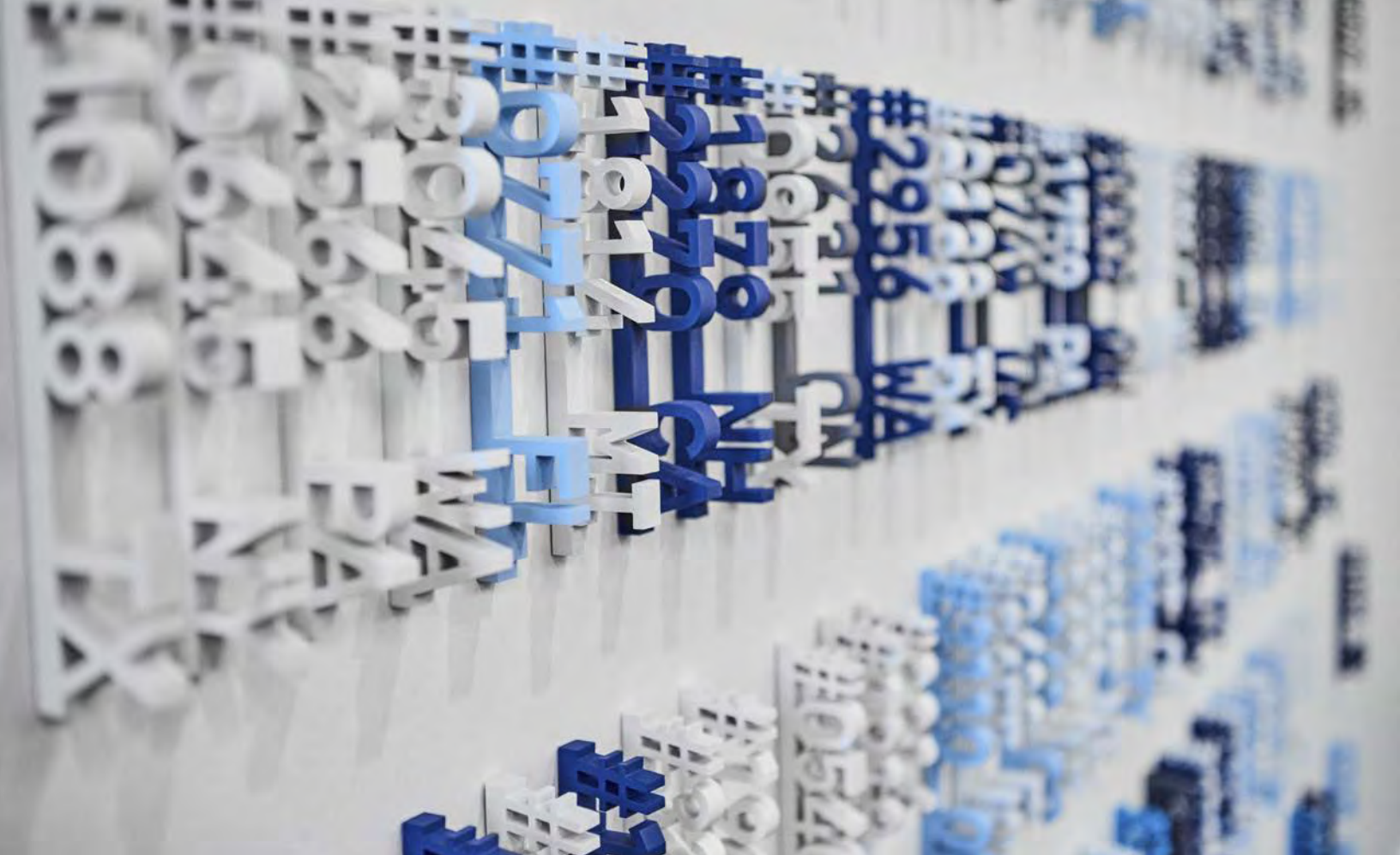


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The purpose of the New Associate Resource Guide is to provide you with a quick reference for information on your schedule, breaks, payday, benefits, learning and development, and anything you might want to know before your first day at Lowe's.

