

Lowe's Purpose

To help people love where they live.

Lowe's Values

- **BE A PART OF SOMETHING BIGGER.**

- Our purpose unites our efforts. All of our work has one common aim: to help customers turn their visions into accomplishments, to help them shape and cherish the places they live.
- To achieve this collective aim, we embrace a spirit of connection and interdependence. We see each piece of our work as part of a greater whole. We don't just sell products; we support customers' projects. We don't just manage a department; we contribute to an enterprise and its broader ambition.
- A home is the sum of its parts. A purpose is the sum of individuals' contributions. By building to the sum, we create something more significant for everyone involved.

- **MAKE A DIFFERENCE IN SOMEBODY'S DAY EVERY DAY.**

- For our customers, the road to 'loving where they live' is frequently filled with potholes. To get where they want to go, they need an ally, a supporter, a guide.
- We strive to make a positive impact on our customers every day. We do it in big ways and small: a nod of encouragement, a helping hand, an inspiring idea, an empowering piece of advice. It can be as simple as greeting someone with a smile or as profound as an act of humanitarian service.
- We take a genuine interest in people and share our knowledge, time and talents with those who need help. We seek to be a great part of each person's day.

- **LISTEN INTENTLY, SENSE AND RESPOND.**

- Serving people starts with knowing what they're asking for. To deliver the help that our purpose promises, we begin every customer interaction by seeking to understand.
- With empathy and attentiveness, we engage our customers as individuals. We acknowledge their unique needs and show them our consideration. Although it may require patience at times, uninterrupted listening and a thoughtful response are the power tools for being truly helpful.
- When it comes to forging a relationship, nothing is more important than "feeling heard." By listening deeply and responding earnestly, we demonstrate our respect and better serve each person's needs.

- **BE WHO WE SAY WE ARE.**

- Our purpose is only as strong as the individuals who are committed to living it out. So we always strive to act in a way that's consistent with our stated intent.
- In every aspect of our work, we operate with integrity and accountability. We are honest in our word and dependable in our follow-through.
- Genuineness of intention and keeping commitments – these are the cornerstones of trust. By honoring our word, we honor our purpose and the people we serve.

- **GIVE YOUR BEST. ALWAYS.**

- Our purpose challenges us to reach higher and serve customers more deeply. Only by performing to our highest standards can we reach the standard of our highest ideal.
- If our founder Carl Buchan was known for anything, it was his relentless drive and passion for excellence. We continue to value those qualities today. When we're at our best, Lowe's employees give fully of themselves. We demonstrate enthusiasm and commitment. We go the extra mile.
- Energy and initiative are contagious. They inspire others to give it all they've got. And when we all perform to the best of our abilities, there's no limit to what we can do.

Supporting Behaviors

- **BE A PART OF SOMETHING BIGGER.**
 - Value every person, every job, every detail as a critical piece of the bigger puzzle
 - Understand we do more than sell products – we help people achieve their goals and dreams
- **MAKE A DIFFERENCE IN SOMEBODY’S DAY EVERY DAY.**
 - Act with kindness, compassion, and genuine respect for others
 - Share our knowledge, time, and talents with those who need help
 - Express appreciation for good work, good service, and a helping hand
- **LISTEN INTENTLY, SENSE AND RESPOND.**
 - Seek to exchange open and honest feedback with a focus on continuous improvement
 - Work to understand and value the opinions of others
 - Listen more than we talk – developing a deeper understanding of how we can best serve
- **BE WHO WE SAY WE ARE.**
 - Act with honesty and integrity in all that we do and say
 - Keep our commitments
- **GIVE YOUR BEST. ALWAYS.**
 - Take pride in performing our roles to the best of our ability – every day
 - Ensure the safety and well-being of our customers and employees