



# STANDARDS FOR SUPPLIERS

(Product Suppliers)





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# A Message from Our CEO



Since Sam Walton founded Walmart in 1962, our values have remained the cornerstone of our business—a key pillar of those is acting with integrity. That means it's not enough to deliver everyday low prices and everyday low costs if we do it at the expense of who we are as a company. Our business practices have to reflect our business principles.

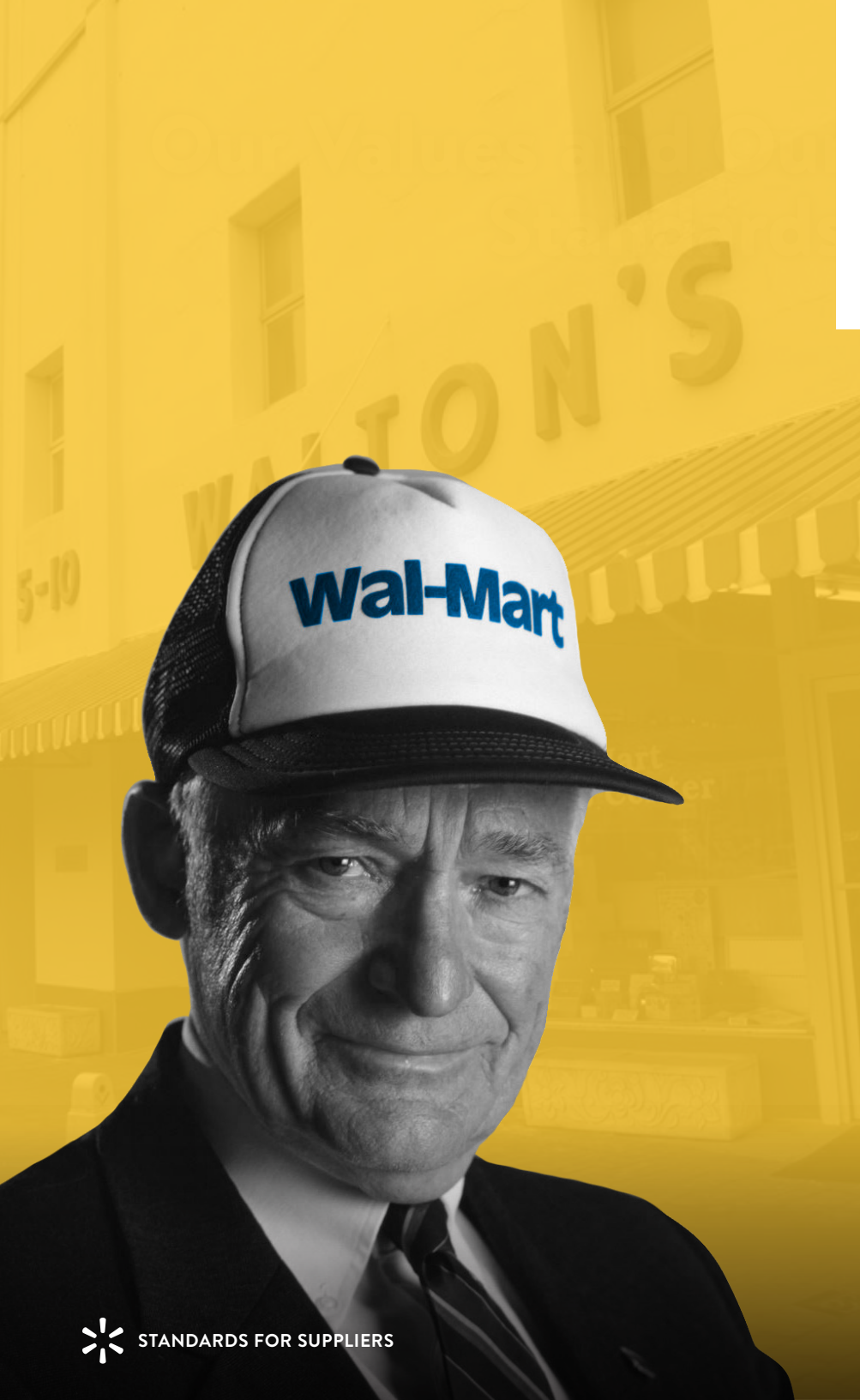
We hold our suppliers to the same high standards we set for ourselves. Because when we make sure those standards are upheld throughout the entire supply chain, we do more than deliver products and services—we build and strengthen trust with each other, our customers, and the local communities we serve.

So, as you read our Standards for Suppliers, we'd ask that you do so with the goal of ensuring you thoroughly understand the compliance aspects. Beyond that, however, we hope that you will embrace the spirit in which these Standards were developed and model the values that stand behind them.

Thank you for all you do for Walmart and for our customers every day.

**Doug McMillon**  
President and CEO  
Walmart Inc.





# Our Culture and Values

Walmart is dedicated to doing business the right way. Sam Walton founded a values-driven company that today is grounded in four core values: respect, service, excellence, and integrity.



## Respect for the Individual

We treat people with dignity, lead by example, and listen to each other. We seek and embrace differences in people, ideas, and experiences.



## Service to the Customer

We put our customers first, anticipate their wants and needs, and exceed their expectations.



## Strive for Excellence

We are a high-performance team and expect the best from ourselves. We own our work and results.



## Act with Integrity

We are honest, fair, and objective. We speak up about concerns and comply with all laws and our policies.

These values guide how we work and make decisions, and they help us build trust with our customers. Suppliers play an important role in helping us achieve this mission.

