



## JAVI CANO, VICE PRESIDENT, GLOBAL HUMAN RESOURCES OPERATIONS

As vice president, human resources operations, Javi Cano is responsible for improving and simplifying the experience of HR services and solutions for our associates and people leaders, as well as driving optimization of the company's human resources transformation. Javi is responsible for leading the teams responsible for payroll, HR information systems, associate relations, the Associate Care Center, global mobility, HR vendor management, employment compliance and policy. He is also responsible for the HR project management office. He joined Lowe's in 2021. Javi has more than 25 years of global business services and human resources experience. Prior to joining Lowe's, he served as senior director, business services strategy and international HR transformation, for Walmart, Inc. Previously he served in leadership roles at Flowserve Corporation and Procter & Gamble.



Lowe's Companies, Inc. (NYSE: LOW) is a FORTUNE® 50 home improvement company serving approximately 20 million customers a week in the United States and Canada. With fiscal year 2020 sales of nearly \$90 billion, Lowe's and its related businesses operate or service more than 2,200 home improvement and hardware stores and employ over 300,000 associates. Based in Mooresville, N.C., Lowe's supports the communities it serves through programs focused on creating safe, affordable housing and helping to develop the next generation of skilled trade experts. For more information, visit [Lowes.com](https://www.Lowes.com).

## DEPARTMENT BREAKDOWN

WHAT ARE YOUR KEY DEPARTMENTAL OBJECTIVES OVER THE NEXT 6 TO 12 MONTHS?

Focus on Associate Experience Develop a strong Self Service model Reduce cost by right shoring work Digital transformations in TA and workday

WHAT IS YOUR CURRENT TECHNOLOGY STACK?

Workday Service Now Success Factors Paradox Phenom

HOW MANY PEOPLE REPORT TO YOU (BOTH DIRECTLY AND INDIRECTLY)?

500

NUMBER OF EMPLOYEES AT COMPANY?

300,000

WHAT IS YOUR TOTAL BUDGET OVER THE NEXT 12 MONTHS PERIOD?

\$50 to \$150 million

## PROJECT INSIGHTS

PROJECT OR INITIATIVE DESCRIPTION

Transform the Self Service model and implement a strong Tier zero base using Apps and mobile as the base

WHAT NON-BUDGETARY CHALLENGES DO YOU ANTICIPATE?

Cultural needs

WHAT 3RD PARTIES ARE YOU HOPING TO MEET WITH?

Open to exploring any and all technologies that can modernize workforce management and enhance the employee experience.

WHAT IS YOUR TIMELINE FOR IMPLEMENTATION? 12m

WHAT IS YOUR BUDGET FOR THIS PROJECT?

\$12M



**What technology/services are of strategic importance to you in the next 12 months?**

**Please indicate level of need/importance below.**

**We realize everyone has priorities, so we asked the delegates theirs. This is so that we can create a more personalized experience for all our attendees.**

How can employees at all levels connect the dots between their contribution and the impact it has on business goals? Where do things start to get fuzzy? Where does resistance show up?	A
In the current business climate and competition, how can you accelerate both progress toward and results from key initiatives? How would you rank your ability to adapt?	B
How have you tried to scale up financial knowledge in your front-line managers? Are they aligned with management about what's important to the business?	A