



LOWE'S PROVIDER REFERENCE GUIDE

Lowe's PROvider Reference Guide (LPRG)

*** While reviewing this guide, if there are any questions or concerns, please refer to the IMS Service PROvider Portal or reach out to Lowe's Field PROvider Manager (FPM) or National Installation Merchant (NIM).

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Welcome

Lowe's is happy to welcome you as a third-party Independent Service PROvider ("PROvider") for Lowe's Home Services.

Lowe's offers best-in-class installation services to its customers nationwide. These installation services are performed by a network of approved, third-party independent PROviders. These jobs are coordinated and facilitated by either a centralized Installation Support Team (IST) or Installation Made Easy (IME).

The Field PROvider Manager (FPM) manages the relationship between Lowe's and those PROviders who perform installations sold out of an area determined by geographical need. The NIM (National Installation Merchant) team manages the relationship between Lowe's and many of the larger or National PROVIDERS. The Services Project Coordinator (SPC) will be primary point of contact for PROVIDER at the IST, and an Installation Support Manager (ISM) would be a secondary contact for escalated issues inside the IST. The store leadership team (Store Manager and Assistant Store Managers) are also available for any additional assistance PROVIDER may need for matters pertaining to a specific store.

Lowe's Home Services uses several factors to determine the number of Lowe's projects to offer to each available PROVIDER. These factors include, but are not limited to: PROVIDERS availability, capacity to take on additional jobs, customer satisfaction surveys, jobsite inspections, and PROVIDERS desire to take on additional jobs or additional product offerings.

Lowe's Mission Statement



Lowe's Business Acronyms

Lowe's refers to many acronyms that will be used in day-to-day interactions. Listed below are the most used acronyms pertaining to the installation services side of the business:

B2B – Business to Business C&P – Craftsmanship and Professionalism CBR – Centralized Business Review CSSE – Central Selling Specialist Exteriors DPSSM – District Pro & Services Support Manager FADV – First Advantage FPM – Field PROvider Manager FPD – Field PROvider Director IHSS – In-Home Sales Specialist IMS – Installation Management System IST – Installation Support Team ISM – Installation Support Manager ITSD – IT Service Desk	JSI – Jobsite Inspection LSA – Lowe's Services Agreement LTR – Likelihood to Recommend LRRP – Lead Renovation, Repair and Painting MOD – Manager On Duty NFPD – National Field PROvider Director RISM – Regional Installation Support Manager (IST) SF&I – Sell, Furnish & Install SOW – Scope of Work SPC – Services Project Coordinator STSM – Services Territory Sales Manager VBU – Vendor Business Unit WO – Work Order
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Vendor Numbers

A Vendor Business Unit (VBU) number is PROvider's connection with Lowe's and all that PROvider does within Lowe's.

A vendor number was assigned when PROvider began with Lowe's and will be tied to PROvider's background checks, badges, crew, and all information pertaining to PROvider's relationship with Lowe's. The VBU is also tied to payment for services and capabilities at Lowe's. Please keep all PROvider information updated.

If PROvider should need to update contact information (phone/email address), PROvider should update Company Profile in the IMS Services PROvider Portal. For address changes, PROvider must complete, and submit a [PROvider Information Change Form](#). Major changes (i.e., tax id changes, business name changes, ownership changes, etc.) should be communicated to Lowe's FPM and vendorapplications@lowes.com to keep PROvider VBU in good standing.

PROvider Credentialing Process

Background Screening

As set forth in the Lowe's Services Agreement (the "Agreement"), including any and all prior versions of the installation agreement, between PROvider and Lowe's, appropriate criminal background checks must be performed on all Personnel and Installers (as defined in that Agreement, including employees and/or subcontractors) who supervise installation services; perform details, assessments, or Installation Services (as defined in the Agreement); deliver goods or materials to the jobsite; or are present on the customer's premises for any reason.

Lowe's will periodically perform jobsite inspections to ensure that the customer's installation experience is positive as well as to validate that any PROvider on a Lowe's installation site has been appropriately background screened. If a PROvider's Personnel or Installer has not been appropriately background screened, has not passed a background screen, or is not able to produce their identification badge (physical or digital), Lowe's will require the PROvider to remove those individuals from the jobsite.

Failure to adhere to PROvider's background check obligations may result in Lowe's decision to terminate its business relationship with PROvider.

Note: A Tax Identification Number (TIN) may not be used in lieu of a social security number on the background authorization

Note: Failure to comply with requirements as outlined in this section may result in noncompliance violations at Lowe's discretion. Reference the Noncompliance Violations section of this guide for more information.

First Advantage

Lowe's maintains a business relationship with First Advantage Screening Solutions, Inc. (FADV), a leading provider in the background check industry. The first step involves having a background check performed on PROvider's principal(s). When PROvider first entered the relationship with Lowe's, PROvider was prompted to register with [First Advantage](#).

PROvider can use this same site to submit Personnel and Installers for their background screening.

Background check approval decisions are typically made within 7-10 days after submission of request to First Advantage.

Background and Badge Instructions

Badges (physical and/or digital) may be ordered only for individuals who have completed a 'Compliant' background check. Badges and background checks may be ordered at the same time (if the background is near expiration, we recommend background check renewal, versus ordering the badge only). A badge photo is required. If an individual is not allowed to have his/her photo taken for religious reasons, please contact FADV Customer Service. The cost of the background screening and badge is \$21+ tax. Replacement badges are approximately \$10+ tax.

While on Lowe's jobsites and within Lowe's facilities, PROvider, as well as their Personnel and Installers, must be able to produce their security identification badge (physical or digital) issued by First Advantage, as documented in the Lowe's Services Agreement. This identification badge includes a photo identification, background check expiration and renewal date. The process for obtaining badges is spelled out in detail below.

For detailed instructions on maintaining PROvider's FADV account, submitting background checks, ordering badges, and maintaining the roster, review the [PROvider Background and Badge Instructions](#) located on the Lowe's Service PROvider Portal within the Guides and Processes section of the Resource Center.

Note: Failure to comply with requirements as outlined in this section may result in noncompliance violations at Lowe's discretion. Reference the Noncompliance Violations section of this guide for more information.

Vendor Gateway

Lowe's is in the process of creating a portal, called Vendor Gateway, that will be the entry point for all companies that do business with Lowe's, including PROviders. As PROviders is being onboarded to Lowe's PROvider will be requested to register for an account for Vendor Gateway. PROvider will currently use Vendor Gateway to access the PROvider Scorecard, Vendor Inquiry, and Store Lookup.

How to register for Vendor Gateway?

- The owner/principal for PROvider will receive an email from noreply@lowes.com to register for Vendor Gateway.
- After registered, the owner/principal for PROvider will need to grant user access to any other employees in the company.
- Please refer to this [guide](#) for registering and setting up user access.
- After initial registration for Vendor Gateway, PROvider will then be able to access via this link <https://vendorgateway.lowes.com/gateway/home>

Electronic Funds Transfer (EFT)

Lowe's pays PROvider invoices electronically, through Automated Clearing House (ACH) or Electronic Funds Transfer (EFT) which allows funds to be credited directly to the PROviders bank account(s) on the third day after payment approval rather than waiting 7-10 business days for a paper check. This is quicker than mail and saves time by avoiding a trip to the bank.

PROvider signs up to begin receiving EFT payments by completing the [EFT Agreement Form](#) and returning form along with required supporting documentation to EFTSetup@lowes.com; Once the EFT has been set up, a confirmation email will be provided and PROvider will begin receiving payments electronically.

PROviders needing to change their EFT and/or bank information will complete the [Bank Change Form](#) and return form along with supporting documentation to EFTSetup@lowes.com;

For questions on status of EFT setup or changes in company banking information, PROvider can contact EFTSetup@lowes.com.

Lowe's IMS Service PROvider Portal Set Up (the Portal)

Overview

The Lowe's IMS Service PROvider Portal (the "Portal") is PROvider's access point to any Lowe's installation work assigned to PROvider. The Portal is the PROviders view into the Installation Management System (IMS), which is a collaborative workflow tool that prompts the PROvider, store, Central Selling and IST to complete assigned individual activities in the installation process.

Access to the Portal will be requested by Lowe's Vendor Applications Team. PROvider's system admin will receive an invitation email from dynamicsadmin@lowes.onmicrosoft.com to finalize their account. The system admin will then have access to add additional Portal users for PROvider.

PROvider can find the following information within the Portal in addition to assigned jobs:

- News & Announcements: relevant articles and information posted for PROviders by the Lowe's Home Services team
- Resource Center: a categorized list of documents, templates, resource materials, and useful links
- Company Profile*: PROvider's contact information, license and insurance information, store and category coverage list, and labor pricing information
- Payment Requests*: list of all payment requests; includes customer, PO#, amount, and status
- Surveys*: customer survey results for PROvider; includes C&P (Craftsmanship & Professionalism) scores and LTR (Likelihood to Recommend)

**The Company Profile, Payment Requests, and Surveys pages are only visible to users with an admin role for PROvider.*

The Portal is the site used by PROvider to:

- Maintain their company profile
- Upload insurance, licenses, and certifications
- Find resource documents important to their relationship with Lowe's
- Manage installation work
- Receive notifications

PROviders can access IMS through the [Portal](#) link. Please reference the [IMS Service PROvider Portal Resource Guide](#) for detailed instructions on accessing the system, adding team members, assigning access roles, system navigation, and completing activities.

Benefits of IMS

Real-Time Visibility to Information

- PROviders, stores, and production offices have the same visibility to information, reducing the need for back-and-forth emails and phone calls
- Information is updated in real-time when an update is made to an activity or record

Schedule Dates Entered into Portal

- Detail and installation schedule dates are entered directly into the Portal by PROviders, eliminating calls and emails regarding schedule-date information.
- Visibility to these scheduled dates eliminates any follow-up calls or questions.

Electronic Sharing and Storage of Documents

- No more lost emails
- Everyone (PROvider, store, IST, Central Selling) has visibility to all uploaded documentation

Roles and User Access

In the Portal, there are three roles available for a PROvider to provision their personnel:

1. **Installer Admin Role** –Admin role has access to all aspects of the Portal. They can create new users, provision access, remove access, see payment requests, and all fields throughout every entity. Additionally, they see all records created for the main installation PROvider.
2. **Office Web Role** – The Office Web Role is similar to the Installer Admin Role but will not have access to view Payments and Labor Pricing information, update Team Members or Company Profile, Add/Delete Team Members or Portal roles, nor enter Schedule Availability (Flooring & Window Treatments only).
3. **Crew Lead Role** – A crew lead is a user of the Portal provisioned by an Installer Admin who has the ability to see only certain information within the system. Crew members cannot create users or provision access, nor can they see information about labor amounts or payment requests. Crew members only see records for which they are associated.

User Set Up

Portal Access

The Installer Admin has access to add, remove, and update access levels for all team members. Like the team member page, the **Portal Access** page can be accessed in the dropdown next to Company Profile in the horizontal menu bar.

To adjust access levels, find the team member in the list (use search to quickly find by name), select the dropdown to the right of the **Login Enabled** column, and select to add or remove specific access levels. There are also options in the dropdown to remove all Portal access and to clear a lockout.

NOTE: Lockouts occur after three failed log- in attempts. Please refer to the IMS Portal Resource Guide for instructions to clear portal lockouts.

Adding Team Members

The Installer Admin has access to add and remove team members or any member of the PROvider's business that would need access to complete IMS activities or notate jobs. The **Team Member** page can be accessed in the dropdown next to Company Profile in the horizontal menu bar.

To add a team member, select the **Add Team Member** button, complete the contact details, and click the Submit button.

NOTE: All users should have a unique email address and username. Shared email boxes should not be used.

To remove a team member, click the dropdown to the right of the user's email address and the primary site name in the list view. Under the drop down choose **Deactivate Team Member**.

Account Finalization

Any time the Installer Admin sets up a new user for the PROvider and assigns a Portal access role, the new user will receive an account finalization email from Dynamics admin. Follow these steps to finalize the account:

1. Select the Click to Register link from the email received. Note: This registration link is unique to each user. Do not share this link.
2. Under the Redeem Invitation tab in the browser window, select Register.
3. Register for a new local account by completing the four required fields and click Register.
Note: If the screen comes back with blank fields after selecting register, do not register again.
4. Log in using the sign-in and password just created.

Application Programming Interface (API)

Application Program Interfaces (API's) allows the Provider's pre-existing systems to connect directly with Lowe's systems to reduce manual intervention and input. Lowe's has several API's available that can be utilized to drive efficiency and speed in completing the process steps for an Install.

It is recommended that PROvider reviews the Portal to see how it will meet PROvider's immediate needs to manage business. For PROviders currently using a software program(s) to manage business, APIs may be a good option to enable PROvider's software system and the Portal to communicate.

Currently, 8 APIs are available enabling PROvider to receive information from the portal regarding job details and dates as well as send information to the portal to update Lowe's when a job or detail has been scheduled or completed.

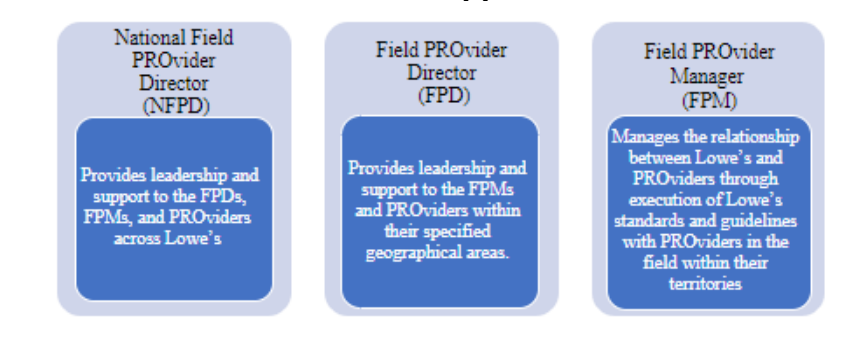
- Get Job/Detail Fee Info
- Get Job/Details by Date
- Update Job/Detail
- Upload Single Document
- Retrieve Single Document
- Retrieve Documents for Job/Detail
- Add Notes to a Job in IMS
- Get Refigure Requests

To get started, drop an email to SpecialtySalesSystemSupport@Lowes.com. Please keep in mind that API's do not exist for every install process step, so the portal will still need to be utilized for certain IMS Activities.

Introduction to Lowe's Home Services

By combining a network of pre-screened PROviders, a support team, and a wide selection of products and services, Lowe's can offer excellent nationwide installation services. As a PROVIDER, access is provided to a network of specialized Lowe's resources to answer questions and address any issues that may arise.

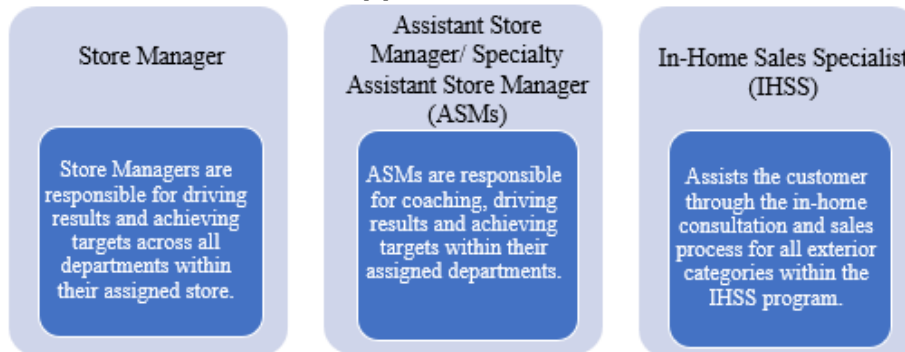
Field Support



Store Support Center (SSC)



Support at the Store



Central Selling (formerly Central Quoting)

Central Selling is a remote centralized team with responsibility for completing specific activities in a timely and accurate manner in support of a defined centralized selling model.

- Central Selling Flooring and Window Treatments is responsible for driving installation sales in the Flooring and Window Treatments categories by reviewing documentation submitted by PROVIDER and initiating detail payments, assembling quotes based on information from measures, and conducting outbound calls to customers to close sales.
- Central Selling Kitchens is responsible for driving product and installation sales in the Kitchen category moving customers through the virtual kitchen buying process including both pre- and post-sale activities. This can include reviewing documentation submitted by PROVIDERS to build designs and collaborating with PROVIDER to ensure final designs can meet both customer and PROVIDER expectations for installation.

