

INVESTOR FACT SHEET

As of January 31, 2025



GENERAL

- Fortune® 50 company and the world's second-largest home improvement retailer
- Operates 1,748 home improvement stores in the United States
- Approximately 195 million square feet of retail selling space
- Approximately 16 million customer transactions served each week
- Employs approximately 161,000 full-time and 109,000 part-time associates
- Headquartered in Mooresville, N.C.
- Lowe's supports the communities it serves through programs focused on creating safe, affordable housing, improving community spaces, helping to develop the next generation of skilled trade experts and providing disaster relief to communities in need

HISTORY

- Opened its first store in 1921
- Incorporated in North Carolina in 1952 and publicly held since 1961
- Listed on the New York Stock Exchange—ticker symbol "LOW"
- Reached one million customer transactions in 1964
- Opened first 100,000 square foot store in 1990
- Opened first regional distribution center in 1994
- Launched first Lowe's website in 1995
- Reached one billion cumulative customer transactions in 2020
- Launched MyLowe's Rewards loyalty program for the DIY customer in 2024
- Lowe's has paid a cash dividend every quarter since going public in 1961, and it has increased its per-share dividend every year for more than 25 years



CUSTOMERS

We serve do-it-yourself (DIY), do-it-for-me (DIFM) and professional (Pro) customers.

- DIY and DIFM customers include individual homeowners and renters who complete a wide array of projects
- Pro customers shop at Lowe's to support their business activities and represent approximately 30% of total sales. Lowe's target Pro customer is the small- to mid-sized business owner. Pro customers consist of three broad categories:
 - Tradespeople
 - Repair and Remodelers
 - Property Managers

MARKET AND COMPETITION

- The home improvement industry is highly fragmented across national and regional home improvement warehouse chains, lumber yards and many other specialty dealers and mass market retailers.

- Lowe's monitors key home improvement market indicators including home price appreciation, age of the housing stock, real disposable personal income and housing turnover. We also monitor demographic and societal trends that shape home improvement industry growth, notably strong millennial household formation, the preference of elderly homeowners to age in place and the persistence of remote work.

PRODUCTS

We offer a complete line of products for maintenance, repair, remodeling and decorating, including the following categories:

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|----------------------|--------------|-------------------|------------------|-----------------------------|
| → Appliances | → Electrical | → Kitchens & Bath | → Millwork | → Seasonal & Outdoor Living |
| → Building Materials | → Flooring | → Lawn & Garden | → Paint | → Tools |
| → Décor | → Hardware | → Lumber | → Rough Plumbing | |

A typical Lowe's store stocks approximately 40,000 items, with additional items available through our online selling channels.

BRANDS

A wide selection of national brand-name merchandise complemented by our selection of private brands, including the following:

- allen + roth® home décor products
- Harbor Breeze® ceiling fans
- Holiday Living® seasonal products
- Kobalt® tools
- Lowe's Essentials™ everyday home basics
- Highland® lifestyle appliances
- MasterForge® grilling and outdoor products
- Moxie® cleaning products
- ORIGIN 21® home décor products
- Project Source® affordable project solutions
- ReliablIt® doors, windows and hardware
- Severe Weather® pressure treated lumber
- Sta-Green® lawn and garden products
- STAINMASTER® flooring & paint
- Style Selections® home décor products
- Utilitech® electrical products

SERVICES

We provide services that address customer needs through various steps in the home improvement process. These services include:

Installed Sales:

We offer installation services provided through independent contractors, in many product categories, with Kitchens & Bath, Flooring, Appliances, Millwork and Rough Plumbing accounting for the majority of installed sales

- Our installed sales model, which separates selling and project administration tasks, allows our sales associates to focus on project selling, while project managers ensure that the details related to installing the products are efficiently executed

Extended Protection Plans and Repair Services:

Extended protection plans for certain products are offered in Appliances, Kitchens & Bath, Décor, Millwork, Rough Plumbing, Electrical, Seasonal & Outdoor Living, Tools and Hardware categories. These protection plans provide customers with product protection that enhances or extends the manufacturer's warranty and provide additional benefits and repair services that extend beyond the manufacturer's warranty

OMNICHANNEL RETAILING

Allowing our customer to move from channel to channel with simple and seamless transitions even within the same transaction.

In-store:

- 1,748 Lowe's-branded home improvement stores
 - Generally open seven days per week and average approximately 112,000 square feet of retail selling space, plus approximately 32,000 square feet of outdoor garden center selling space

Online:

- Accounted for approximately 12% of total sales in fiscal 2024
- Through our websites and mobile applications, we empower customers by providing 24/7 shopping experience, online product information, customer ratings and reviews, buying guides, how-to videos and other information
- Customers have a variety of fulfillment options, including buying online and picking up in-store, curbside pick-up, same-day delivery through our gig network and shipment directly to their homes or businesses

On-site:

- Pro sales managers meet with Pro customers in their workplaces or at job sites and leverage stores within the area to ensure customer needs for products and resources are met
- Our In-Home Sales program is available in the majority of stores to discuss exterior projects whose characteristics lend themselves to an in-home consultative sales approach

Contact centers:

- Direct phone sales and customer support
- Operates contact centers in a virtual workplace

SUPPLY CHAIN

We source our products from vendors worldwide and, whenever possible, purchase directly from manufacturers to provide savings for our customers.

To efficiently serve our stores and meet our customers' expectations for fast fulfillment and delivery, we own and operate more than 120 supply chain facilities in our network. These facilities include regional distribution centers (RDCs), flatbed distribution centers (FDCs), import distribution centers (IDCs), bulk distribution centers (BDCs), cross-dock terminals (XDTs) and fulfillment centers (FCs). Fulfillment centers, along with many of our stores, ship product directly to our customers.

In addition, we leverage our existing supply chain to deliver directly to our Pro customers. Each one of these distribution nodes plays a critical role in our Total Home strategy, and collectively, enable our products to get to their destination as efficiently as possible.

In fiscal year 2024, we finalized the rollout of our market-based delivery model (MDM), which offers enhanced distribution capacity for big and bulky items giving us the ability to deliver major appliances next-day in almost every zip code. We also expanded our gig provider network enabling same-day delivery for certain products from our stores.