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LEARN OUR STORY

Founded in 1946, Lowe's has grown from a small hardware store to the second largest home improvement retailer worldwide, the eighth largest retailer in the U.S., and nineteenth largest in the world.



The Lowe's story began in North Carolina when H. Carl Buchan, part owner of the North Wilkesboro Hardware Company, envisioned creating a chain of hardware stores. At the time, Lowe's was a typical, small-town hardware store selling everything from overalls to wash tubs, work boots and even horse collars.

Today, Lowe's stores stock 40,000 products and have hundreds of thousands more available on [Lowe's.com](https://www.lowes.com) and by Special Order — offering everything customers need to build, maintain, beautify, and enjoy their homes. Although times have changed since Lowe's first opened its doors in 1946, Lowe's values have not: The company remains committed to offering high-quality home improvement products at everyday low prices, while delivering superior customer service.

As customers change the way they shop, Lowe's is evolving to meet their needs. Our goal is to meet customer's needs wherever they are — whether in stores, online, at home, or at the job site — with the support, inspiration, and solutions required to help them tackle their home improvement projects. We are dedicated to providing the customer the service they expect - now and in the future.

BUILDING SUCCESS

OUR MISSION

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

HOW WE GET THERE





LEARN WHO WE ARE

Our core behaviors help us lead by example to achieve our mission and bring out the best in one another.

OUR CORE BEHAVIORS



FOCUS ON CUSTOMERS

At Lowe's we put customers first by delivering SMART customer service. We build strong relationships with all customers, deliver solutions that meet their needs and think of new ways to add more value.



DELIVER RESULTS

We hold ourselves and others accountable for delivering results, even through tough circumstances and ongoing change.



TAKE ACTION

We take action quickly and push things forward with a sense of urgency and enthusiasm.



SHOW COURAGE

We step up to address difficult issues, make tough decisions and bring things up that need to be resolved without fear or hesitation.



CONTINUE LEARNING

We continuously learn and grow — personally and professionally — to meet individual and organizational goals. We ensure those around us do the same.





BEING HEARD

As part of creating an inclusive culture and positive working environment, we want you to voice your concerns, raise issues, and make suggestions.