Central Selling collaborates with PROviders and Stores, positively impacting customer service through timely follow up on any measures/details and designs that are Overdue (any activity that is over 48 hours) or Unassigned Activities such as:

- Overdue Ready to Schedule Activities
- Overdue Refigure/Remeasurement Activities
- Unassigned Provider Activities
- Change of Installer Activities
- Customer Refunds (i.e., customer cancellations, out of scope projects, duplicate details/projects sold)
- Provider Exception Payments (initiating payments to Providers when payment not made at time of sale)

Central Selling obtains, reviews, and approves required supporting documentation for Compliance purposes (i.e., confirmation that Provider has answered the “Add Lead Safe Practices Item?” field when Lead Assessments are required).

Central Selling triages and responds to any email that comes into the following mailboxes:

- Services@Lowe.com - Central Selling triages, responds to, and escalates as needed.
- CentralQuoting@Lowe.com - Central Quoting triages, responds to, and escalates as needed, details that are Overdue, or detail cancellation request received by Providers.

Installation Support Team (IST)

The IST is a remote centralized team that coordinates all related installation activities for assigned stores once a job is sold. This includes Customer, Provider, and Vendor contact and follow up as required. The IST is the main point of contact for Providers regarding Installations, Work Orders, and Change Orders.

Providers will interact with the Services Project Coordinator (SPC) at the IST who are coordinating the Customer’s job. This enables more effective communication between the Provider and SPC as the SPC will have firsthand knowledge of each job they manage and be able to converse effectively with Providers on jobs as needed.

Contact List for Support

Contact Information	Inbound Hours of Operation
888-516-1010 option 3	Region 1, 4, 7, 18, 21, 30: <ul style="list-style-type: none"> • Monday–Friday, 7:00 a.m.–7:00 p.m., EST • Saturday–Sunday, 8:00 a.m.–5:00 p.m., EST
	Region 2, 3, 6, 27: <ul style="list-style-type: none"> • Monday–Friday, 7:00 a.m.–7:30 p.m., EST • Saturday–Sunday, 8:00 a.m.–5:00 p.m., EST
	Region 5 and 12: <ul style="list-style-type: none"> • Monday–Friday, 6:00 a.m.–7:00 p.m., MST • Saturday–Sunday, 7:00 a.m.–5:00 p.m., MST
	Region 8: <ul style="list-style-type: none"> • Monday–Friday, 8:00 a.m.–8:00 p.m., MST • Saturday–Sunday, 9:00 a.m.–6:00 p.m., MST
	Region 14: <ul style="list-style-type: none"> • Monday–Friday, 7:00 a.m.–10:00 p.m., MST • Saturday–Sunday, 8:00 a.m.–8:00 p.m., MST
	Region 15: <ul style="list-style-type: none"> • Monday–Friday, 8:00 a.m.–8:00 p.m., EST • Saturday–Sunday, 9:00 a.m.–6:00 p.m., EST

Operational Guidelines

Lowe's expects PROviders to deliver consistent quality and customer service.

When working with Lowe's, PROvider is expected to follow certain guidelines. These expectations apply when PROviders are in Lowe's stores and in customers' homes. Being diligent in these practices ensures an effective, efficient, and successful business relationship.

The Basics

Explanation of Labor Rates (Type I & II Only)

There are two (2) distinct types of labor rates:

1. Fixed Cost Labor: This is a fixed cost per unit/measure.
 - The fixed cost labor rate covers labor items that are on the labor specification sheet for the category(s) services are provided for.
2. Estimate Only Labor: This is a bid cost and will vary by job.
 - Estimate only labor rates are set by the PROvider and cover any additional or custom work that is not defined as fixed cost labor.
 - Below is an example of a hardwood flooring rate sheet:

AIM COMPLETED BY INSTALLER SIGNATURE		DATE	
		DATE	
Item Number	Item Description	Unit	Cost
111719	LAB INST DETAIL HDWOOD/LAM	EA	35.00
16396	LAB INST LAM-SMALL JOB UPCHARGE	EA	
17206	LAB INST WOOD-SMALL JOB UPCHARGE	EA	
187231	LAB INST WOOD-ADDITIONAL WORK	EA	
188204	BASIC LABOR WOOD FLR NAIL	EA	2.50
188208	BASIC LABOR WOOD FLR GLUE	EA	2.50
188400	BASIC LABOR WOOD FLR LOCKING	EA	2.50
189009	LAB INST WOOD-PLYWOOD UNDERLAYMNT	EA	0.60
192427	LAB INST WOOD-HERRINGBONE	EA	4.50

Diagram illustrating labor rate categories:

- Detail fee (points to item 111719)
- Estimate Only labor (points to item 187231)
- Fixed Cost Labor (points to items 188204, 188208, and 188400)

Regular Installed Labor Items (per unit/measure) specified in Appendix A of the Agreement. Priced by estimate labor cost is set by the PROvider and covers any additional or custom work that is not defined by the fixed cost per unit/measure items. An example of this would be hidden damage as this would be an estimated labor charge.

For Regular Installed Labor Items, PROvider will be asked to detail the work required to complete the job. This may include some, or all, of the following information:

• Reason for additional work	• Type of work to be performed
• Time to complete	• Required materials/supplies needed to complete

Scope of Work (SOW)

To help establish the expectation of work involved with a category, Lowe's has developed Scope of Work ("SOW") documents to define which services and/or products are and are not allowable under the customer's contract. This document is also referred to as the *Installed Sales Program Specification Sheet* and can be found on the Portal > Resource Center > Category Specific. Lowe's uses these documents to baseline the experience with the customer and to help establish costs with providers. Lowe's clearly defines five things in each SOW:

- What's included in the basic labor charge

- What materials the PROvider is expected to supply as a part of the basic labor charge
- What the customer is required and/or recommended to purchase to complete the service
- What additional services are available to the customer at an additional charge based on their needs
- What is NOT allowed as part of the service being purchased

In addition to these five topics, occasionally the SOW will acknowledge an “Other Information” section which is for generic clarification on a category.

The SOW document is used to set clear expectations between Lowe’s, the customer, and the PROvider for a job. PROvider should assume that if the SOW does not say PROvider CAN do it, then PROvider SHOULD NOT do it without first discussing with Lowe’s FPM or NIM.

Lowe’s has specific review processes in place for Non-residential/Commercial/Multi-Family Residential projects as well as any exterior project with a total dollar value exceeding \$50,000 (large project). Lowe’s also does not contract with government agencies to perform installation services. If you become aware of or are concerned about a project you have received a request to detail/measure, please reach out to Lowe’s FPM for assistance. Please note that exterior projects encompassing multiple categories or installation locations/units for the same customer should not be broken up into smaller projects to avoid large project reviews.

SOW documents can change at any point in time as a result of compliance, coding, general industry changes, or any other reason Lowe’s deems necessary. PROviders should routinely review the category specific SOW documents posted on the Portal for changes.

Details and Second Measures

Depending on which category (or sub-category) PROvider is providing installation services for, PROvider may or may not perform a detail/second measure which includes a set of measurements, performing a Lead Assessment (if required), and review site conditions (environmental or safety hazards, other contractors working on site, excessive dirt and debris in work area, etc.). A detail/second measure is required for millwork, roofing, flooring, cabinet, countertop, window treatments and most building materials categories. PROvider may be asked to do a detail/second measure for other categories where Lowe’s contracts with third-party, independent installation services to perform the install for Lowe’s customers.

PROvider will receive an IMS activity for a detail/second measure that will contain the customer’s name, address, contact information, as well as additional information such as customer answers to pre-qualification questions or other information that may be needed prior to the visit. For instance, under flooring there will be specific questions that pertain to only hardwood & laminate. PROvider may also receive a detail diagram sheet, where measurements and a drawing will need to be completed. Physical measurements submitted by PROvider during a detail/2nd measure will be valid for a period of 90 days. Any change in home ownership would be an exception to the 90 days and require a new measurement.

PROvider MUST use the detail/installer worksheet provided by Lowe’s and not an estimate sheet of PROvider’s own. The benefit of using the sheets provided by Lowe’s is that these detail/installer worksheets are very comprehensive and will eliminate or minimize questions that our selling associates would have to contact PROvider with after the fact.

Once PROvider receives a Ready to Schedule activity for a detail/second measure, the expectation is that PROvider contacts the customer within 2 business days from the sale date for details or 1 business day from the date the detail/second measure IMS record and supporting documents for detail/second measures are received. If the customer is not contacted in 2 days, an overdue activity will be generated

in IMS.

Details/second measures should be performed and returned no more than 5 business days from when received unless the customer specifically wants it scheduled further out. Ensure communication with the selling associate is made if details/second measures are scheduled out longer than 5 business days.

The completed detail/installer worksheet, and any other required documentation should be uploaded in IMS within 1 business day after the detail/second measure is marked Appointment Complete. If a Lead Assessment was required, PROvider must indicate “Yes” or “No” for the “Add Lead Safe Practices Item?” question based on the Lead Assessment, select the applicable “Lead Response Reason” and confirm obligations in the Certified Renovator verification statement within the IMS Submit LRRP Documentation activity.

If a permit is required per municipality requirements, the PROvider must indicate the permit requirement and permit cost on the detail/installer worksheet. If the permit fee cannot be determined at point of detail due to requiring total contract amount, the PROvider must indicate on detail/installer worksheet the calculation method that should be included in purchase order for the selling associate to determine final permit cost. The Lowe’s salesperson will then create a material and labor estimate for the Lowe’s customer.

On occasion, it will be necessary for PROvider to perform an inspection on a job that was completed by another PROvider. In the event PROvider is asked to complete an assessment we ask that photos, description of issues, suggestion for resolution, list of needed materials and detailed breakdown of cost are provided to IST and uploaded to IMS for review. Prior to taking any photos, the PROvider must inform the customer why photos are needed and gain customer approval prior to taking the photos. If the customer refuses to allow photos to be taken, contact the IST for further direction.

In the rare instance a customer no longer wishes to move forward with the detail/second measure, and requests to cancel or for a refund, PROvider can submit a support request from the customer record in the Portal.

Sold Jobs

If the project is sold, the job will be created in IMS and a Lowe’s Installer contract or Lowe’s Customer contract will be uploaded based on selling model. It should include a “Merchandise Summary” and a detailed “Installation Description.” A “Waiver of Lien and Warranty” form with attached “Certificate of Completion” section may also be included based on selling system.

A “Merchandise Summary” or sold products list will be included. If the product sold is stock product, the items will be identified as ‘STK’ and if the products are special order, the items will be identified as ‘SOS’. In both cases the job should not be scheduled until notification is received in IMS that the product has been pulled or has arrived and is ready to schedule.

Installations should be scheduled no more than 2 days after receiving the Ready to Schedule notification. Complete the ready to schedule activity in IMS as soon as possible so the store will be aware and have the product staged and ready when needed. If PROvider’s production schedule is too heavy to service Lowe’s customers within Lowe’s prescribed timelines, PROvider should contact the Lowe’s FPM.

All product is inspected by the Lowe’s store to ensure that the order is complete, correct, and undamaged. PROvider is also responsible for checking to ensure merchandise is not damaged prior to leaving the store. PROvider should use the Support Request functionality in IMS to notify IST of missing

or damaged product or product not ready at store or jobsite.

Occasionally a customer may request to cancel or refund the job. PROvider should use the Support Request functionality in IMS or call IST to advise that a refund has been requested by the customer. Please enter a comment in the job to support the IST's discussion with the customer. All refund requests will be handled by the IST, who will contact the customer and work with the appropriate parties to process the refund as needed.

Day of Install

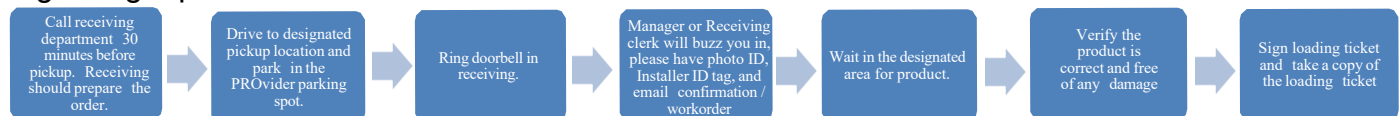
It is crucial to set expectations, recap scope of work, inspect product, and review all timelines and vital information with the customer prior to completing any sort of demo work. This ensures we do not leave a customer's home in a state of demo for extended periods of time and ensures the customer's expectations match the work to be done.

Product for the scheduled installation will either be staged in a dedicated area at store for pickup or delivered to the customer's home. All product is inspected by the Lowe's store to ensure that the order is complete, correct, and undamaged. PROvider is also responsible for checking to ensure merchandise is not damaged prior to leaving the store or when arriving at the job site. Occasionally, when picking up product from the store or inspecting store delivery at the jobsite, missing or damaged product may be discovered. PROvider should use the Support Request functionality in IMS to notify IST of missing or damaged product or product not ready at store or jobsite. When reporting product damage (store or jobsite), ensure pictures capturing the damages to the product are uploaded to the applicable job record or work order.

When a customer's job requires the store to deliver product to the jobsite, The PROvider must inspect the delivery for any missing or damaged product and promptly notify the IST of the damaged product. If replacement product is available at the store and the store is unable to deliver, travel to the store to obtain the replacement product. If notification of product delivery is received and PROvider arrives to find no product, or damaged product is delivered and replacement product is not readily available for the job to commence, move on to the next job until replacement product can be obtained and/or delivery completed.

When a customer's job requires the PROvider to pick up materials from the store, PROvider is responsible for picking up their install orders from the Receiving Area in the store. Receiving hours are from 7 a.m. to 4 p.m., Monday – Friday. Before and after receiving hours, PROviders should go to the customer service desk to receive their order. The PROvider should call receiving or the store, 30 minutes ahead of arrival at the store to ensure product is ready for pick up. Please see the following process:

To align expenses related to missing or damaged product, Lowe's has clarified the below policy regarding trip and wait fees.



Trip fees vary based on labor category and store location. PROvider should call and make the Installation Support Team (IST) aware of the issue within 48 hours of the occurrence.

Trip fees can be applied when:

- PROvider is notified product was ready for pickup but incorrect or damaged product is found prior to leaving the store and replacement product needs to be ordered.

- PROvider is notified product was ready for pickup but the PROvider arrives at the store and store cannot locate product.
- PROvider is notified that product was delivered to the jobsite and then arrives at the jobsite to find incorrect, missing or damaged product.
 - If replacement product cannot be delivered or obtained on the same day for exterior job to begin, a trip fee equal to two times the trip fee amount can be given.
- PROvider has a confirmed appointment and the customer is not there and did not contact Lowe's and/or the PROvider.
- Store delivers incorrect or damaged product to the jobsite and the PROvider has to return to the store to obtain new product in order for a job to proceed.
- Product purchased by the customer for a non-detail category cannot be installed due to incorrect size, old product cannot be removed for replacement, or other unforeseen circumstances. Trip fees for this scenario should not be paid in conjunction with any installation labor.
- Defective merchandise is found during an install and replacement product is available at the store for PROvider pickup to complete the install.

Wait fees are \$35 for all categories and apply when product is not fully staged or pulled when PROvider arrives at a store. The duration for a wait fee to be applied starts when a PROvider has been waiting at a store for longer than 30 minutes. The PROvider should call and make the Installation Support Team (IST) aware of the issue within 48 hours from the day this occurs.

When a customer's job requires digging, although it is the customers responsibility to call 811 and mark all utilities, it is the PROviders responsibility to ensure it has been completed and all municipality utilities as well as customer utilities are properly marked prior to digging.

Before the project begins, ensure that the Lowe's customer has inspected the product to ensure it is not damaged. Also ensure project area has been checked for any existing damage and point this out to the customer before starting the job. In some cases, it may be prudent to document existing damage and have the customer initial. Make sure that any necessary measures to protect the customer's property from dirt and dust are considered. Use shoe coverings, drop cloths, plastic, or tarps as necessary.

PROvider will also complete fields within the IMS Work Complete activity to acknowledge Waiver of Lien and warranty as well as document how excess materials will be handled. This replaces the requirement to submit a signed paper Certificate of Completion/Waiver of Lien. The IMS Work Complete activity must be completed to request final job payment.

Surplus Materials on Lowe's Jobs

Per the Agreement executed between Lowe's and the PROvider, unused receipted project material in good sellable condition is not the property of the PROvider or the PROviders Subcontractors. Therefore, after completion of a project, all excess goods must be returned to the Lowe's store where the order originated (unless directed otherwise by Lowe's or the applicable customer agreement). If the customer wants to keep the material for future use, they may do so at their discretion. Also, if the customer wants to return the material to the store, then they are free to do so.

