



Press release
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THREE LOWE'S CANADA BANNERS BRING HOME OUTSTANDING RETAILER AWARDS

Best Large Surface Retailer - Lowe's South Windsor (ON)
Best Building Supply/Home Centre (< 15,000 sq. ft) – Ace Building Centre Kaslo (BC)
Young Retailer Award - Tyler Dueck from RONA Valley Enterprise Rosenort (MB)

Boucherville (Québec), November 14, 2018 – Lowe's Canada, one of Canada's leading home improvement companies, is proud to celebrate the success of its retailers at the 2018 Hardlines Outstanding Retailers Awards. The stores or managers of three Lowe's Canada banners, namely Lowe's, RONA and Ace, were honoured last night: Lowe's South Windsor (Ontario) – in the *Best Large Surface Retailer* category, Ace Building Centre Kaslo (British Columbia) – in the *Best Building Supply/Home Centre (under 15,000 square feet)*, and Tyler Dueck, owner of RONA Valley Enterprise in Rosenort (Manitoba) – in the *Young Retailer Award* category.

"I want to express my sincere congratulations to the award recipients and their entire teams. Throughout our network, our stores are operated by knowledgeable and helpful people who work hard every day to provide outstanding customer experience and become leaders in their community. I am proud to see their hard work and achievements being recognized," said Sylvain Prud'homme, President and CEO of Lowe's Canada. "Last night's awards confirm once again that in an extremely competitive environment, Lowe's Canada's multi-banner, multi-format business model continues to meet the needs of pro and retail consumers across the country."

Best Large Surface Retailer – Lowe's South Windsor (Ontario)

Lowe's South Windsor opened during the 2008 recession. Despite the hardship, the team was resilient, highly motivated, and dedicated. It continuously upheld the organization's purpose: To help people love where they live. The team's collective effort to provide top-of-the-line in-store customer experience resulted in loyal customers who helped double the store's sales in the past six years. The team is also very involved in its community by providing products, cash donations and volunteers.

"Operating a store the size of Lowe's South Windsor is definitely a group effort, but led by Store Manager Mark Birse, that effort makes this store truly stand out," said Michael McLarney, President of Hardlines Inc., the awards presenter. "Low employee turnover, attention to customers and a fierce dedication to the local community, backed by strong sales results, have ensured that this store would be an award winner."

Best Building Supply/Home Centre (under 15,000 sq. ft) – Ace Building Centre Kaslo (British Columbia)

Providing an exceptional customer experience is a team effort. Together with their employees, Ace Building Centre Kaslo owners Jeff and Monica Davie rally to find new, fun and interactive ways to serve and build relationships with customers. Whether it is the free popcorn, cause of the day, big and small celebrations, Air Miles® program or, most importantly, the helpful and knowledgeable staff who know customers by name, pro and retail customers in and around the town of Kaslo get a little extra at their local Ace Building Centre.

“A true family affair, Ace Building Centre Kaslo set itself apart as a dealer dedicated to customer service—and to having fun,” mentioned Mr. McLarney to explain why the store was selected for the award. “It has created a retail environment where both staff and customers love to be.”

Young Retailer Award (under 35) – Tyler Dueck, owner of RONA Valley Enterprise in Rosenort (Manitoba)

Tyler Dueck worked at RONA Rosenort practically all his life. He started at the family store as a part time employee and became general manager at 24 years old. In 2015, at only 31 years old, he acquired the business founded by his uncles in 1959 with his partner Corey Robert. Originally a truss plant and lumberyard, the local business became a RONA dealer store in 2007 to cater to the community’s home improvement needs and to improve the offering for home builders. In the last ten years, thanks to his commitment and his team’s helpful expertise, stellar service and goal-oriented attitude, Mr. Dueck increased store sales almost sevenfold. Now 34, Mr. Dueck continues to have big projects for RONA Rosenort, starting with doubling the hardware retail space and expanding the truss and lumber business.

“Tyler’s career in retail may have started at a very young age, but his dedication to hard work and taking chances have been truly outstanding. As a leader, he has set an example for his staff and for his customers,” concluded Mr. McLarney.

About the Outstanding Retailer Awards

Launched in 1992, the Hardlines Outstanding Retailer Awards are the industry’s only national awards program dedicated to celebrating the achievements of hardware and building supply dealers in Canada. In its 26-year history, the program has honoured more than 150 retailers. The 2018 awards were presented at a special ORA Gala Dinner organized as part of the Hardlines Conference, held November 13 at Queen’s Landing in Niagara-on-the-Lake, Ontario.

About Lowe’s Canada

Lowe’s Companies, Inc. (NYSE: LOW) is a FORTUNE® 50 home improvement company serving more than 18 million customers a week in the United States, Canada and Mexico. With fiscal year 2017 sales of \$68.6 billion, Lowe’s and its related businesses operate or service more than 2,390 home improvement and hardware stores and employ over 310,000 people. Based in Boucherville, Quebec, Lowe’s Canadian business, together with its wholly owned subsidiary, RONA inc., operates or services more than 630 corporate and independent affiliate dealer stores in a number of complementary formats under different banners. These include Lowe’s, RONA, Réno-Dépôt, Dick’s Lumber, Contractor First and Ace. In Canada,

the companies have more than 28,000 employees, in addition to nearly 5,000 employees in the stores of RONA's independent affiliate dealers. For more information, visit lowescanada.ca.

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