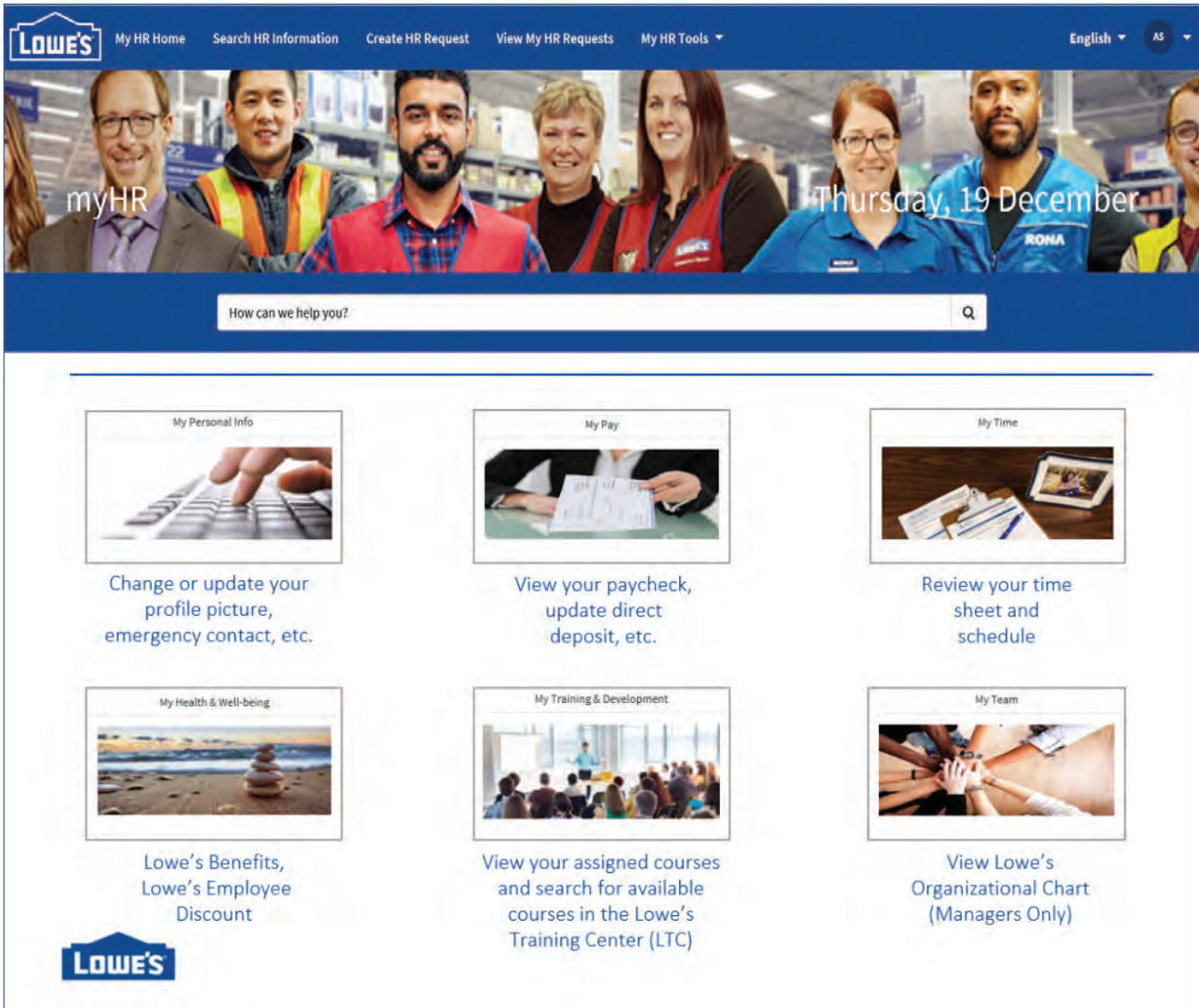
The Open Door Program is intended to promote a positive work environment by encouraging feedback in order for associates and people leaders to work together collaboratively to address and resolve workplace matters.

You are encouraged to go directly to your people leader or any member of the leadership team within your location with work-related questions and seek resolutions to workplace concerns.

The company offers additional methods by which you may choose to report workplace issues or concerns: submitting a request online at [MyLoweLife > MyHR > Create HR Request > Associate Relations](#) or by calling the Associate Care Center (ACC) at **1-844-HR-LOWES** (1-844-475-6937).

EthicsPoint

To report any violations of Lowe's Code of Business Conduct and Ethics, including fraud, bribery, or illegal activity, contact EthicsPoint online at www.ethicspoint.com or call **1-800-784-9592**.



GET STARTED IN myHR

myHR is a one-stop-shop to complete various HR related tasks and access HR technologies. You will have access to this tool starting on your first day of employment. You can perform the following functions within the myHR tool:

SEARCH HR INFORMATION

Search HR topics by categories and view related articles.

CREATE HR REQUESTS

Submit a HR case, report HR issues, or make paycheck inquiries at any time.

VIEW MY HR REQUESTS

View HR related requests or search open requests.

MY HR TOOLS

Access Workday, Learning and Talent Center, and other HR applications.



EMPLOYMENT CLASSIFICATIONS

Associates are classified as either full-time, part-time, or seasonal / temporary based on the number of hours they work and if their employment status is regular or temporary.