On occasion, if the customer is not able or willing to return surplus product, PROvider can return the surplus products to Lowe's on the customer's behalf. This is since PROvider is responsible for the amount of material ordered for the job, based on PROvider's detail measurements. The PROvider would then bring the surplus materials to the Customer Service desk and be given a Merchandise Returns (MR) worksheet as proof of the return. Scraps and waste material are non-returnable and need to be disposed of in accordance with normal jobsite clean-up. If there are questions about this subject or if further clarification is needed, please contact the respective Lowe's FPM.

If any of the product at the jobsite contain defects, please notify Lowe's immediately. PROviders will not install goods containing defects.

Additional Basics for Blinds and Flooring Categories

As part of Lowe's continued commitment to meet customers "whenever and wherever they choose to engage", we are implementing a solution that allows the customer to purchase a detail and schedule it at time of purchase – both online and in-store. We look to offer the following to customers based on PROvider availability:

- Weekly calendar of availability (Sat/Sun availability at PROviders discretion, however, it's encouraged)
- Three timeframes per day
 - Morning, defined as 8 a.m. to noon
 - Afternoon, defined as 1-5 p.m.
 - Evening, defined as 5-8 p.m. (availability at PROviders discretion, however, it's encouraged)

Weekend, after hours and holiday availability is based on the PROvider's discretion, however, taking care of our customers is Lowe's number one priority. We encourage PROviders to provide an emergency contact number where PROvider can be reached in the event of an urgent situation.

PROvider should contact the FPM (and inform IST) in advance when PROvider has periods of non-availability, so PROvider can be temporarily removed from the installation rotation. Customers in progress or needing scheduled prior to PROvider's period of non-availability should be contacted and made aware of scheduling availability. If a customer is not able to accommodate the extended timeline, PROvider should contact store or IST so an attempt for reassignment to a new PROvider can be made.

Lowe's Brand

Lowe's takes pride in its brand. There are limitations on how and when PROvider may use the Lowe's brand:

- There are no requirements stating that PROviders must wear Lowe's branded apparel, however, all PROviders and crews are always expected to meet professional appearance standards.
- Lowe's branded apparel can be purchased at <https://www.lzsprovider.com/login>
- Please keep in mind, Lowe's apparel should ONLY be worn when performing services on Lowe's jobs.
- Competitor branded apparel/hats or merchandise are not allowed while on any Lowe's jobsite or when interacting with Lowe's customers.
- Neither PROvider, nor Personnel and Installers, are Lowe's employees. PROvider should never represent to be a Lowe's employee to a customer.

Professional	Un-Professional
➤Representing Lowe's Logo or uniform	➤Wearing logos other than Lowe's or PROvider's
➤Wearing clean appropriate-sized, casual pants, shorts, or jeans	➤Ripped, torn, or dirty pants or shorts
➤Plain colored collared shirt or t-shirt	➤Inappropriate or unprofessional shirts

Zero Tolerance Policy

No PROvider, or its Personnel (including authorized subcontractors), should be in possession of firearms, illegal drugs, or alcohol, or be under the influence of illegal drugs, alcohol, or smoking/vaping while in a customer's home or while on Lowe's property.

Contact Information Policy

Email and phone are both forms of communication between Lowe's and PROviders. Lowe's is committed to keeping PROviders informed of things that will impact the business and providing opportunities to share PROvider's voice. It is especially important for PROviders to review and maintain their administrative and compliance contact information monthly through the Portal.

Lowe's uses many different channels to connect with PROviders, including:

- PROvider e-mail communications from PROviderCommunications@lowes.com, including the monthly PROvider Pulse newsletter, which will contain valuable information regarding things that may impact PROvider's business.
- PROvider Summit, which is an opportunity to bring all PROviders together twice per year with Lowe's Services to celebrate wins, provide business updates, and share expectations.
- PROvider feedback opportunities to share PROvider's voice through surveys, workshops, pilots, etc.

For information on updating contact information, please reference [IMS Portal Company Profile Instructions](#).

Lowe's Gift Policy

Lowe's Company policy prohibits Lowe's employees from giving or accepting gifts or entertainment exceeding nominal value to or from any of its vendors. In some areas, the law prohibits the giving or accepting of gifts or entertainment of any amount, even nominal value. Accordingly, PROviders should not give gifts, including meals and/or entertainment, to Lowe's employees, regardless of value.

The guidelines apply at all times and do not change during holiday seasons or planning of Lowe's or PROvider events.

Using Lowe's Name

The use of Lowe's name, Lowe's authorized installer or Authorized Independent Contractor is not to be advertised by a PROvider. This includes telephone listings, business cards, internet websites, vehicles, or any other form of identification or advertisement. However, PROviders may use Lowe's name to print or copy a completed Customer Contract or other Lowe's documents pertaining to Lowe's projects.

Customer Solicitation Policy

PROviders will not develop Sales Leads by first contacting potential customers at their homes or residences or via telephone, online or other means of marketing including, but not limited to unsolicited sales calls. Further, to the extent permitted by applicable law, all prospects for additional business resulting from or in any way connected to this Contract or any work or Customer Contracts are the property of Lowe's, and PROvider agrees to notify Lowe's immediately of such prospects for additional business. Any sales arising out of contact with customers or potential customers shall be governed in all respects by the terms and conditions of the Agreement.

Lowe's Store Standards of Courtesy and Professionalism

There are specific standards that should be met when in a Lowe's store. If picking up product for a job, the main focus should be getting the product and getting out of the store and on the way to the customer's home. If assisting with lead generation efforts or knowledge sharing opportunities in the store, PROvider must ensure communication with the Specialty ASM or Store Manager is made to align on scheduling a time that best fits the need. In addition, while in the store, PROvider should follow these guidelines.

Store Visit Guidelines

CUSTOMER SERVICE WHEN PERFORMING LEAD GENERATION ACTIVITIES

- Provide assistance to customers if approached with a question related to PROvider's assigned programs. If not related, find a Lowe's associate that can help them.
- Refrain from engaging with or taking customers outside of PROvider's designated area within the store.
- PROvider representatives must not be accompanied by anyone not employed by PROvider or a Subcontractor of PROvider while on Lowe's premises during scheduled job duties.
- PROvider representatives must maintain terms of confidentiality of the business relationship and this program with Lowe's. PROvider representatives shall not direct Lowe's customers outside of program to obtain sales.

DRESS CODE

- Maintain professional appearance (refer to Jobsite Standards of Courtesy and Professionalism within this guide).
- Present Lowe's PROvider badge as requested (digital or physical).
- Only Lowe's associates can wear the red vest.

INSTALL ORDER PICK UP

- Call receiving department 30 minutes prior to product pick up to ensure order is ready upon arrival.
- Park vehicles in the appropriate loading zones when picking up merchandise.
- Have photo ID, PROvider badge, and IMS purchase order ready to provide to receiving department.
- Wait in designated area for product.
- Verify product is correct and free of damage prior to leaving store.
- Clean up any trash caused by product inspections.

RESPECT

- Park vehicles in the back of the parking lot away from the store entrance during store hours, unless picking up merchandise, then use appropriate loading zones.
- Enter through the primary entrance door closest to the Customer Service desk.
- Do not sit, eat, or drink while on the sales floor.
- Cell phone use should be avoided.
- Laptop use should be avoided unless for demonstrations or scheduling.
- Refrain from entering employee-only areas.
- Clean up any trash caused when performing lead generation activities in store and dispose of properly.
- Return all empty pallets, pallet jacks, and two-wheeled dollies to designated areas after use.
- Return any Lowe's-owned property (tools, cleaning supplies, etc.) to its original location after use.

SAFETY

- PROvider is prohibited from connecting to Lowe's utilities or using Lowe's equipment without obtaining prior approval from a Lowe's management representative.
- PROvider is responsible for the behavior, safety, and performance of PROvider's representatives while on Lowe's properties.
- Lowe's requests that PROvider immediately notify store leadership of potential safety hazards observed on Lowe's property.

MARKETING

- Only use Lowe's approved displays, brochures, marketing materials and business cards.

KNOWLEDGE SHARING

- Conduct associate Product Knowledge sharing only during *non*-Power Hours.
- **POWER HOURS (10 a.m. – 2 p.m.)** - Store hours during which associates are 100% focused on the customer. It is recommended that lead generation and customer service is done within these hours. All other tasks should be addressed outside of Power Hours.

Jobsite Standards of Courtesy and Professionalism

The Lowe's brand is significant in every community it serves. Professional presentation is required with all Lowe's customers and at every installation jobsite.

To provide the best Customer Service in our industry, it is crucial that each PROvider reads and follows the Lowe's Service PROvider Standards of Courtesy and Professionalism, see below. On occasion, issues may arise with the Customer, when this occurs it is essential that PROvider partner with Lowe's field representative immediately.

It is important to both Lowe's and PROvider, to present a positive and professional image to the customer. The customer will expect a positive attitude and professional approach to each job from Lowe's and from the PROvider performing services in the customer's home. Although PROviders are not Lowe's employees, customers typically view PROviders performing work on their property as representatives of Lowe's.

The following guidelines for a PROvider are strongly encouraged to apply toward their relationship with Lowe's and Lowe's customers.

Timeliness/Arrival

- Contact the customer as soon as possible, but no later than 2 business days after receipt of a Confirm Appointment or Ready to Schedule activity.
- Ensure that Lowe's customers are contacted in advance if PROvider is delayed and will miss the scheduled appointment time.
- During PROvider's initial conversation with the customer, provide a contact name, number and/or email address that the customer may use to communicate with PROvider's office.
- Provide expected arrival dates for any special-order product that is required for the installation
- Review the installation process and anticipated time frames with the customer, set expectations that changes in scope could impact pricing and timelines of the original project and resolve all concerns.
- Advise the customer of the disruption they may experience as part of the installation process such as: dust, water shut-off, temporary loss of access and use of the room, pet and small child dangers, etc.
- Set expectations to have an adult 18 or older present during the installation. In the event that an adult 18 or older is not present, contact the PROvider crew leader, exit the customer's premises, record the event in IMS or MIC and contact the IST to resolve and resume the install.

- Review and discuss the customer's responsibilities such as: moving breakable items, providing a suitable work area, and getting HOA approvals (if applicable)
- Ensure that detail/second measure paperwork is completed and returned within 1 business days after detail/second measure is completed.
- Ensure updates on job status/timeline are communicated to the Lowe's customer and Lowe's IST.
- If the customer will be picking up the material at the store, advise the customer to arrange the pick-up directly with the store.

Yard Signs

- Yard signs are encouraged on all jobsites, where permitted by local municipalities, while the installation is being performed by the PROvider. To obtain additional yard signs, please visit the [PROvider Yard Sign Order](#) site. After completing registration, PROvider will be able to submit one order request per quarter.
- PROvider should remove the sign when the job is completed and reuse the sign on the next job. The PROvider should take care to fill any holes that may have been created by the sign. Once the sign becomes worn, the PROvider should dispose of the sign.



Strong Lowe's Relationships

- Greet the homeowner by introducing each member of the crew and presenting Lowe's badges (physical or digital).
- Ensure proper execution of all paperwork and use of only Lowe's authorized forms.
- Collaborate with Lowe's IST personnel to quickly resolve customer complaints.
- Ensure proper communication of all scheduled dates, pick-up dates, and completion dates with the Lowe's IST as well as any changes to the timelines of a job or work order.

Questions / Changes

- Contact the Lowe's IST with any questions that arise on a Lowe's jobsite. Do not get the customer involved with matters relevant only to Lowe's and PROvider.
- PROvider should never request direct payment from customers for work performed under a Lowe's contract. For additional information, reference the Change Order Process section of this guide.

Protecting the Workspace

- Ensure that the customer inspects the product prior to beginning the installation.
- Take reasonable care to minimize the spread of dust and debris beyond work areas; protect air conditioning vents and registers; and use barrier materials such as plastic sheeting where needed.
- Wear disposable coverings over footwear or cover all work areas inside the customer's home with a protective runner or other covering.
- Pad and protect any furniture, walls, trim, accessories, or items of value when moving or when working near the items.

Customer Property

- Ensure immediate area is inspected for existing damage and review with the customer prior to beginning the installation.
- Make every effort to minimize dust and debris as well as tracking dirt on the floors during the installation.

- Ensure to protect the customer's property. Use drop cloths, plastic, booties, etc. when and where appropriate.

Parking

- Park in a manner that is courteous of the homeowner. Obtain permission from the homeowner before using the customer's driveway for unloading material and be advised the PROvider is responsible when damages occur while in, or parked in, the customer's driveway. If needed, protective barriers can be used underneath vehicle. Be aware of potential leaks vehicle may have.
- Be mindful of the customer's neighbors, as well. Do not block their ingress or egress to their property.
- Do not park vehicles in the yard.
- Remove vehicle(s) out of the customer's driveway immediately after unloading material.

Jobsite Conduct

- Do not use inappropriate language, play loud music, or engage in unprofessional conduct with a customer or other workers on the Lowe's jobsite.
- Introduce all workers to the customer.
- Use, possession, or being under the influence of Alcohol or drugs will not be tolerated.
- Make arrangements to use restrooms offsite. Under no circumstances should anyone performing work on the customer's property use the customer's restroom.
- No tobacco/vaping products may be used on the jobsite.
- Do not solicit additional work from any Lowe's customer for services otherwise offered through or by Lowe's Home Services.
- If foreman or crew leader must leave jobsite, identify a primary point of contact for customer.

Lowe's Relationship with Customer

- Lowe's relationship with the customer is important. Do not make remarks that would damage this relationship.
- Ensure customer complaints are treated as a second chance to satisfy the customer.

Customer Possessions

- Do not move customer possessions without prior notice and permission from the customer.
- Immediately report any damage caused to a customer's property or possession(s) to the Lowe's FPM and IST.

Site Housekeeping

- Coordinate with the customer to be present at the start and end of each day (as applicable).
- Secure the jobsite each day to include safety issues and trash removal.
- There are dump fees available at an additional cost for some categories per pre-established SOWs. Customer is responsible for hauling away trash if they do not pay a dump fee. PROvider will clean up after themselves. Ensure personal debris is disposed in covered trash cans or take away from the job.
- Ensure installed flooring surfaces are swept, mopped, or vacuumed post-installation.

Tools

- Under no circumstances should PROvider borrow customer tools. It is recommended that tools are unplugged and secured for jobs taking more than one day.
- PROviders are encouraged to use tools sold by Lowe's.
- Ensure ladders are taken down and secured daily.
- It is an OSHA violation to leave tools plugged up that are not in use. PROvider should not have tools plugged up unless they're using them.

Outstanding Customer Service

- Ensure the customer is completely satisfied before leaving the jobsite.

Safety

- Establish and maintain all training, certifications, medical clearances, written plans and procedures relating to safety requirements for their company and any subcontractors,
- PROvider is responsible for the behavior, safety, and performance of PROvider representatives while on Lowe's' customer's property.
- PROvider shall only perform activities for which they are trained and certified.
- Lowe's requires that PROvider and their employees and subcontractors (while representing Lowe's) abide by all federal, state, and local safety laws, rules, and regulations to include:
 - Establishing and maintaining a safe work environment (containment) when necessary,
 - Following all necessary procedures to reduce risk and eliminate hazards to customers and crews,
- Ensure crews only perform task they are properly trained, certified, and can complete safely,
- Use the proper tools or equipment for the task,
- Supply, train, and certify personal in the maintenance and use of protective equipment as required (including any medical monitoring requirements), and
- Maintain a work environment that protects customers from exposure to any/all hazards.
- PROvider should report work-related incidents and illness (while working on behalf of Lowe's) to their Lowe's representative (or servicescompliance@lowes.com), after seeking proper medical treatment. PROvider is empowered to exercise STOP WORK authority for all safety or health related hazards unless stopping work would create a greater hazard.
- Lowe's does not endorse or otherwise approve any activities that violate any safety rules or regulations or activities that would place any customer, employee, PROvider, or their subcontractors at risk for illness or injury.
- Every effort should be made to follow OSHA Safety rules, guidelines, or best practices while on active jobsites.

Jobsite Inspections

Jobsite Inspections allow Lowe's to validate that PROviders are adhering to all of Lowe's and regulatory requirements as required in the Lowe's Service Agreement. Jobsite inspections also afford Lowe's the opportunity to obtain customer feedback and better understand the customer experience. Lowe's will periodically perform jobsite inspections to verify multiple aspects of any given project such as:

- PROvider is following the Jobsite Standards of Courtesy and Professionalism (outlined above),
- All PROvider crew members are appropriately background screened and badged,
- PROvider is following regulatory requirements including, but not limited to, OSHA and environmental requirements.
- PROvider has required licensures, certifications, or permits and can present them upon request.

