

LUMBER LIQUIDATORS' INTEGRITY HOTLINE POLICY

1. Overview

- 1.1. Lumber Liquidators Holdings, Inc. (the "Company") recognizes that violations of company standards and policies along with violations of applicable federal or state law, and other types of misconduct threaten its status as a reliable, honest and reputable organization. The Company is committed to ethical business practices wherever we do business and, as part of its efforts to continuously improve its corporate ethics and compliance processes and procedures, the *Lumber Liquidators' Integrity Hotline*, (the "Integrity Hotline") is available for employees, independent contractors and vendors to raise concerns and/or seek guidance. The Integrity Hotline provides for confidential, anonymous reporting related to questionable financial, accounting, or auditing matters as well as instances of corporate fraud, unethical business or personal conduct, violations of state or federal law, violations of company policy or events that may cause substantial danger to the health and safety of employees or the public. The Company believes that its employees and third-parties have a responsibility to report allegations of suspected wrongdoing to the appropriate parties and this policy allows for matters to be reported in a confidential and, if desired, anonymous manner.
- 1.2. This policy addresses how allegations and inquires will be addressed and responded to and identifies the parties responsible for the management, oversight and reporting of these activities. The Company's Chief Compliance Officer ("CCO") is responsible for ensuring all matters in question are reviewed and/or investigated in a timely manner to determine whether material violations of applicable law or company standards has occurred and take corrective/remedial action as needed, subject to the oversight and direction of the Audit Committee of the Board of Directors. The Company will not tolerate any retaliation toward employees who raise issues or seek guidance responsibly. It is both illegal and against the Company's policy to discharge, demote, suspend, threaten, intimidate, harass, or in any manner discriminate against an individual solely on the premise of whistle blowing activity.

2. SCOPE

- 2.1. This policy applies to all Company employees, independent contractors, vendors, and any other parties with whom the Company conducts business. The Company encourages these parties to raise any ethical or legal concern to provide the opportunity for the CCO, the Chief Legal Officer ("CLO") and/or the Audit Committee to review and resolve the matter, as appropriate. Material complaints shall be reviewed by the Audit Committee.
- 2.2. This policy supports and enforces adherence to the Company's Code of Business Conduct & Ethics, (the "Code") by providing a mechanism for interested parties to report concerns and seek guidance.
- 2.3. The Company will provide a confidential and, when possible, an anonymous mechanism to raise concerns and/or seek guidance and will not retaliate against employees who do so responsibly. Company executives may be subject to criminal penalties, including imprisonment, for retaliation against someone who raises a concern appropriately.

3. RESPONSIBILITY

The CCO and the Audit Committee, with the support of the Company's Board of Directors and Senior Executive Team are responsible for the following:

- a) The CCO is to ensure that all Integrity Hotline reports of actual or potential violations of the Company Code of Conduct, company policy, or the law are responded to in a timely manner, determine whether a material violation of applicable law or company standards has occurred, and take corrective/remedial actions as needed.

- b) The CCO shall implement procedures for monitoring the Integrity Hotline to reasonably protect the confidentiality and when applicable, anonymity of persons reporting issues to the extent possible under the law.
- c) The CCO will communicate, monitor, and enforce Company policy prohibiting retaliation against anyone who makes a report or participates in an investigation and does so responsibly.
- d) Complaints may be directed to the CCO, the CLO and/or the Audit Committee. Complaints will be managed by those parties and, to the extent possible, in confidence, unless requested otherwise by the complainant
- e) If a whistleblower brings a complaint to an outside regulator or other governmental entity, the individual will be protected by the terms of this Policy just as if the complaint had been made to the CCO, the CLO, and/or the Audit Committee.
- f) If an employee is subject to an adverse employment decision solely as a result of whistle blowing activity, the employee must file a complaint with the Department of Labor within 90 days of the alleged violation. Any failure to report such a claim within the 90 day window does not result in the limitation of any other available legal remedy.
- g) Complaints regarding the CCO, or the CLO may be directed to the Vice-President of Internal Audit and/or the Audit Committee.

4. How to Report

4.1. To report concerns over possible misconduct, potential conflicts, or known breaches of the Company Code of Conduct, as well as other violations of company policies and procedures, the Company has retained the administrative services of NAVEX Global, Inc. (“administrator”) to facilitate the reporting of incidents of suspected wrongdoing. Reporting methods include:

- a) Internet: www.reportlineweb.com/lumberliquidators (USA)
<https://iwf.tnwgrc.com/lumberliquidators> (International)
- b) Email: tnwclaims@tnwinc.com
- c) Telephone: 1-800-799-3983 (English and Spanish)
400-880-1047 (Mandarin)
080-004-74031 (Portuguese)

In addition, the Office of Ethics and Compliance has an “open door” policy and welcomes direct contact to raise a concern or seek guidance on any matter. This can be done any number of ways including, but not limited to, “walk-ins”; a direct call or e-mail to a member of the Office of Compliance & Ethics; or an anonymous note or suggestion.