EXEMPT

REGULAR FULL-TIME SALARIED

Regular full-time salaried associates are paid a fixed rate each workweek and are exempt from overtime pay.

REGULAR PART-TIME SALARIED

Part-time salaried associates are normally scheduled up to twenty-five (25) hours per week. There may be times when it is necessary for part-time salaried (exempt) associates to work more than their scheduled hours to accomplish job duties.

NON-EXEMPT

REGULAR FULL-TIME HOURLY

Full-time hourly associates are scheduled to work at least thirty (30) hours per week, are compensated on an hourly basis and are eligible for overtime wages.

REGULAR PART-TIME HOURLY

Regular part-time hourly associates are normally scheduled to work up to twenty-five (25) hours per week.

SEASONAL/TEMPORARY HOURLY

Seasonal/temporary associates are hired for short-term assignments, generally for periods of six (6) months or less. They may be scheduled to work up to thirty-nine (39) hours per week.



PAY DAY AND YOUR OPTIONS

PAY DAY

Lowe's payroll week begins on Saturday and ends on Friday. You will be paid every other Friday for all earnings up to the end of the previous Friday.

PAYMENT OPTIONS

You may elect to receive your pay through direct deposit to a bank account of your choice or the Money Network® "Check" or Payroll Debit Card (except where prohibited by law). If you elect to receive your pay by direct deposit, your pay may be deposited into a checking, savings, money market, or other credit union accounts (up to four (4) different accounts per associate).

***You can access your pay stub via
MyLoweLife > MyHR > My Pay***

OUR DRESS CODE

As an associate, your appearance is a reflection of the Lowe's brand and how we show up for our customers, vendors, co-workers, and the community.

There are specific requirements you must follow to promote a professional workplace that is consistent with our brand, your safety, and a culture in which self-expression and inclusion are encouraged. Use your best judgment in dressing appropriately for your work activities each day.

Lowe's recognizes the importance of individually-held religious beliefs and will reasonably accommodate your religious beliefs in terms of workplace attire. Based on your work location and your position, specific dress code requirements may apply to you and are in alignment with our No Harassment Policy and Equal Employment Opportunity Policy.

If you have questions about the dress code, please refer to the Dress Code Policy or see your people leader.



HOW WE SHOW UP

WE NEED YOU HERE

Punctual and regular attendance is an important part of the Lowe's culture and is an essential responsibility of our associates in the efficient operation of the company. Being present and on time at work promotes individual accountability in team efforts and ensures that Lowe's has adequate coverage to provide customers with excellent customer service.

PEOPLE LEADER NOTIFICATION

If you will be absent or late, you must notify a member of the leadership team as soon as possible before the start of your scheduled shift. We are counting on you, and need to know if you will not be able to report for your scheduled shift.

WORKING YOUR SCHEDULE

Working your schedule includes being on time, punching in for all shifts at the time you are scheduled, working your entire shift, and taking the appropriate meal break based on your shift length. Working off the clock and/or punching in or out for another associate is never okay and could lead to corrective action, up to and including termination.

If you have any questions or concerns about attendance expectations, please see your people leader. For more detailed information, refer to the attendance policy for your work location.

OVERTIME FOR HOURLY ASSOCIATES

There may be times when you will be required to work overtime to complete your job duties. If you need to work overtime, you must have a people leader's approval.

MEALS AND REST BREAKS FOR HOURLY ASSOCIATES

A paid 15 minute rest break is generally provided for every four (4) hours you are scheduled to work. You do not need to punch out for paid rest breaks. Breaks are to be taken in the associate break room or designated break area and you should not leave the work location during a paid rest break.

An unpaid meal period of 30-60 minutes is generally provided when you are scheduled to work more than a five (5) hour shift. You will need to punch out for all unpaid meal periods. Some states have specific rest and meal break requirements. If you are in a state with such requirements a people leader will cover the details with you.