Jobsite inspections may be performed by a FPM, Field PROvider Director (FPD), State Licensing Manager (SLM), Regional Compliance Director (RCD), or other Corporate associates.

Some of the items included in the Jobsite Inspection are:

- Did the installation begin as scheduled in IMS/MIC?
- Was the customer satisfied with the professionalism of the installation?
- Was the installation area prepared to minimize dust and dirt in the home as well as protect customers and crews from any safety hazards?
- Was PROvider following all applicable permitting, Lead-Safe Practices, and any other regulatory

- requirements that are required during the installation process?
- Did PROvider have copies of licenses or permits available on-site upon request as required by applicable rules or regulations?
- Are PROviders working in a safe manner and using the appropriate PPE to protect their crews?
- Is the overall jobsite neat, well kept, and free of hazards?
- Are barricades and containment procedures being used where necessary to contain all dust and debris, identify the work area at the home and keep unauthorized personnel out?
- Has PROvider communicated expectations to the customer about work practices to maintain a secure work zone and avoiding barricaded/active work zones?

Note: Failure to comply with requirements as outlined in this section may result in noncompliance violations at Lowe's discretion. Reference the Noncompliance Violations section of this guide for more information.

Quality Review

Throughout the normal course of business Lowe's will focus on identifying areas of the business (Labor Categories, PROviders, Districts etc.) where there is opportunity to improve customer experience. Metrics, such as the ones mentioned above, will be compared to identify focus areas of the business. In depth reviews, such as Labor Category Reviews and Business to Business Meetings may be completed to realign focuses to Lowe's overall mission of Quality Customer Experience. Quality reviews will also help Lowe's identify programs and processes that have opportunity and then strategize changes to improve. These reviews may lead to changes in store processes, production processes, and potentially labor categories. Lowe's is constantly focused on adapting the Services model to best fit the customer.

As a part of the Quality Review Process, Lowe's uses Jobsite Inspections to collect feedback concerning the in-home experience during construction. The FPM will review progress, collect customer feedback, and evaluate overall jobsite conditions. This information is compiled and reviewed to identify global trends that can be communicated to the broader teams to be used as topics for knowledge sharing, realignment, etc. All jobsites should adhere to the standards set forth previously in this document. Items such as protecting the customer property, cleaning up daily, and minimizing our disturbance inside the home, can go a long way toward turning a customer into a Lowe's advocate for life. As stated previously, this increased advocacy is beneficial for both Lowe's and PROvider, as it will allow both parties to grow together.

PROvider Meetings

The FPM or NIM holds periodic meetings with PROvider. These meetings review essential program changes, new store openings, and other miscellaneous topics including feedback from PROvider.

This is a good forum for PROvider to get together and discuss market-specific topics and opportunities. While these meetings are designed to disseminate key information about our program, the feedback and interaction often prove to be valuable for both PROvider and the FPM.

Meetings are held either in larger groups with all area PROviders invited or in a smaller town-hall group setting. Meetings are typically announced 2-4 weeks in advance and may be held either in the morning or afternoon. PROvider attendance to these meetings is optional but strongly encouraged as they are pivotal for keeping PROvider connected with the Lowe's installation program.

Centralized Business Reviews

Lowe's PROvider Centralized Business Review (CBR) and Progress Review for newly onboarded PROvider is a key component of our long-term strategies that focus on adding customer value and improving our customer experience. Centralized Business and or Progress Reviews promote alignment

between our companies and improve PROvider's chances of success. Please note that although the primary focus of the CBR will be on the Key Performance Indicators (KPIs) of the Lowe's Services programs, we will also address other requirements in doing business with Lowe's. PROvider is encouraged to come prepared, be on time, and be willing to share any opportunities to improve the customer experience and/or the Independent Service PROvider experience. Showing up late, missing altogether, refusing to attend or being unable to contact will be subject to the following violation fines. Lowe's reserves the right to adjust the fee amount based on evaluation of the circumstance, frequency, and size of the PROvider. In addition, in lieu of penalties or fees, Lowe's may also remove or adjust stores or categories.

Application of Fines						
Violation	1st Occurrence	Actions	2nd Occurrence	Actions	3rd Occurrence	Actions
Late to business review	\$100	Violation documented	\$250	<ul style="list-style-type: none"> •NIM or FPM made aware •Violation documented 	\$1,000	<ul style="list-style-type: none"> •NIM or FPM made aware •Violation documented
Missing Business Review	\$750	<ul style="list-style-type: none"> •NIM or FPM made aware •Business Review rescheduled 	\$1,500	<ul style="list-style-type: none"> •NIM or FPM made aware •Business Review rescheduled 	\$3,000	<ul style="list-style-type: none"> •NIM or FPM made aware •Business Review rescheduled
Refusal to attend	\$750	<ul style="list-style-type: none"> •NIM or FPM made aware •Business Review rescheduled 	\$1,500	<ul style="list-style-type: none"> •NIM or FPM made aware •Violation documented 	Contract termination	<ul style="list-style-type: none"> •NIM or FPM made aware •Contract termination initiated
Non-responsive	\$750	<ul style="list-style-type: none"> •NIM or FPM made aware •Business Review rescheduled 	Full payment hold and removal from category rotation	<ul style="list-style-type: none"> •NIM or FPM made aware •Business Review rescheduled 	Contract termination	<ul style="list-style-type: none"> •NIM or FPM made aware •Contract termination initiated

Business-to-Business Meetings

B2Bs are an integral part of driving expected results by reinforcing targets on a consistent basis. B2Bs will be conducted by either the NIM or FPM. Frequent B2Bs impact IMS/MIC Overdue Activities, Expenses, LTR, C&P, drives relationships and gives the PROvider a voice.

Measuring Performance

For Lowe's and PROvider to continue to grow their respective businesses together it is especially important to place high emphasis on the quality of Customer Experience. This experience starts the moment a customer is first inspired to take on a project and does not end until the project is complete and is ready to be enjoyed. The following sections outline how Lowe's measures, what factors affect, and what responsibilities the PROvider has concerning Customer Experience. By both Lowe's and PROviders putting an intense focus on Customer Experience, it will allow both Lowe's and the PROviders to continue to grow a mutually beneficial business model.

The Lowe's PROvider Scorecard serves as the primary data source for Independent Service PROviders' performance. The PROvider Scorecard sets performance targets for select metrics and applies unless specified otherwise in Schedule 1 to Attachment F of your Lowe's Services Agreement. Lowe's may revise the PROvider Scorecard's metrics or targets periodically. Currently, the PROvider Scorecard is available for all Services Programs and is accessible through the Vendor Gateway. The PROvider Scorecard supersedes all other reporting and data that may be distributed.

Customer Satisfaction Survey

At Lowe's, overall quality is measured through post-project customer satisfaction surveys. After each project is finished, customers may have the opportunity to complete the post project survey. During this survey the customer will rate Lowe's and the PROvider on key customer satisfaction indicators (LTR, C&P, etc.) which are listed in more detail below. It is crucial that Lowe's and the PROvider focus on all aspects of the customer experience. Each individual experience throughout the project

contributes to the customer's overall satisfaction and willingness to recommend Lowe's Services Programs in the community. As the customer recommends Lowe's as a premier service provider, both Lowe's and the PROvider Network have an opportunity to grow their respective businesses and expand their ability to service more customers.

The components of the Customer Satisfaction Survey include:

- Overall likelihood to recommend Lowe's to a friend or family member (LTR)
- Help with project plans & cost
- Scheduling the service
- Keeping the customer informed
- Quality of product
- PROvider workmanship
- PROvider professionalism
- Time to complete the project
- Outcome of installation after it was complete
- PROvider overall & knowledge

PROvider's ability to schedule timely, communicate and keep the customer informed, keeping the project moving timely to completion, end to end, etc. all count towards the customer's thought process when completing a survey. PROviders are not allowed to, and should no longer, send any type of survey to the customer about their experience (installed sales or other). This will prevent customers receiving multiple surveys and leading to a negative experience for the customer. PROvider can see PROvider's survey results in the Portal. Survey reporting will be available at the PROvider, labor category, store level, PO numbers and comments from the customer.

Likelihood to Recommend (LTR)

The industry standard measurement of customer satisfaction is a score called Likelihood to Recommend. During the post-project survey, the customer is asked to rate (0-10 scale, 10 being highest) how likely they are to recommend Lowe's to a friend or family member for their future installation related needs. Lowe's goal is to provide an experience that motivates a customer to become a promoter of our installation services and to share their experience to their friends and family. Things such as jobsite professionalism, scheduling, craftsmanship, and respect for customer property, will greatly influence the customer's willingness to not only give a high rating, but advocate for Lowe's and the Provider's future growth (LTR). Both Lowe's and the PROvider strive to provide an experience where 100% of customers are willing to rate this measure as a 9 or 10.

Some things that greatly influence the outcome are how PROvider protects the customer's largest investment when in their home: covering the floor leading to and in the work area, covering furniture or other possessions that may be impacted by dust, cleaning up every day including a garage area if used, securing tools safely just to name a few.

Another area that greatly impacts the Customer Experience is how PROvider responds when the customer may have negative comments about another aspect of their Lowe's experience such as an interaction with a Lowe's store employee, order, or delivery process. Remember, how PROvider responds to these situations will impact the overall Customers LTR. When issues are brought to PROvider's attention, respond with empathy: "I'm sorry you had that experience, I will pass this along to Lowe's coordinator, so they are aware." Our mutual goal is to always provide the best service. This will go a long way to a positive customer experience and LTR. Our goal is to provide the best service throughout the installation experience, end-to-end, and we are counting on the PROvider to help meet this goal.

Cycle Time Overview

PROvider may be held to cycle times standards, depending on the individual category serviced by PROvider. Cycle time expectations can be found on category specific agreements and in the Lowe's PROvider Scorecard.

Craftsmanship and Professionalism (C&P)

A second crucial factor of the post-project survey is the customer's rating of Craftsmanship and Professionalism. The customer will rate the Craftsmanship and Professionalism on a 1-10 scale, with 10 being the highest. When customers purchase a project from Lowe's, their expectation is perfection. It is the responsibility of the PROvider to ensure the absolute satisfaction of the customer with the project.

Customer Complaints

Lowe's goal is to have zero customer complaints, but through the course of business situations may arise where a customer feels the need to escalate. These customer complaints present an opportunity for Lowe's and the PROvider to take a sub-optimal situation and turn it into a WIN for all parties. Research has shown, when one of these situations arise, as long as it is resolved swiftly and accurately the first time, customers will rate a higher satisfaction level than if everything had gone smoothly. To prevent complaints, PROviders must employ consistent clear communication, top tier craftsmanship standards, and clear scheduling practices. By focusing on these three areas, PROviders will be able to prevent a majority of PROvider related customer complaints.

When complaints do arise, those handled with a sense of urgency, professionally, and with the customer at the center, produce customers who are more willing to advocate for future Lowe's business. Responding with empathy and saying something like: "I'm sorry you had that experience, I will pass this along to my Lowe's coordinator, so they are aware. Our mutual goal is to always provide the best service." will go a long way to a positive Customer experience and LTR, versus simply agreeing or making negative comments. Our expectation for all involved is to provide the best service throughout the installation experience, end-to-end, and we are counting on PROvider to help meet this goal.

Customer Issue Escalation and Resolution

Customers are at the heart of everything Lowe's does as a company, and nothing is more important than taking care of them. Because they impact the customer's home, Services complaints can be especially sensitive as they have the potential to cause a great deal of stress and anxiety.

When a customer makes a complaint regarding unsatisfactory craftsmanship, a workorder will be created for the PROvider to go back to the customer's home, investigate the customer's complaint, and determine what can be done to fix the issue.

- Make an appointment with the customer to see the installation within 24 hours.
- Pictures must be sent to the IST.
- If damage occurred due to faulty product, product must be retained until claim resolved (ex. faulty dishwasher connecting hose)

If the PROvider is at fault:

- The PROvider at fault must absorb the labor and new/replacement merchandise (10% off retail price) via the vendor debit process.
or,
- The PROvider can purchase replacement stock merchandise at associate pricing (10% off retail price, subject to discount terms in the Associate Discount Purchase Procedure).

If the IST and the PROvider are not in agreement over who is at fault, an inspection with a different

PROvider or third-party will be scheduled.

If a PROvider is determined to not be at fault and required to be paid for additional work to resolve a customer complaint, an exception payment will be created.

There are instances where a general liability claim for property damage is reported to the Lowe's claims team due to an escalated installation complaint that has not been resolved. The below process reflects how the claims team will place the PROvider on notice of the claim and give PROvider the first opportunity to handle the claim per the terms of their contract.

Claims Process

1. Claims receives General Liability claims for property damage filed by the Services Escalation Team, Executive Customer Relations team, or the store.
2. When a claim is received the claims team will place the PROvider on official notice within 48 hours by email. A "notice letter" will be sent if there is no valid email address on file.
3. The PROvider has **two (2) business days** to respond to the email acknowledging receipt of the claim.
4. If the PROvider accepts responsibility for the damage, a representative should contact the customer within **twenty-four (24) hours** of receipt of the claim to initiate resolution. Resolution should be communicated to Lowe's within 10 business days, 5 business days if notified claim is in litigation.

**The PROvider does have the right to dispute the claim if PROvider claims it is not responsible for the alleged loss. However, per the terms of the Agreement, PROvider must be willing to step in and defend the claim, and Lowe's, if the matter continues to escalate or goes into litigation as a result of the denial.*

5. If PROvider does not accept the Lowe's tender of claim and works toward a resolution within the required timeframe (**10 business days**), Lowe's claims team has the right to step in and resolve the matter promptly to mitigate the damages. If the claims team is required to handle the claim internally, and there is evidence the PROvider is responsible, then a debit will be issued to the PROvider for the actual cost to resolve.

For more information on claims, refer to the below Claims Administration Fees section of this guide.

Claims Administration Fees (CAF)

****Note:** This fee will be assessed for any claim incurred as of the date the Lowe's Services Agreement was signed.

To help defray loss and adjustment expenses associated with the investigation and adjudication of claims arising out of a PROviders work for Lowe's, the PROvider will be debited per claim fee based on the attached schedule for each claim where PROvider has been found at fault. This loss adjustment expense is an administrative fee only and in no way eliminates or reduces Lowe's ability to seek full recovery of any costs incurred in the resolution of the claim from the PROvider and their insurance carrier or otherwise exercise any contractual rights. Lowe's will review each claim 60 days after the receipt of claim and if applicable assess, in the form of a debit, a Claims Administration Fee ("Claim Fee") against the Independent Contractor's open accounts payable balance, if the amount of the Claim Fee exceeds the value of the open payables account balance, or if Lowe's is otherwise unable to debit the full amount of the Claim Fee, the unsatisfied portion of the Claim Fee will be assessed in the following month. Alternatively, at Lowe's request, Independent Contractor shall issue to Lowe's a check (or other form of payment acceptable to Lowe's) within fifteen (15) days of being notified of the amount due to satisfy the Claim Fee. Lowe's reserves the right to modify this fee at any time. Do not call the claims team.

CAF Model

- Automatic fee charged to the PROvider for any open claims
- PROvider remains accountable for additional expenses incurred
- Risk Management will pursue GL Insurance
- Monitor and

Program	Flat Fee
Flooring	\$250
Water Heaters	\$250
Doors and Windows	\$250
Window Treatments	\$250
Kitchen Cabinets	\$250
Countertops	\$250
HVAC	\$250
Fence/Decks	\$250
Roofing/Siding	\$250
All other Programs	\$250

PO Discrepancies and Exceptions

When PROvider receives the PO for an installation, please review thoroughly to ensure all materials are accurate as well as the correct quantity. Ensure labor charges and any additional labor charges requested are accurate. If discrepancies are found, please contact IST immediately.

