



At Lowe's Canada, we understand the important role our Lowe's, RONA and Reno-Depot stores play in providing essential products and services to our customers and communities. The health and safety of our valued customers, associates and vendors are always a priority. As we navigate the rapidly evolving coronavirus (COVID-19) situation together, we've outlined below some of the precautions we are taking at Lowe's Canada:

### **Mandatory daily actions**

- **Mandatory cleaning and disinfecting activities**
  - Increased time associates and 3<sup>rd</sup>-party vendors spend cleaning and disinfecting our stores in addition to daily cleaning efforts, especially in most frequented areas such as checkout lanes, restrooms, and associate break rooms.
- **Mandatory post close cleaning procedures**
  - 6PM – 10PM
- **Social distancing procedures as per Canadian and provincial public health authorities' guidelines**
  - Occurs all times during the day
  - Company-provided signage encouraging 2 metres (6 feet) of separation between all customers and associates
    - Entrance signing
    - Floor markers
    - Signage throughout store
- **Register social distancing shields**
  - Plexiglass shields installed at each register and service desk to protect from sneeze / cough droplets
- **Delivery driver health and safety guidelines**
  - Drivers and helpers have guidelines with them at all times
- **Daily health & safety conference calls**
  - Align Districts on all current health and safety measures

### **We ask that all vendor partners follow Canadian and provincial public health authorities' guidelines when entering stores as outlined below:**

1. For the health and safety of those around you, do not enter any Lowe's Canada premises if you are experiencing symptoms of respiratory illness, including fever or cough.
  - If you experience coughing, sneezing or other symptoms, we ask that you remove yourself from the store immediately out of an abundance of caution for our associates and customers.
2. Ensure hands are washed often using soap and water following recommendation of 20 to 25 seconds
  - Wash hands after coughing, sneezing, using restroom or touching metal surfaces.
3. Use hand sanitizer when soap and water are not readily available.
4. Practice Canadian and provincial public health authorities' guidance on social distancing, maintaining a space of 2 meters (6 feet) between you and the person next to you at all times.
5. Thoroughly clean and disinfect any surface after use. Partner with Store Manager on Duty to acquire cleaning materials.

**IMPORTANT: Please note that the above policies and procedures can change at any time based on Canadian or provincial public health authorities' guidelines.**