TAKING TIME OFF

HOLIDAYS

Lowe's recognizes two fixed holidays a year: Thanksgiving and Christmas. Lowe's also provides up to a maximum of four (4) floating holidays per fiscal year. Floating holiday time is available for use on holidays not recognized as fixed or at any other time subject to a people leader's approval.

If you are an exempt associate, on your first day of employment you will be eligible for holiday pay on fixed holidays, and you will begin your accrual of floating holiday time based on your hourly rate of pay.

If you are a nonexempt associate, after 30 days (store support center locations) or 90 days (store and supply chain locations) of regular service you will be eligible for holiday pay on fixed holidays, and you will begin accrual of floating holiday time based on your hourly rate of pay.

Work with your people leader to schedule floating holiday time.

VACATION

Lowe's appreciates and values the work you do to carry out your job responsibilities and recognizes that you will need time away from work for rest, relaxation, and renewal.

Exempt associates accrue and may use a prorated amount of vacation immediately upon hire.

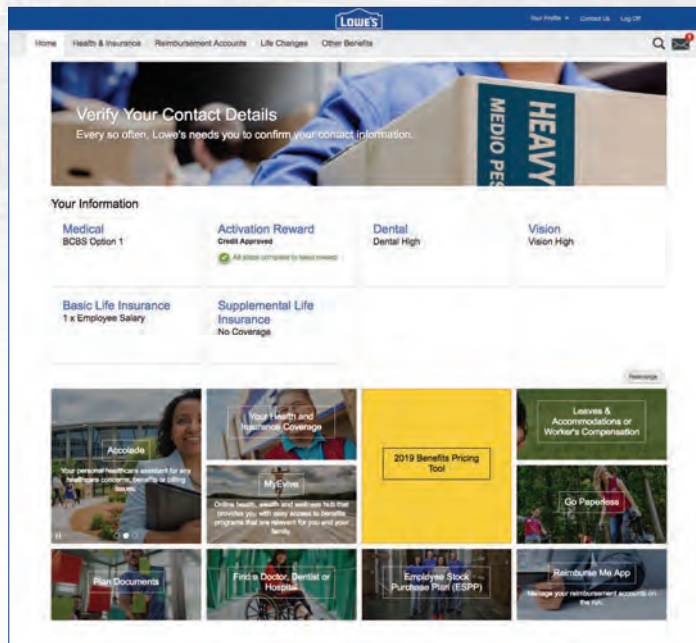
Regular, nonexempt full-time and part-time associates will be eligible to accrue and use vacation time after 180 days of regular active service. Work with your people leader to schedule vacation time.

REQUESTING TIME OFF

When you need to request time off for a planned absence or vacation, please submit your request in advance to your people leader. People leaders will attempt to grant all requests for time off, provided they are reasonable and requested far enough in advance. There are peak shopping times like spring season, holidays, inventory, and during special promotions throughout the year when time off is limited.

YOUR HEALTH BENEFITS

My Lowe's Benefits brings all your benefits information and personalized details together in one place, so you can make important health, wellness, and insurance decisions. Think of it as your one-stop resource for all your benefits needs.



As a new associate it is important to remember to sign up for your benefits by the required due date. As a full-time or part-time associate, you will be eligible to participate in a Lowe's health plan on the first day of the month following 30 days of continuous employment. Enrollment is available only during your first 30 days of employment, unless you have been allowed a special enrollment time frame or during the annual enrollment period.

To get started, log on to **MyLowe'sBenefits.com**, answer the security questions, and create a user ID and password.

If you can't find the answers you need online, contact the Associate Care Center (ACC) at **1-844-HR-LOWES** (1-844-475-6937) and select the "Benefits" option. Representatives will be available between 8:00 a.m. and 8:00 p.m. ET, Monday through Friday to assist you.

You can speak with an expert online by clicking the "Chat With Us" link on MyLowe'sBenefits.com.