Change Order Process

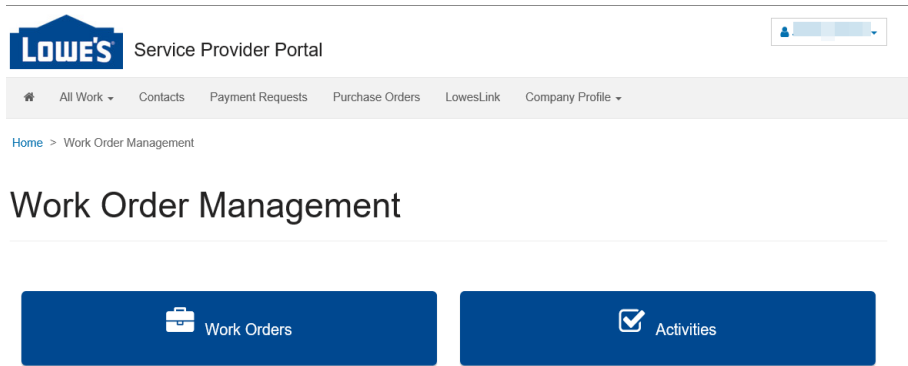
PROvider should notify IST immediately if a customer request changes or undisclosed conditions of the premises require a change to the contract. Undisclosed condition means any defect, weakness or dangerous condition including but not limited to mold, mildew, rot, asbestos, lead paint or infestation in the premises' structure, substructure, superstructure, or points of attachment. If additional labor is required, IST will work directly with customer and store to ensure a required change order or customer contract is executed. IST will also determine if an exception payment or new PO will be created. At no point should the PROvider perform any changes or additions requested by a customer unless a change order or new customer contract is executed and uploaded to the applicable customer's job record in IMS by Lowe's. If Lowe's is not notified of requested modifications and PROvider performs work not outlined in the installation contract, it will be considered a breach of the customer contract and PROvider will be fully responsible and liable for all work and should communicate to the customer that the said changes will not be subject to Lowe's guarantees. This could also lead to a chargeback from PROvider.

Payment Exceptions

Payment exceptions are made separately from regular PO payments. This method of payment is used when there is not a valid PO in the system for the customer. Exception payments are limited to customer satisfaction payments, issues related to details, PROvider errors, store selling and execution errors, and vendor product quality issues. Exception payments can be located in the Payment Requests tile on the Portal and filtering on Payment Type of Exception.

Work Orders (WOs)

Lowe's customers may contact Lowe's IST regarding any issue with their installation project and IST may create a WO. In these cases, a non-billable work order will be assigned in the Portal and managed through Work Order Management. Please ensure the customer issue is resolved in a timely manner.



Once the work order is assigned, PROvider should contact the customer within 24 hours to schedule an appointment. An open work order can be a safety hazard (e.g. a popped threshold, a broken hinge, leaking water). Lowe's work orders performed outside of the one-year warranty period or outside the scope of the original contract are billable by the PROvider as an 'Exception' payment. If PROvider feels that the scope of work needed to complete the repair justifies payment higher than the pre-authorized amount, please discuss with IST. A response from a Work Order or Work Order Inspection must be returned within 48 hours of completion by documenting the inspection results in IMS or contacting IST via phone.

Exception payments must be approved by IST prior to starting the work.

Please respond to and schedule Lowe's related work orders as quickly as possible. **A Lowe's work order takes priority over new Lowe's work or details on other Lowe's projects.** Please complete the WO Complete and Submit Documents activities when the service is completed, acknowledging the Waiver of Lien Disclaimer and making the applicable selection in the Excess Materials field. If the work is billable, please submit an invoice. If the WO is for a lead safe category and the Year Built of the home on originating job was pre-1978 or unknown, PROvider must complete all required fields in IMS Submit LRRP Documentation activity.

Work orders represent an opportunity to regain a customer's confidence and require a faster customer contact. Scheduling work orders submitted by Lowe's is a requirement. Failure to schedule or complete a work order may result in a chargeback.

Incentives

At the sole discretion of Lowe's, an Incentive Program may be published at the beginning of each calendar year.

PROvider Sales or MLPR:

PROviders are eligible and encouraged to be part of the mylowe's Pro Rewards (MLPR) program. PROviders are also eligible to be part of an exclusive group for PROviders MLPR Group Organization which may have additional discounts and offers for being a valued PROvider on most items when shopping on lowes.com.

Directions for New MLPR members to sign up to the PROvider Group Purchasing Organization (GPO) are as follows:

1. Go to Lowes.com in browser and select Create Account
2. Select Business account then select Continue.
3. Enter your Email Address and select Continue.
4. In the Join an existing organization field, enter Pro Account ID INST3 then select Join Org
5. Enter all required fields to complete your user profile then select Create Account

6. Once in the account, go to My Account and select Wallet then Payment Methods
7. Select +Add New Card. Enter card info and billing address then select Save. Repeat this step for as many cards as you want to add.

Directions to add to PROvider Group Purchasing Organization (GPO) for existing MLPR.

1. Log into your PRO Lowes.com account.
2. Click on the profile symbol that shows your name at the top menu bar after logging into your account.
3. Select Organization Settings then Organization Information from that drop down menu.
4. Enter INST3 in the box under Join Group Purchasing Organization (GPO)

PROvider Incentives:

PROvider Incentives take place throughout the year and are announced two-to-four weeks prior to incentive start date via providercommunications@lowes.com. See details below for eligibility.

To be eligible to receive incentives:

1. PROvider must be active the entire incentive period in one eligible labor category.
2. PROvider must meet all contract and compliance requirements (i.e., background check, insurance, and license requirements)

Details:

1. If incentive has a Lowe's e-Gift card, it will be distributed to the PROvider approximately 4-6 weeks following the end of the incentive period from contact information in the Portal.
2. Earnings are subject to applicable IRS reporting.
3. All completed jobs are subject to review and verification by Lowe's, in Lowe's sole discretion. Lowe's reserves the right to disqualify Independent Services PROviders if Lowe's determines in Lowe's sole discretion that (i) any unprofessional behavior has occurred; and/or (ii) any attempt was made to manipulate, alter, and/or falsify job start/completion dates.
4. Lowe's, in its sole discretion, reserves the right to update, change, or terminate these terms or this incentive program at any time with or without notice.

PROvider Recognition

Service Excellence Award Program

These are On-the-Spot cards presented to PROviders for going above and beyond. This card is redeemable online, and the PROvider has a choice of three items that will be mailed directly to the awarded PROvider.

PROvider must meet all contract and compliance requirements (i.e., background check, insurance, and license requirements)

Maintaining Compliance

During the on-boarding process, each PROvider was asked to submit several documents to establish that the PROvider is properly licensed, insured and recognized by applicable government agencies. The PROvider also ordered background screenings so authorized Lowe's badges could be issued to PROvider principal, employees, and subcontractors. These documents and records are kept by Lowe's and are regularly monitored by Lowe's Services Compliance Department.

As documents expire or the PROvider's structure changes, PROvider must update Lowe's records to ensure the PROvider remains compliant with the Agreement. It is always PROvider's responsibility to

keep Lowe's informed of organizational and licensing changes by updating or making any changes to the Company Profile in the Portal; this includes licensure, sub-contractors / crews and insurance information.

If PROvider should need to update contact information (phone/email address), PROvider should update Company Profile in the IMS Services PROvider Portal. For address changes, PROvider must complete, and submit a [PROvider Information Change Form](#). Major changes (i.e. tax id changes, business name changes, ownership changes, etc.) should be communicated to Lowe's FPM and vendorapplications@lowes.com to keep PROvider VBU in good standing.

Part of the value Lowe's offers customers is the peace-of-mind and security that comes with Lowe's industry-leading compliance program. Lowe's customers deserve licensed, badged, insured, and certified PROviders. Our strong focus on compliance is part of the core values we provide – and it continues to make Lowe's the benchmark for the industry.

Laws, Regulations, and Licensing

As a reminder, by executing the Lowe's Services Agreement, PROvider has represented to Lowe's that PROvider, employees, and subcontractors are, and will remain, in compliance with all applicable federal, state and local laws, regulations, ordinances, codes or other legal requirements, including, but not limited to, compliance with occupational safety and health, immigration, tax, and wage/hours of work legal obligations.

- PROviders must provide proof of licensure upon onboarding through Lowe's designated process and at any time upon request.
- PROviders must notify the appropriate Lowe's contact of any change, or anticipated change, in the status of a PROviders licensure, registration, certification(s) or business status.

License Requirements

In accordance with the Lowe's Services Agreement, PROvider agrees to obtain/maintain all necessary licenses, certifications and registrations required by all federal, state and local taxing and other government authorities necessary to install goods in the jurisdictions where PROvider performs Installation Services. PROvider must also procure and maintain the insurance coverage set forth in the Agreement with Lowe's and comply with all other licensing requirements identified by Lowe's.

Failure to meet the above obligations is a material breach of the terms and conditions of the Agreement with Lowe's and may result in termination of said Agreement and other legal remedies.

Note: Failure to comply with requirements as outlined in this section may result in noncompliance violations at Lowe's discretion. Reference the Noncompliance Violations section of this guide for more information.

Permits

PROvider is responsible for complying with permitting laws and regulations, along with Lowe's expectations, including, but is not limited to:

- Review all jobs to validate if permit was needed and/or sold correctly.
- Obtain permits required to perform installation services.
- Provide copy of obtained permits for payment to be issued.
 - If copy is not available, refer to Acceptable Permit Documentation Required for Payment table below.

- Ensure permit is properly posted on jobsite per municipality requirements.
- Be aware of permit fees for assigned categories and territories.
 - Supply fee schedules for non-detail categories to Lowe's selling teams and keeping them updated.
 - Permit fees should only include the cost of the permit including any additional charges assessed by the municipality (i.e. processing fee, transaction fee, etc.).
 - Extension and renewal fees are subject to IST approval.
- Assist with, and/or facilitate inspections (includes scheduling and attending if required).
- Supply jobsite photos, if required.

Exceptions to Permit requirements may include:

- Locations where prohibited by law or where Lowe's utilizes third-party permitting services.
- Lowe's permit procedures do not involve customer pulled permits.
- Customers residing in Massachusetts, as Lowe's employees obtain permits (excluding trades).

For PROviders servicing a category requiring a detail or second measure, note the cost of the permit on the detail/measure sheet. If calculations are required, please include necessary information for associate to calculate the permit fee correctly. If there are any discrepancies regarding sold permits, contact IST.

Acceptable Permit Documentation Required for Payment (any of the below)	
Copy of the permit	Receipt for permit along with permit number
Screenshot from the municipality website confirming permit application	Copy of check used for permit payment / Email confirmation

Note: Failure to comply with requirements as outlined in this section may result in noncompliance violation at Lowe's Discretion. Reference the Noncompliance Violations section of this guide for more information.

Lead Paint Certification Requirements (Category Specific)

The EPA's Lead Renovation, Repair and Painting Rule (RRP Rule) requires that businesses performing renovation, repair, and painting projects that disturb lead-based paint in homes or child-occupied facilities, such as child care facilities, pre-schools or kindergartens, built before 1978 have their business certified by the EPA (or an EPA authorized state or tribal government), use certified individuals who are trained by EPA-approved training providers and follow Lead-Safe Practices. The EPA runs the lead RRP Program in most states, tribes and territories. However, over ten states and, at least, one tribe are authorized by the EPA to administer their own RRP programs. An up-to-date list of states and tribes that have been authorized to administer their own programs in lieu of the federal program can be located on the EPA's [Lead Renovation, Repair, and Painting Program: Contractors](#) webpage, under the "Firm Certification" tab.

PROvider performing installations in certain labor categories must obtain and maintain all business (Firm/Contractor/Company) and individual (renovator) lead paint certifications that are required by the federal, state, or local authorities in the geographic areas where the PROvider works. PROvider is responsible for timely obtaining and maintaining all required active lead paint certification(s) for their business and employees and submitting all current business certifications to Lowe's to be assigned jobs. PROvider must provide all individual certifications of its employees upon demand by Lowe's. All business renewal certifications must be submitted to Lowe's prior to expiration. PROvider who fails to maintain current business or individual certifications will be removed from receiving jobs until active certifications are provided to Lowe's. To submit business, subcontractor, and team member certifications, use the [IMS Service PROvider Portal Resource Guide](#).

Lowe's requirements are in addition to, and not in place of, any federal, state, or tribal laws concerning lead-based paint. For more information, refer to the Renovation, Repair & Painting guidelines on the EPA website (www.epa.gov/lead) or, if applicable, consult applicable state or tribal government resources.

Insurance Requirements

PROvider is required to maintain adequate insurance protection for our customers and PROvider's personnel. All policies must be underwritten by a carrier incorporated and headquartered in the United States that will allow claims to be filed in the United States, provide for payment of claims in U.S. dollars, permit legal service of process in the U.S., and U.S. law must apply to claims. Re-insurers are not acceptable. PROvider who fails to maintain Lowe's insurance requirements are subject to fines and/or inactivation.

Note: Failure to comply with requirements as outlined in this section may result in noncompliance violations at Lowe's discretion. Reference the Noncompliance Violations section of this guide for more information.

Lowe's will discuss Lowe's insurance requirements during the onboarding process.

General Liability	PROviders are always to always maintain adequate Commercial General Liability and Commercial Automobile insurance coverage that meets or exceeds minimum coverage limits. Coverage will name Lowe's Companies, Inc. and any and all subsidiaries as additional insured.
Auto Liability	PROvider must carry adequate insurance for all automobiles used in providing services on behalf of LOWE'S. Coverage should be provided for owned, hired and non-owned automobiles. Limits must be in force either for a combined single limit or bodily injury (per person), bodily injury (per accident), and property damage.
Workers' Compensation	PROvider is to maintain workers compensation coverage as required under applicable federal, state, county, and local regulations. If PROvider believes that PROvider's firm is exempt, please discuss the specific situation with Lowe's FPM. If PROvider has any W-2 employees, in accordance with the Agreement executed between Lowe's and PROvider, are to carry appropriate workman's compensation insurance. If PROvider uses subcontractors who have any W-2 employees, it is PROvider's responsibility to ensure these subcontractors carry appropriate workman's compensation insurance per the Lowe's Services Agreement executed between PROvider and Lowe's

PROvider must send PROvider's insurance certificate renewal at least (5) days before the policy expires. Even though coverage may remain continuous, Lowe's requires a new certificate every time insurance renews: General Liability, Commercial Automobile Liability, and Workers Compensation (if applicable).

Insurance Check List:

General Insurance:

- Certificate must be received within 30 days of issue date.
- Certificate must be signed by authorized representative.
- Limits must be met for a PROviders service category or program – refer to PROvider Insurance Requirements sheet located in the Resource Center on the Portal under Administrative>Forms for limit listing by category.
- Handwritten modifications are not allowed on Certificates of Insurance.
- Additional insured and a waiver of subrogation is required for General Liability **AND** Auto Liability.
- Lowe's requires Any Auto coverage or Scheduled, Hired & Non-Owned Coverage. A Scheduled

auto waiver is available for providers who do not own autos in the PROvider name and meet the outlined criteria listed on the waiver.

- Hired and Non-Owned coverage can be added to the general liability policy.
- When submitting insurance to Vendorinsurance@lowes.com use the subject line- **Vendor Name (as Onboarded with Lowe's) – Lowe's Vendor Number- State Business Located In**

STATE FARM ONLY-

- State Farm cannot provide Any Auto coverage. Lowe's requires 2 policies. One for Scheduled coverage and a second for Hired and Non-Owned also referenced as "ENOL" (Employer Non-Owned Liability).
- Please reference State Farm's Website using the following path for further assistance: ABS>Business Lines>Products by Line>Lowe's Installer>Requirements

Certificates of Insurance

PROvider must provide Lowe's with an insurance certificate that is signed by PROvider's agent and valid for the current period, as well as written notification of all updates and changes to the policy. Renewal insurance certificates should be emailed to VendorInsurance@lowes.com.

For examples of insurance documentation please reference the [Insurance Acord Form Examples](#) located on the Portal.

Noncompliance Violations

****Note:** This fee will be assessed for any violation as of the date the Agreement was signed.

As a Lowe's PROvider, PROvider is contractually required to ensure adherence to our policies surrounding background screenings, permitting, compliance with environment protection regulations, contractor licensing and OSHA safety regulations. If there are violations to those established guidelines, PROviders will receive a citation and noncompliance fees will be assessed by Lowe's in addition to potential termination of the Lowe's Services Agreement. Lowe's may determine that a first infraction is an exception, not PROvider's standard business practice or an infraction that will be repeated. At Lowe's discretion, a Lowe's authorized representative may discuss the specific infraction with PROvider prior to making a decision about applicable noncompliance fees.

Lowe's will review periodically PROvider's performance and subsequent open debits, etc. and if applicable assess, in the form of a debit, a Noncompliance Fee against PROvider's open accounts payable balance, If the amount of the Noncompliance Fee exceeds the value of the open payables account balance, or if Lowe's is otherwise unable to debit the full amount of the Noncompliance Fee, the unsatisfied portion of the Noncompliance Fee will be assessed in the following month. Alternatively, at Lowe's request, PROvider shall issue to Lowe's a check (or other form of payment acceptable to Lowe's) within fifteen (15) days of being notified of the amount due to satisfy the Noncompliance Fee. Failure to issue payment for the amount due may result in PROvider being suspended until the Noncompliance Fee balance has been satisfied. **Lowe's, at its sole discretion, may modify the amount of the noncompliance fees listed below, and may assess additional category- or program-specific noncompliance fees.**

Violation Type	Description	First Noncompliance Fee	Second Noncompliance Fee
	Physical or Digital Badge Not Present on Jobsite	\$50	\$100

Violation Type	Description	First Noncompliance Fee	Second Noncompliance Fee
Background check	Expired/non-compliant/non- badged employee/principal/subcontractor on Lowe's jobsite	\$150 Immediate expulsion of individual from jobsite	\$300 Immediate expulsion of individual from jobsite
Permit	Lack of required documentation	\$350	\$700
	Not obtaining a required permit or having an expired permit	\$500	\$1,000
EPA	Lack of required documentation	\$350	\$700
	Noncompliance with Lowe's processes, EPA's regulations, or jobsite safety concerns	\$500	\$1000
GC & Trade Licensure	Unlicensed activity	\$500	\$1,000
OSHA/ Safety	Lowe's observes any serious safety concern on jobsite and/or noncompliance with OSHA regulations and guidelines	\$100	\$200
Insurance Expirations	General Liability, Auto or Worker's Compensation insurance coverage expires	\$100/per business day	\$200/per business day
Jobsite Expectations	Lowe's observes a behavior during a jobsite inspection that is detrimental to the customer or Lowe's brand	\$150	\$300

- First time offenses may result in a warning by Lowe's if the issue is addressed the same day.
- **Lowe's reserves the right to adjust the Noncompliance Fee amount based on evaluation of the circumstances, frequency, severity, size of PROvider, and any other relevant facts, as solely determined by Lowe's.**
- If Lowe's is also fined, cited, or penalized by a regulatory or other third-party agency for any of the above; if the customer complaints or files a claim against Lowe's; or if Lowe's takes action to protect customers or bring a job into compliance, Lowe's reserves the right to recover any funds required to make Lowe's whole from PROvider, in addition to assessing the relevant Noncompliance Fee.
- In addition to or in lieu of penalties/fees, Lowe's may also:
 - Remove/adjust stores;
 - Remove/adjust categories;
 - Suspend from PROvider rotation;
 - Require compliance improvement plans and increased documentation; and/or
 - Take any other reasonable action to protect Lowe's customers or Lowe's reputation.

Repeat offenses will result in escalating fees. More than two (2) of the same violations with same or similar underlying issues require a consultation with Lowe's Senior Director of Services Compliance in addition to payment of fees to continue to do business with Lowe's.

Violations may lead to termination of the PROvider's Services Agreement, at Lowe's discretion.

Legal Responsibilities

Reviews

PROvider must keep records of all orders, invoices, and any other documentation related to PROvider's performance of Installation Services and evidence of compliance with all applicable laws, rules, regulations, orders, codes, and standards. Lowe's has the right to audit 5 years' worth of records anytime during the contract and up to five years after the final payment to the PROvider.

Should Lowe's request an audit to PROvider, PROvider agrees to fully cooperate with Lowe's in conducting the audit including allowing Lowe's to interview current and former employees and subcontractors, as well as requiring third parties to provide information requested by Lowe's. Please refer to the Agreement for more information on audits.

Undisclosed Conditions

Undisclosed Condition means any defect, weakness, or dangerous condition including, but not limited to, mold, mildew, fungi, rot, asbestos, lead paint, or infestation in the premises' structure, substructure, superstructure, or points of attachment.

PROvider shall notify Lowe's immediately if PROvider discovers an Undisclosed Condition on the premises or a change in the condition of the premises from that stated in the Customer Contract. PROvider shall not provide any services that were not set forth in the original order due to the discovery of an Undisclosed Condition unless Lowe's executes a change order or new Customer Contract. PROvider's performance of such work without a change order or new Customer Contract executed by Lowe's will be deemed a material breach of this Agreement. PROvider shall assume full responsibility and liability for all work performed that is not set forth in an original Order, Contract Change Order, or new Customer Contract, and shall advise the Customer that such work is not subject to Lowe's guarantees.

Mold, Asbestos, Lead Paint and Respirable Crystalline Silica

PROviders may be required to replace materials that are worn out, weathered, leaking or damaged with new materials. PROVIDERS can expect to encounter a variety of environmental conditions, building materials and substances like mold, asbestos, and lead-based paint. These substances can be found in homes under repair or renovation. They each may require special care and certified professional evaluation, depending upon the conditions observed prior to performing any Installation Services that will result in disturbance or removal of these substances. Lowe's relies on PROVIDERS professional judgement, experience, and ability to adhere to applicable regulatory requirements, commonly accepted trade practices and industry standards while on the jobsite. PROVIDERS should only perform activities that they are appropriately trained, certified, licensed, and insured to complete. In the sections below, PROvider will find standard operating procedures (SOPs) addressing each of these substances including how to identify them; and what to do if any of these substances are found.

Standard Operating Procedures: Fungi and Mold

Molds and fungi are microscopic organisms found both indoors and outdoors, and some can cause adverse health effects, including infections, allergy symptoms and produce toxins. Inhalation is the exposure of most concern and sensitivities vary widely. When completing any demolition or renovation activities including carpeting, windows, floors, doors, thresholds, siding, or roofs, etc. PROvider may find moisture damage and, in some instances, fungi and mold. Customers may replace these items because the existing materials have failed, allowing leaks, or other water intrusion.

If materials such as woodwork, drywall, and other buildings materials remain damp or experience excessive humidity, fungi or mold may begin to grow, generally in colonies, that vary in size from barely visible spots to large areas.

If determined that fungi or mold is present, PROvider should follow the On-the-Job-Procedures described below to determine if the condition can be completed safely and is manageable. Depending upon whether the condition is manageable or not, proceed as directed either to complete the job or recommend that the customer hire a qualified mold remediation contractor.

Additional information regarding mold and fungi can be found online at [www.epa.gov/mold and Mold - Control and Clean-up](http://www.epa.gov/mold-and-Mold-Control-and-Clean-up) | OSHA.gov

On-the-Job Procedures: Fungi and Mold

STEP	ACTION
1	<p>If fungi or mold is observed, consider the questions below to determine if it is a manageable condition.</p> <ul style="list-style-type: none">• Would PROvider normally expect to find fungi or mold under these conditions in this type of installation?• Does the fungi or mold appear to be confined to a small, localized area? Note: Generally, fungi and mold contained within a 10 square feet area is considered a manageable condition.• Will the affected area or material be replaced as part of the normal scope of work for the job?• Has or will the moisture source be repaired under the normal scope of work for the job?
2	<p><i>If the answer is “yes” to all of the above, the fungi or mold condition is manageable.</i> Inform the customer of the fungi or mold, explain that the affected materials will be replaced as part of the job, and proceed with the installation. This step must be documented in the job folder and IMS.</p>
3	<p><i>If the answer is “no” to any of the questions in step 1, the condition is not manageable.</i> Tell the customer the necessary remediation is not within the scope of work and advise that a qualified fungi or mold remediation contractor is recommended. <u>Do not continue with the install. Secure the jobsite and leave it in safe condition. Note in the job folder and IMS that the customer was notified, and the jobsite was secured.</u> The installation may be completed only after the fungi or mold has been remediated.</p>
4	<p>When the customer has a certificate or notice that the fungi or mold remediation has been completed the PROvider can complete the install.</p>

Standard Operating Procedures: Asbestos

Asbestos is a naturally occurring mineral fiber that occurs in rock and soil that is a known carcinogen with individual fibers that cannot be seen with the naked eye. Regulated Asbestos Containing Materials (ACMs) are materials containing more than 1% asbestos. The concentration of asbestos in a suspect ACM can only be verified through testing performed by certified professionals. ACMs are commonly found in products manufactured prior to 1986 but may be present in products manufactured after that date. ACMs could include but are not limited to the following:

- **Exterior Surfaces:** window putty, roof felt, shingles, mastics, and cement asbestos board siding.
- **Interior Surfaces:** sprayed on popcorn acoustical ceilings, wall and ceiling plasters, heat reflectors (woodstoves), acoustical tiles and fireproofing materials.
- **Heating and Ventilation:** heat source covering, door and cover gaskets, pipe insulation, and air

duct covering.

- **Flooring:** sheet vinyl, tiles and mastics that may be present by themselves, or under existing flooring

Applicable laws and regulations may require asbestos inspections to be conducted prior to completing any renovation or demolition activities. PROviders are required to know and follow all applicable federal, state, and local regulations including environmental and safety regulations that apply to a customer installation. Regulations may differ based on the type of structure (residential, commercial, multi-family, etc.), customer address, and age of the structure. Lowe's does not offer to or perform asbestos testing as part of the Installation Sales program. Any testing results relating to asbestos offered by the customer, must be approved by Lowe's FPM in advance of performing any demolition or renovation activities.

Additional information regarding asbestos can be found online at www.epa.gov/asbestos and [Asbestos - Overview | OSHA.gov](http://Asbestos-Overview|OSHA.gov)

On-the-Job Procedures: Asbestos

Asbestos is considered an unforeseen hazardous condition. If a PROVIDER suspects ACMs are present or if known ACM is discovered during renovation or demolition activities, PROVIDER must stop work immediately and contact Lowe's FPM, IST, or National Installation Merchant. Do not continue any work activities until any concerns related to ACMs have been discussed with Lowe's. The best time to identify ACMs is prior to completing any demolition or renovation activities.

If suspect or known ACMs are found in good condition, leave it in place and do not saw, cut, hammer, or otherwise disturb it. Lowe's will not remove or disturb suspect or known ACMs.

Standard Operating Procedures: Lead-Based Paint

For projects performed in housing or child-occupied facilities built before 1978 that may disturb painted surfaces, the following procedures apply. For more detailed information about these procedures, please contact Lowe's FPM.

- PROVIDERS must maintain both active business(firm) and individual (renovator) lead certifications to be assigned projects and to perform Lead Assessments and Lead Safe Practices. PROVIDERS working in [EPA Authorized States](#) (states with authority from the EPA to manage their own Renovation, Repair, and Painting (RRP) Rule Requirements) must know and follow applicable state regulations in addition to Lowe's requirements.
- Lowe's requires PROVIDERS working in lead-safe categories to perform a Lead Assessment anytime the age of home is determined to be pre-1978 or of an unknown age.
- A Lead Assessment can occur during the detail or the job (i.e., change of installer or mismatched labor category).
- PROVIDERS must accurately document the results of the Lead Assessments and Lead-Safe Practices in the Portal or via an Application Program Interface (API) to ensure the appropriate workflow and follow-on activities.
 - As of March 27, 2023, the LRRP Checklist is completed digitally in IMS.
 - A completed copy of the digital LRRP Checklist for details and jobs where "Submit LRRP Documentation" activity was completed can be located in the "Documents" section of the applicable IMS job or detail record.
- Prior to receiving payment for a completed detail or project that required a Lead Assessment or Lead Safe Practices, the PROVIDER must complete all required fields on the IMS Submit LRRP Documentation activity.
 - For projects where the "Lead Response Reason" for the assessment was "Written Determination" a copy of the written determination must be uploaded to the IMS detail "Documents to be Submitted" activity.

- For work orders on jobs where the Year Built of the home on originating job was pre-1978 or unknown, all required fields in the “Submit LRRP Documentation” activity must be completed. If “Written Determination” was the Lead Response Reason, a copy of written determination must be uploaded to the activity.

PROvider is responsible for following all work practice standards and regulatory requirements may that include pre-renovation reporting, information distribution/education requirements, work practice standards and/or reporting requirements. Lowe’s LRRP checklist may not contain all the information required to meet state agency or customer reporting requirements. **Additional information regarding lead can be found online at www.epa.gov/lead and [Lead - Overview | OSHA.gov](http://Lead-Overview.OSHA.gov).**

On-the-Job: Lead Paint

STEP	ACTION
1	Perform a Lead Assessment for any detail where the “Ready to Schedule” or “Confirm Schedule” activity shows that a Lead Assessment is required. *Note: If PROvider receives a job where the detail was performed by another PROvider, or no detail was performed, PROvider will be required to complete a new Lead Assessment prior to starting the job.
2	Select the appropriate Lead Response Reason in the Portal and confirm obligations in Certified Renovator verification statement in the IMS “Submit LRRP Documentation” activity.
3	Store Sales Specialist. IHSS, Central Selling associate reviews IMS “Review Documents” activity for assessment results and ensures applicable Lead Safe Practice item numbers and quantity are added to quote.
4	Perform Lead Safe Practices for any project where the “Ready to Schedule” activity shows that Lead Safe Practices are required or where PROvider determines that Lead Safe Practices are required.
5	Complete all required fields in the “Submit LRRP Documentation” activity when Lead Safe Practices were marked as required on a job, upload a copy of the written determination when the Lead Response Reason during the detail was Written Determination, <u>or</u> , complete all required fields in the “Submit LRRP Documentation” activity and upload a copy of the written determination when the Lead Response Reason was Written Determination for work orders where the Year Built of the home on originating job was Pre-1978 or unknown before PROvider can be paid for the project or work order.

Respirable Crystalline Silica

Standard Operating Procedures: Respirable Crystalline Silica

Crystalline silica is a common mineral found in many naturally occurring and man-made materials used at construction sites. Materials like sand, concrete, brick, block, rock, ceramic tiles, and mortar contain crystalline silica. Respirable crystalline silica is made when cutting, sawing, grinding, drilling, and crushing stone, rock, concrete, brick, block, and mortar. Activities such as abrasive blasting with sand; sawing brick or concrete; sanding or drilling into concrete walls; grinding mortar; manufacturing brick, concrete blocks, stone countertops, or ceramic products; and cutting or crushing stone result in worker exposures to respirable crystalline silica dust.

Workers who inhale these very small crystalline silica particles are at increased risk of developing serious silica-related diseases, including:

- Silicosis, an incurable lung disease that can lead to disability and death;
- Lung cancer;
- Chronic obstructive pulmonary disease (COPD); and
- Kidney disease.

PROviders are required to know, understand, and follow all rules and regulations relating respirable silica dust to protect customers, crews, or anyone within proximity to operations where silica dust could be generated. **Additional information regarding respirable crystalline silica can be found online at [Silica, Crystalline - Overview | OSHA.gov](#)**

On-the-Job: Respirable Crystalline Silica

PROviders are required to minimize any activities that could generate silica dust (visible) while working indoors or establish containment adequate to capture all dust (i.e., negative pressure environment) generated from demolition or renovation activities in order to meet this requirement, wet techniques may be necessary to eliminate dust generation.

When possible, any activities with the potential to generate silica dust should be completed outdoors and proper safety protocols followed. Providers are responsible for establishing and maintaining the protection of the jobsite in accordance with federal, state, and local regulations.

Note: Failure to fully comply with all of the applicable requirements as outlined in this section related to mold, lead, ACM and silica may result in noncompliance violations up to and including termination of the Providers Services Agreement, at Lowe's Discretion. Please reference the Noncompliance Violations section of this guide for more information.

Lowe's Vendor Code of Conduct

The Vendor Code of Conduct ("Code") applies to all vendors who provide goods and services ("Vendors") to Lowe's Companies, Inc., or to any of its subsidiaries and affiliates ("Lowe's"). Vendors must be committed to the highest standards of ethical conduct in their business practices. This Code sets forth the basic requirements that all Vendors must comply with in order to do business with Lowe's. If Lowe's believes that any Vendor has violated this Code, Lowe's has the right to terminate its business relationship with the Vendor and to proceed to secure any and all rights or remedies available. Lowe's reserves the right to make reasonable changes to the Code's requirements, and the latest version of the Code can be found on Lowe's websites and vendor portals.

To read the Lowe's Vendor Code of Conduct, click [here](#), or log into the Portal and go to the Guides and & Processes under the Administrative section of the Resource Center.

Privacy Guidelines

Provider is required to comply with [Lowe's Data Privacy Addendum](#), as amended.