USING YOUR DISCOUNT

One of the benefits of being a Lowe's associate is receiving a discount on merchandise purchases made in stores and on Lowes.com.

ELIGIBILITY

You and your spouse or domestic partner will receive an associate discount you can use to make personal purchases and bona fide gift giving items. For example, gifts given for a birthday, holiday, or anniversary in which no reimbursement is received.

Personal use does not include purchases for a business you own or for any property or enterprise from which you or your spouse or domestic partner may receive payment for use. Personal use also excludes reselling items for profit at auctions, flea markets, yard sales, or any wholesalers/retailers including any internet-based selling or auction sites.

The discount is only for you and your spouse or domestic partner. Parents, children, and former spouses or domestic partners are not eligible to receive your discount.

MAKING A PURCHASE

At the time of purchase, you or your spouse or domestic partner will be asked to present the associate discount card.



ALWAYS LEARNING

Associates like you have made Lowe's the success it is today. That is why we want you to know we are invested in creating an environment where you can learn, grow, and advance.

LEARNING AND TALENT CENTER

Through the Lowe's Learning & Talent Center (LTC) you will have access to training opportunities to give you the knowledge and skills needed to be successful in your current and future positions. Within the LTC you will find a personalized training and development plan to help you track your progress as you take advantage of training opportunities and add programs you and your people leader identify as key career development opportunities. As your career evolves at Lowe's, training will be updated to reflect the change in your position and your next level of development.

PERFORMANCE MANAGEMENT

Performance Management promotes ongoing conversation between you and your people leader to share feedback, strengthen your performance in your current position, and prepare you for future roles.



USING SOCIAL MEDIA

Social media has redefined how we communicate and share what is happening in our lives. It is a great way to share stories about family, friends, and special events. But when you are talking about your work life, what you say matters. Here's a few tips to keep in mind the next time you tweet, post, or snap:

JOIN AND SHARE

Lowe's knows the importance of social networking and uses it to drive our mission by sharing stories about the communities where we live, work, and volunteer. You are encouraged to join Lowe's social media pages and check out (and share) our stories, videos, customer testimonials, upcoming events, and the latest trends in home improvement. When sharing your experiences and stories, be sure they reflect your own views and not those of Lowe's. For more details refer to the Social Media Policy.

BE RESPONSIBLE

It is our responsibility to always maintain Lowe's confidential information. Confidential information includes but is not limited to unreported sales, customer information, budgets, pricing, and associate information.

QUESTIONS

If you ever have questions about what is happening in the company, use the Open Door Program to have regular, ongoing conversations with your people leader. You are also encouraged to speak to your people leader if you ever have any questions about the Social Media Policy.



FOLLOWING OUR CODE OF BUSINESS CONDUCT & ETHICS

The Code of Business Conduct and Ethics (the “Code”) applies to all Lowe’s associates and third party business partners that act on Lowe’s behalf.

The “Code” sets forth Lowe’s basic policies and procedures for topic areas of key legal and ethical importance. Associates must use these policies and procedures to guide them in their day-to-day conduct.

All associates are required to read, review, and understand the “Code” within their first 30 days of employment and again on an annual basis. You will find all required training in your Learning Plan within the Learning and Talent Center.

Failure to comply with the “Code” may lead to discipline of up to termination of your employment, significant fines to you and Lowe’s, and criminal sanctions by regulatory authorities. If you become aware of violations or potential violations of this “Code”, you must report them to Corporate Compliance and Ethics.

USE OF RECORDING DEVICES

It is our responsibility to protect each other and the company. Never record any conversation, communication, activity, document, image, or event that involves or captures legally protected health or medical information, proprietary information, and/or trade secrets of the company, non-public financial information concerning any associate, customer, vendor, or any privileged communication. Recording devices are prohibited where individuals have a reasonable expectation of privacy (e.g. restroom, locker room, or changing area). Refer to the Associate Standards of Conduct Policy for more details.