Below are suggestions for meeting privacy maintenance responsibilities:

- Maintain customer records in a secure area. If customer records are stored on a computer, ensure that unique passwords are used.
- Enable network security features on shared wireless connections.
- Limit access to customer information to those employees who require it for their job function.
- When accessing customer information through the application, do not take pictures of customer information or save it outside the application.
- Never post pictures or customer information on social media, websites, or speak with media outlets regarding Lowe's or its customers.
- It is the Provider's responsibility to protect customer and Lowe's data. Your contract has specific provisions related to confidentiality and data breach liability.
- Project and customer information will only be shared via API with the Provider or a Lowe's

approved ^{third}-party software company.

- Lowe's and customer data should only be stored on PROvider servers/hardware to ensure the protection of the data. If stored elsewhere, the PROvider risks liability for misuse.

Installation Programs

Type I Installs (Labor Only Installs)

Type I includes any installation where the product and installation are both sold and comes from the Lowe's store. A Type I installation is the way most Lowe's installations are performed where the PROvider is a Lowe's subcontractor who is contracted with Lowe's to install product purchased from a Lowe's store and is NOT hired or under a vendor's install umbrella.

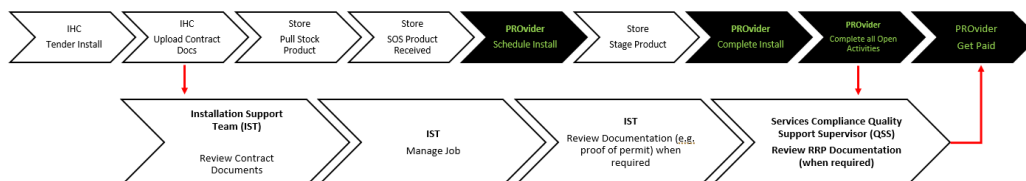
Type 1 Process Flow

Below is a high-level process map of the full installation life cycle of an exterior category. As well as the installation life cycle of a core category. The PROviders role in the process is highlighted in the black chevrons.

Detail/Quote Management



Job Management



Lowe's Payment to Type I PROviders

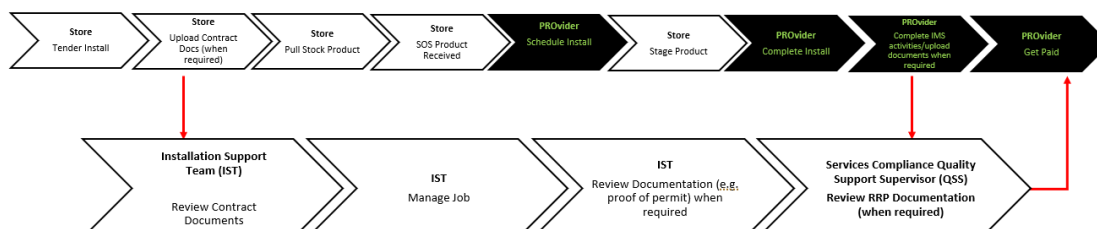
PROvider payment approval for completed installation services or work orders should be provided within 48 hours (including weekends) of submission of all compliant required documentation by the PROvider. A call 3 is required with each installation to validate customer satisfaction.

For Type 1 jobs, the PROvider must mark the project as complete in IMS and submit all required

Detail/Quote Management



Job Management



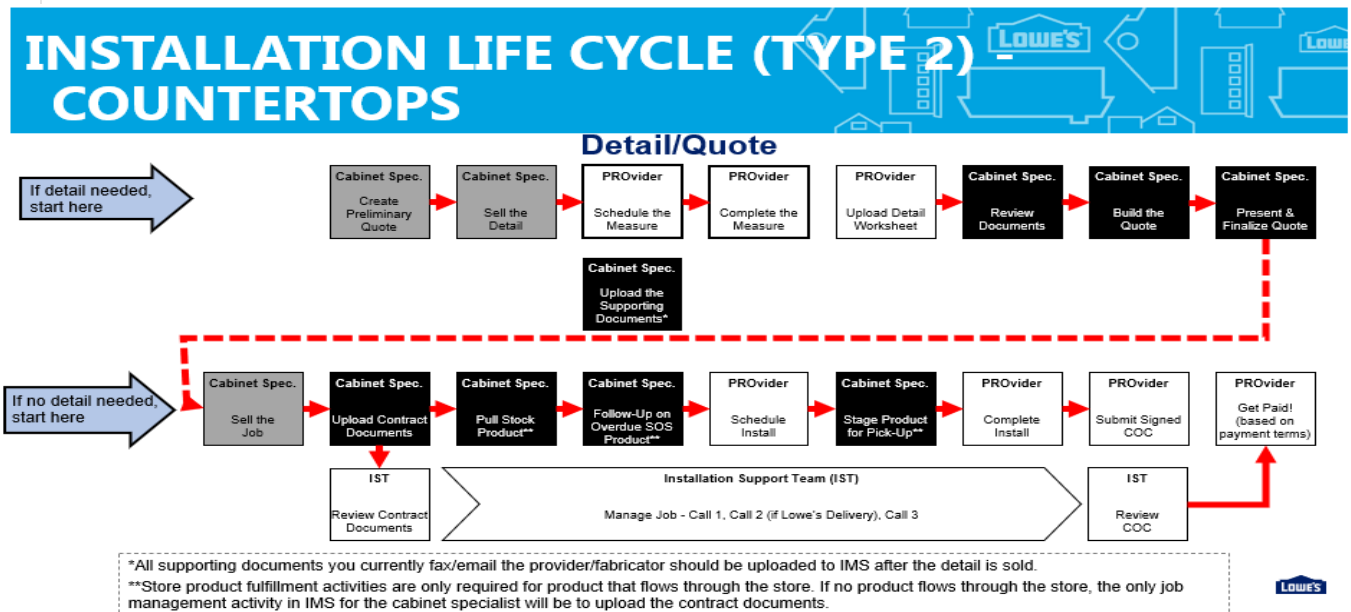
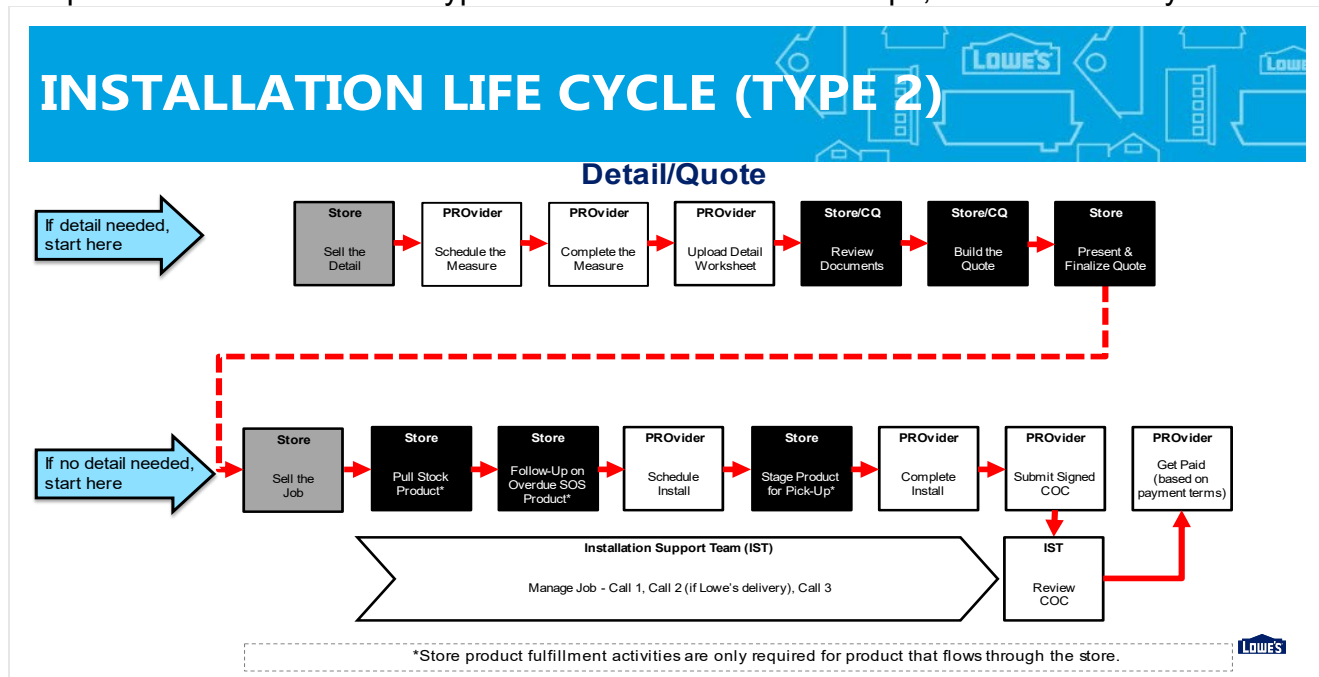
documentation to IST by uploading to the applicable IMS job record prior to receiving payment. Once the required documentation has been received and reviewed for compliance, a call (Call 3) will be made to the customer to confirm services were performed and confirm the customer's satisfaction. The project will then be marked "completed" in the system and payment will be approved.

Charges for work that was not estimated on the original detail will not be paid unless approved by IST. When on the jobsite, please contact IST immediately if this type of work is required.

Approved payments should be received by the PROvider within 7-10 business days based on payment method (paper check or Electronic Funds Transfer). Should PROvider not receive payment within that time frame or have discrepancies with pay, please contact Lowe's FPM or Corporate Trades Payable team at 336-658-2121.

Type II Installs (Furnish & Install)

Type II installs are where PROviders or a third-party supplier provide the product, and the PROvider performs the installation. Type II installs include Countertops, Sheds and many more.



Lowe's Payment to Type II PROviders

Type II PROviders (National) invoice Corporate Trade Payables directly for both material and labor. Payment is made by Trade Payables. The Type II PROVIDER is required to upload all required documents (including permits and other documentation if applicable) in applicable IMS job record and submit an invoice to Trade Payables prior to payment being issued according to their payment terms.

Administration Fee for Type I & Type II PROVIDERS

***Note: This section only applies to PROVIDERS that have signed the Lowe's Services Agreement executed on or after 2/20/2020.

On a monthly basis, Lowe's will assess, in the form of a debit, an Administrative Fee ("Admin. Fee") of 45 basis points (0.45%) against the Independent Contractor's open accounts payable balance, based upon total labor dollars paid by Lowe's to the Independent Contractor during the previous month. Administrative Fees will not begin being assessed until after the first full fiscal month after the signing of the Lowe's Services Agreement. Reporting for fee assessment will be pulled following the close of the Lowe's fiscal month and may not always align with the calendar month. This fee ***is not assessed*** on workorders or detail fees. If the amount of the Admin. Fee exceeds the value of the open payables account balance, or if Lowe's is otherwise unable to debit the full amount of the Admin. Fee, the unsatisfied portion of the Admin. Fee will be assessed in the following month. Alternatively, at Lowe's request, Independent Contractor shall issue to Lowe's a check (or other form of payment acceptable to Lowe's) within fifteen (15) days of being notified of the amount due to satisfy the Admin. Fee. The Admin. Fee is calculated by multiplying the total labor dollars paid in the prior month by 0.45% and will be first assessed in the month following the month of the Effective Date. Funds from the Admin. Fee will be used at Lowe's discretion in administering Lowe's Services programs. Lowe's may modify the amount of the Admin. Fee at its discretion.

SF&I (Sell, Furnish & Install)

Lowe's has partnered with Installation Made Easy (IME), to help facilitate aspects of our Sales, Furnish, and Install (SF&I) program. An SF&I program is an install program where a third party represents Lowe's throughout the customer experience. Through the SF&I program PROVIDER will handle the installation process from beginning to end, including lead management, in-home measurement, quote, sales, fulfillment, and support. The stores will continue to inform customers of the availability of programs and help to generate leads on behalf of the programs.

Technology Access

PROVIDER will use and require its Installers to be appropriately trained on, and use, any Lowe's provided software, websites, or other specified technology (the "Platform") for the performance of Installation Services. Lowe's is currently using the MIC Platform to manage installation projects generated by Leads from Lowe's Customers. PROVIDERS and Installers, or both, will use the MIC Platform for the following tasks:

- Responding to Leads generated from potential Lowe's customers;
- Scheduling and confirming In-Home Quoting appointments with potential customers;
- Creation of In-Home Quotes for presentation to potential customers;
- Communicating Quotes to potential customers;
- In-Home sales and contract execution made on Lowe's behalf, which shall comply with the Agency Agreement and Contracting In-Home Requirements;
- Schedule maintenance and response to fulfillment appointments;
- Update the status of installation project throughout the quoting, sales, and fulfillment process;
- Indication that the installation project is complete;

- Offering financing options for Customer payment, which shall comply with the Requirements for Participation in Lowe's Proprietary Credit Program; and,
- Other tasks that may be requested or required by Lowe's.

Credentials and passwords provided to allow use of the Platform are Confidential Information, and PROvider shall be responsible for any misuse of the Platform. Lowe's or the Platform provider may revoke access to the Platform at any time by giving written notice, and by taking action appropriate to end use of the Platform.

Manage Every Lead (MIC)

www.ManagementInformationCenter.com

PROvider will use MIC, IME's proprietary software platform, to enter leads, schedule appointments, generate estimates, record sales, process payments and sale paperwork, track and update statuses, and track performance.

PROvider will use the home page of the Dashboard to manage their active Work Orders. Work Orders highlighted in **red** indicate that an action is overdue.

SF&I Lead Management Process – Step by Step

Receiving New Leads

Self-Generated Leads:

Many leads will be self-generated in the stores by Lead Generators that PROvider staff and manage. These leads must be entered into IME's online lead entry form using a smartphone or tablet.

Leads from other sources:

Lowe's will market this program via their website and through store signage. Store Associates and/or customers can submit requests via the website or by calling IME. These requests are listed under APPT REQUESTS on the left navigation bar of the *Dashboard* and/or are also sent via email.

Lead Generators should watch the Lead Entry and Best Practices for Lead Generation videos, which can be accessed via the Training tab on the left navigation bar of MIC. The PROvider Administrator will enter the name of each Lead Generator in MIC, after which the Lead Generator will receive login info so that they can view the training videos and enter leads.

In-Home Consultation

Customers interested in products or services will schedule an In-home Consultation. Once the PROvider enters the date and time of the appointment in MIC, the work order will be listed on the dashboard under *Appt Set*.

At the in-home consultation, the estimator will:

- Create an estimate in MIC
- Review the Estimate with the customer
- Send the estimate to customer which moves the status to *Appt. Run* and sends an email to the customer with a link to My Projects, where they can review the estimate.

If PROvider does NOT send the Estimate to the customer by the day after the scheduled appointment, the Work Order will be listed in red under Appt Set

Creating the Estimate

Every Estimator should watch the "Creating an Estimate" videos, accessible via the Training tab on the

left nav bar of MIC. PROvider's Administrator will enter the name of each Estimator in MIC, after which the Estimator will receive login info so that they can view the training videos and create Estimates.

- Estimator will enter the specs into MIC to create an Estimate, which they will review with the Customer. The Estimate Summary displays the Project Total and Estimated Monthly Payment if the project is financed.
- After reviewing the Estimate with the Customer, the PROvider will "Send" it via MIC, triggering an email to the customer with a link to My Projects, their customer portal. This also updates the status to Appt Run. The customer will be asked to create an account the first time they visit My Projects.

Lead Follow-up

If the customer is NOT ready to move forward at the time of the appointment, follow up on a regular basis until the customer either agrees to move forward or indicates that they are no longer interested.

- Every time PROvider contacts the customer, enter a Follow Up in MIC with the follow up date and action.
- IME will also send follow up emails to the customer with a link to My Projects and instructions to proceed when they are ready.
- If PROvider does not update the Work Order by three (3) days after the appointment, the work order will turn Red on the PROvider dashboard.

Lead Conversion – Sold

If the customer is ready to pay the deposit at the time of the appointment:

- The customer will review and confirm the Payment Type and Finance Offer, of applicable and enter their payment information. If the customer needs assistance, they can reach the IME Call Center via phone or chat.
- The customer will sign the Installation Services Agreement and Notice of Right to Cancel.
- After the deposit payment is processed and the customer has signed the contract, the work order is listed in Red under Sale status on the Dashboard, alerting the PROvider to contact the Customer to schedule the install.
- Once PROvider sets the install and enters dates in MIC, the status moves to Install Scheduled and the customer receives a confirmation email.

If the customer decides to purchase the service AFTER the appointment, they can do so by:

- Signing into My Projects and following the instructions to make payment and review and sign the Sale Contract; or
- Calling IME at 877-477-1115.

If the customer has not signed the sale contract by 1 day after the deposit has been paid, the work order will turn Red on the PROvider dashboard.

Waiver of Right to Cancel

If the customer wants the work completed PRIOR to the expiration of the Right to Cancel, they will need to sign a Waiver of the Right to Cancel.

Estimators should bring copies of the Waiver with them to every appointment.

<https://www.lowes.com/lowes-home-services.html>

- The form, a copy of which can be reviewed from the link below, can be printed from the Tools tab on the Dashboard
- If applicable, the Estimator should have the customer complete and sign the form, and then upload it to MIC under documents tab as an "other" document. Document must be a PDF.

Scheduling the Install

PROvider should contact the customer to schedule the installation as soon as the equipment required for the project is available.

After setting the install date, update the Work Order by entering the Start Date and Time and the Est. Completion Date.

PROvider will receive an Alert to schedule the install the day after the Sale Contract is signed

Before the Install

Preparing for the installation appointment print two (2) copies of the Completion Certificate and Change Order form, and any other state-specific forms as applicable, from the Documents tab and give to the technician to bring to the install.

After the Install

On completion, PROvider should instruct the customer to make final payment, either by logging in to My Projects and clicking Make Payment to open the online Payment Form, or by calling the IME Call Center for assistance.

Once Final payment is processed the Completion Certificate will open, allowing the customer to electronically review and sign.

If the customer is not home, the PROvider should still call IME so that the Call Center Rep can update the status to Completed. This will trigger an email to the customer with a link to My Projects and instructions on how to make final payment and review and sign the Completion Certificate.

SF&I Discrepancies and Exceptions

Change Orders

If the Work Order specs need to be changed at any time after Sale but prior to Completion, a Change Order MUST be created in MIC.

To create a Change Order:

- Log in to MIC and open the Work Order;
- Click on Change Order and update the Estimate;
- Review the changes with the customer;
- If the customer approves, send the Change Order to the customer; and
- Assist the customer in signing into My Projects to review and sign the Change Order.

If the customer is NOT home when the Change Order is created, they will receive an email with a link to the Change Order and PROvider should follow up the next day to confirm their acknowledgement.

Change Orders should be entered in MIC when the need for the change is identified. Consequently, if a Change Order is identified by the technician at the time of the installation, they should create the Change Order while at the customer's home.

- If they need assistance, they can call IME at 866-382-1950
- Technicians should save IME's phone number in their contacts.

If PROvider's technician does NOT create a Change Order timely and the customer makes their final payment BEFORE the Change Order is created in MIC, the Balance Due will NOT reflect the changes. If PROvider wants to get paid for the Change Order, make sure it is created in MIC before Completion.

Completion

Upon completion, PROviders technician should instruct the customer to sign into My Projects to make the final payment in order to activate their warranty.

If the customer needs assistance, the technician should call IME at 866-382-1950 and put the customer on the phone so the Call Center Rep can assist them in:

- Making the final payment;
- Signing into My Projects to review and sign Completion Certificate; and
- Taking the Survey.

If the customer is not home, the technician should still call IME so that the Call Center Rep can update the status to Completed. This will trigger an email to the customer with a link to My Projects and instructions on how to make final payment and review and sign the Completion Certificate.

PROvider may receive the following Alerts relating to Completion.

- Alert @ Install Scheduled: Job Not Completed –1 day after Est. Completion Date if status is not updated.
 - Update status to Completed or enter a new Est. Completion Date.
- Alert @ Completed: Final Payment Due –At Completed status if final payment has not been processed.
 - Follow up with customer and assist them in making the final payment (via My Projects or by calling IME).
- Alert @ Comp-Paid: No Completion Certificate –1 day after final payment if Comp Cert is not signed.
 - Call customer to get them to review and sign the Completion Certificate

PROvider will receive payment for the project within three (3) business days of IME processing the final payment from the customer, subject to IME receiving a signed Completion Certificate.

Cancellations/Refunds

IME will verify cancellations with PROvider by phone. PROvider can also review a list of closed or Cancelled WOs under Closed/Cancelled –Last 30 days on the Dashboard.

If the customer calls PROvider to cancel, PROvider should update the Work Order status to Closed. This will trigger an alert to IME to review the Work Order to determine if a refund is due.

If a refund is due, IME will contact PROvider to confirm whether any work has been completed, determine what refund if any is appropriate and review the refund request with the customer.

If PROvider is NOT available to discuss a refund request, IME will leave a message indicating that the refund request will be processed if PROvider does NOT call back within 24 hours.

PROvider's Administrator should watch the Managing IME Work Orders videos. They illustrate each step in the life cycle of a Work Order, including how to update the Work Order, and are accessible via the Training tab on the left nav menu of MIC.

Manual Paperwork Requirement

If a customer does not provide an email address, the Sale and Completion Paperwork must be completed and signed manually. In such case, the following message will appear at the top of the WO View: Manual Paperwork Required

PRIOR to running the appointment, print 2 copies of the Sale Contract and 3 copies of the Notice of

Right to Cancel from the Documents tab in the WO View.

- The customer's name and address will pre-populate.
- The Estimator should enter the Project Total, Deposit and Balance Due on Completion.

After creating the Estimate at the appointment:

- Review the Estimate with the customer;
 - If the customer wants a hard copy, print it from the WO View.
- Manually complete the Documents, providing one copy of the Sale Contract and 2 copies of the Right to Cancel to the customer and keeping one copy of each.

NOTE: The customer should sign the section to acknowledge receipt of the Notice to Cancel, NOT the section to actually "Cancel".

PRIOR to the installation appointment, print two (2) copies of the Completion Certificate and Change Order form, and any other state-specific forms as applicable, from the Documents tab and give to the technician to bring to the job.

If a Change Order is necessary, the technician should:

- Manually complete two (2) copies of the Change Order form, detailing any Changes/Additions to the specifications and price;
- Get both copies signed by the customer, leaving them with one; and
- Create a Change Order in MIC (or call IME for assistance).

After completing the installation, the technician must get both copies of the Completion Certificate signed by the customer, leaving one with the customer and keeping the other.

Uploading Manual Paperwork to MIC

All Sale and Completion documents completed manually should be uploaded to the WO View.

- Save the documents to a computer;
- Open the WO View and click on the Documents tab;
- Click on "Upload" to the left of the Document; and
- Attach the Document from browser to upload.

ANY document related to a Work Order can be uploaded to the WO View in the same manner.

- For example, to upload a Certificate of Capital Improvement, click on "Upload" to the left of "Other Forms" under Documents, find the Certificate in browser and upload.

After the documents are uploaded, copies can be sent to the customer by mail.

Service Issue Resolution

All service issues should be resolved within 15 days to the customer's satisfaction (subject to product availability). If IME is notified of a service issue:

- A Service Work Order is opened in MIC; and
- IME will work with PROvider to ensure that the issue is resolved on a timely basis, to the customer's satisfaction.
- The person designated as "service" in PROvider's profile will receive an email requesting PROvider connect with customer to address the concern. Information about the service claim can be viewed by navigating to the WO in MIC and clicking the "service" tab within the work order. Service claims activities should be documented by PROvider within MIC under the "service" tab within the WO.

Customer- Solutions Department

Phone: 866-891-5453

Fax: 802-786-7521

Email: CustomerSolutions@InstallationMadeEasy.com

Lowe's Pro Renovations

What is LPR

Lowe's PRO Renovations is a corporate and field based team focused on designing installation solutions to our PRO customers. We offer a unique set of processes enabled by a dedicated team of Providers to support key PRO customer project types. There are 3 main ways PRO customers engage with Lowe's for installation services:

- Ad Hoc / Emergency Needs
 - These events follow existing residential install processes
 - Multi Family, Single Family of less than 3 planned events
 - Sold through store, online and SF&I channels
 - Provider does not have to be onboarded to LPR Network
- Turns and Upgrades
 - Multi Family, Single Family customer relationship
 - Focused on Managed and Prospect Accounts through Lowe's PRO Outside Sales Teams
 - Negotiated product and labor pricing for ongoing, repeat events.
 - Where available, supported by local LPR Project Representative
 - Sold through LPR specific labor categories through virtual Concierge team
 - Provider must be onboarded into Lowe's Pro Renovation Concierge network
 - Store PROvider assignments could vary from residential program
- Capital and Commercial
 - Multi Family, Single Family, Commercial
 - Focused on Managed and Prospect Accounts through Lowe's PRO Outside Sales Teams
 - Negotiated product and labor pricing for capital expense project
 - Where available, supported by local LPR Project Representative
 - Sold through LPR specific labor categories through virtual Renovations team
 - Provider must be onboarded into Lowe's PRO Renovations Commercial network
 - Store PROvider assignments could vary from Lowe's residential program

Who is LPR

LPR PROvider's have access to a network of specialized Lowe's resources to answer questions and address any issues that may arise. *This is a different team than PROvider will engage with on the residential side, as displayed below*



What does it take to be an LPR PROvider?

- Experience in Multi Family and Commercial property types.
- Higher insurance levels and additional licenses may be required based on expanded property types in which work will be performed
- Willingness to participate in bid-based program where standardized pricing may not exist.
- Willingness to expand scope beyond typical residential programs and agree to project and/or event specific scope of work to support the customers needs Willingness to dedicate crews/team members to LPR business separate from Lowe's residential program

Service PROvider Request for Proposal (SPRFP)

SPRFP reviews are a tactical component of our long-term strategies and primarily focuses on adding customer value and improving our customer experience, while reducing program costs. A critical element of the SPRFP is an evaluation of the product, price, quality, and service of each PROvider wishing to support a program within Lowe's.

The scope and frequency of a SPRFP is program specific and will be determined by the NIM in conjunction with the Field Services Team. Jobs or territory awarded through the SPRFP review do not include LPR jobs.

In the event of a Request for Proposal (RFP), otherwise known as a business line review, store(s) awarded to a single PROvider for any category is to be considered a privilege. The awarded PROvider is expected to maintain, without reimbursement, the warranties of a legacy PROvider for a period outlined in the Agreement. Unless otherwise stated in writing, the "Legacy Warranty" will include labor and materials to properly correct any warranty related craftsmanship issues. All warranty work will be resolved expeditiously. The non-awarded PROvider will follow the 60-day termination policy that is outlined in the Agreement terms.

Please see the attributes below in which PROvider should be prepared to discuss if invited to a SPRFP.

Pricing/Profitability	• True cost to Lowe's including product, labor, expenses and any back end arrangements
Customer Service Levels	• Track record of store and customer service levels (LTR, C&P)
Cycle Times, Close Rates	• Stated and documents cycle times & close rates
Store Engagement	• PROvider's proven commitment to aggressively build and maintain relationships with store associates and field testimony
Agility	• PROvider's proven ability to quickly respond to changing needs of the business
Scalability	• Ability of PROvider to grow in volume from increased through-put and/or geographical expansion
Compliance	• Ability of PROvider to be compliant through all aspects of the business including lead safety, training, recertification, background checks, badges, licensure, etc.

Guide Change Log

- 4/18/2025 (JRH)
 - Updated acronyms table and PROvider Sales or MVPs section to reflect new naming of MyLowes Pro Reward Program (MLPR)
- 3/31/2025 (JRH)
 - Updated information in the following sections:
 - Mission Statement
 - Details and Second Measures
 - Measuring Performance
- 2/1/2025(JRH)
 - Updated information regarding damaged product within the Day of Install section
 - Updated IHC role to IHSS
- 11/22/2024(JRH)
 - Changed Project Support Professional (PSP) to Services Project Coordinator (SPC) throughout
 - Update below sections:
 - Safety section within Jobsite Standards of Courtesy and Professionalism
 - Customer Issue Escalation and Resolution
 - Permits
 - Privacy Guidelines
- 7/5/2024 (JRH)
 - Added window treatments and updated language in Details and Second Measures section
 - Updated language in Customer Issue Escalation and Resolution section
- 05/06/2024 (JRH)
 - Entire guide restructured and updated
- 12/29/2023 (JRH)
 - Updated Claims Administration Fees section
 - Removed PROvider Apparel Credit section
- 9/27/2023 (JRH)
 - Updated below sections:
 - Yard sign information
 - Work Orders
 - Standard Operating Procedures: Lead Paint
 - On-the-Job: Lead Paint
- 6/29/2023 – (JRH)
 - Details and Second Measures section beginning on page 13 (maybe remove and use the permits section since they both have the same language)
 - PROvider Permit cost on detail/second measures as well as permit fee schedules for stores/IHCs
 - Day of Install section beginning on page 15
 - Should make IST aware of wait fee/trip fee situations within 48 hours of occurrence
 - Permits section beginning on page 29

- PROvider Permit cost on detail/second measures as well as permit fee schedules for stores/IHCs
 - Permit extension and renewal requirements and IST reviews for approval
- 3/27/2023 – (JRH)
 - Removed COVID-19 verbiage to “Lowe’s Store Standards of Courtesy and Professionalism” section
 - Removed COVID-19 verbiage to “Job Site Standards of Courtesy and Professionalism” section
 - Updated LRRP Checklist requirements
 - Updated Work Order documentation requirements
- 12/14/2022 – (JRH)
 - Moved “Privacy Guidelines” section to pg. 41
 - Added “Lowe’s Data Privacy Requirements: Independent Service PROviders” beginning page 42
- 11/18/2022- (RW)
 - Updated
 - Asbestos, Mold, and Lead Paint section beginning page 39
- 11/3/2022-(DNW)
 - Updated
 - Installer verbiage on wait and trip fees page 15
 - Added CBR section page 24
 - Updated Permit Section page 30
- 9/2/2022 –(JRH)
 - Updated
 - Details and Second Measures as well as Sold Jobs sections beginning on page 13
 - Added timeframe for calling stores for product pickup on page 15
 - "Jobsite Conduct" section on page 21
 - SF&I section on page 42
- 5/18/2022 (JRH)
 - Updated:
 - Acronym table on page 6
 - Details and Second Measures section beginning on page 13
 - Jobsite Standards of Courtesy and Professionalism section beginning on page 19
 - Customer Issue Escalation and Resolution section on page 25
 - Work Orders section on page 27
- 3/3/2021 (JRH)
 - Updated Noncompliance penalty table on pgs. 35 & 36
 - Updated and moved Jobsite Inspections section to pg. 22
 - Restructured entire guide
 - All previous page numbers documented within the change log are now incorrect
- 11/29/2021 (LMM)
 - Updated Privacy Guidelines beginning on page 15 to include verbiage around data privacy
- 9/24/2021 (JRH)
 - Removed reference to Store Production Office (SPO)
 - Updated District Installation Support Manager (DISM) to IST Assistant Manager (IST AM)
 - Added Central Project Specialist Exteriors (CPSE)
 - Updated background instructions beginning on page 7
 - Added Install Order Pick Up to Store Visit Guidelines beginning on page 16
- 7/16/2021 (JRH)

- Updated page 7 with information around the new digital badges
- 6/16/2021 (JRH)
 - Updated Day of Install section beginning on pg. 33
- 4/20/2021 (JRH)
 - Updated contact list on page 19.
- 4/2/2021 (JRH)
 - Updated the Lowe's Vendor Code of Conduct on page 65.
- 3/2/2021 (JRH)
 - Updated Electronic Funds Transfer (EFT) instructions on page 13
 - Updated Contact List on page 19
 - Update Permit verbiage on page 54
- 1/6/2021 (JRH)
 - Updated Lowe's Installation Services Agreement to read Lowe's Services Agreement
 - Added number for contacting Corporate Trades Payables on page 36
- 1/5/2021 (JRH)
 - Updated:
 - Customer Satisfaction Survey Section beginning on page 26
 - Details and Assessments section beginning on page 32
 - Day of Install section beginning on page 33
 - Certificate of Completion (CoC)/Waiver of Lien Section on page 34
 - Documents to be submitted section of Jobs section on page 51
- 9/24/2020 (JRH)
 - Updated Lead Assessment/Lead Safe Practice information on pages 17, 33, and 64
- 8/4/2020 (JRH)
 - Updated LTR scale in "Likely to Recommend" section on page 27
 - Updated verbiage within the "Details and Assessments" section on page 32
- 6/23/2020 (JRH)
 - Added verbiage under "Administrative Fee" section on pg. 16
 - Added COVID-19 verbiage to "Lowe's Store Standards of Courtesy and Professionalism" section on pg. 22
 - Added COVID-19 verbiage to "Job Site Standards of Courtesy and Professionalism" section on pg. 23
 - Added verbiage under "Customer Satisfaction Survey" on pg. 27
 - Added note under "Claims Administration Fees" on pg. 28
 - Added the "Service PROvider Request for Proposal" section on pg. 43