**“...There’s no substitute for hard work, integrity, and a dedication to leaving this world a little better place than when we came into it.”**

- Sam Walton, Founder, Walmart Inc.





# How to Use Our Standards

## Why We Have Standards

Walmart is constantly changing, but our values are strong and consistent. Our Code of Conduct outlines the values and behaviors we expect of our associates; these Standards complement the Code of Conduct by applying Walmart's values to our relationships with suppliers.

## Who is Covered by Our Standards

The Standards apply to suppliers of Walmart Inc. and suppliers of Walmart-controlled subsidiaries globally. Suppliers include anyone that provides products to Walmart, including goods for resale and for Walmart's own use. A signed supplier agreement, acceptance of a purchase order, and/or provision of merchandise to Walmart constitutes acceptance of these Standards and serves as the Supplier's continuing affirmation of compliance. In addition, Walmart may enter into contracts with certain other parties that require those parties to comply with these Standards. In this document, we refer to anyone covered by the Standards as a "supplier."

Our suppliers include some of the largest and most well-known companies in the world as well as smaller companies providing product to a single store. They span the wide range of products we buy and sell. Our suppliers are often leaders in their respective fields and operate their own robust ethics and compliance programs. Nevertheless, Walmart has strong values and we hold each of our suppliers to the same high standards.

Suppliers are responsible for compliance with these Standards throughout their business and throughout the process of providing products to Walmart. This includes responsibility for the conduct of any suppliers, subcontractors, and agents they use as part of their Walmart business (including, for example, factories, processing facilities, and raw material, component, ingredient providers and labor recruitment agents).

Anyone who violates the Standards may be subject to consequences, up to and including termination of business with Walmart. Walmart reserves the right to audit or inspect suppliers at any time to determine whether they are complying with these Standards.

## When to Speak Up

If you don't know the right thing to do, ask for help. While Walmart cannot provide you with legal advice, we can help you understand our expectations.

If you see or hear about something suspicious, report it right away. This includes any potential violation of these Standards and instances where a Walmart associate might be acting contrary to our values. Looking the other way or letting someone else take the lead may seem easier, but unethical or unlawful behavior affects us all and erodes trust. Instructions on how and where to report are provided below.

## How to Speak Up

**Most questions about how to meet Walmart's expectations and concerns should be brought to your primary Walmart business partner, who will reach out to Walmart Ethics & Compliance as necessary.**

The following issues should be reported as specified below to get to the right teams quickly:

- The following should be immediately reported to Walmart Ethics & Compliance when related to a supplier's business with Walmart:
  - **Bribery**
  - **Forced labor, prison labor, trafficked labor, child labor, and underage labor**
  - **Violence against or harassment of workers**
  - **Sanctions violations**
  - **Producing products in a facility not approved for Walmart production**
  - **Government investigations or enforcement activities**
- Conditions posing an imminent risk to the health and safety of workers and incidents involving loss of life, significant disruption to operations, significant injury, and significant loss of property should be reported to the appropriate governmental authority in accordance with local requirements. These should also be reported to Walmart Ethics & Compliance.
- Information that Walmart's confidential information might have been breached or compromised should be reported to the Walmart Emergency Operations Center at +1-479-277-1001 and to Walmart Ethics & Compliance.

When in doubt, report issues to Walmart Ethics & Compliance. You can make anonymous reports to the Ethics & Compliance Helpline to the extent allowed by law.

## What to Expect When Reporting

Report accurately and to the best of your knowledge, providing as many details as you can. Our reporting process does not work when someone reports false information—misreporting or failing to report violates the Standards and can result in consequences.

If you report through the helpline, you will receive a case number to access your report. Walmart Ethics & Compliance will follow up on your concern, as appropriate, and an investigator may contact you. If contacted, please cooperate—we need you to give us complete, accurate, and timely responses to questions and document requests. If we ask you to retain records, do so until you are told retention is unnecessary.

If a problem is found, Ethics & Compliance will work with the relevant parties to resolve it.



### Ways to Reach Out



[www.walmartethics.com](http://www.walmartethics.com)



[ethics@walmart.com](mailto:ethics@walmart.com)



**800-963-8442 (1-800-WM-ETHIC)** in the U.S., Canada, and Puerto Rico, or your local phone number which is listed at the end of these Standards. The Ethics & Compliance Helpline is available 24 hours a day, 7 days a week and is available in many local languages.



#### Walmart Inc.

Attention: Global Ethics & Compliance, 702 SW 8th Street, Bentonville, AR 72716-0860







# Operate the Right Way

We expect companies doing business with us to share our values. This means doing things the right way, not taking shortcuts, and treating one another with respect.

## Comply with the Law and Walmart Policy

Walmart believes in doing the right thing and is committed to complying with the laws of the places where we operate. We expect our suppliers to do the same.

- Conduct your business ethically and with integrity. Don't do anything that would put Walmart at risk of violating the law, that might harm Walmart's reputation, or that could be perceived as misleading, defrauding, or exerting undue influence on Walmart.
- Understand and comply with all relevant laws. Even if conduct is legal in the location in which it takes place, it is prohibited if it would create a legal violation in the country into which products are transported or sold.
- Comply with all applicable Walmart contracts, policies, procedures, and requirements. Walmart makes requirements and resources available from time to time, including on its [supplier compliance portal](#). It is your responsibility to stay up to date on all applicable requirements. In the event these Standards or Walmart policy require more than the law, you must follow Walmart's requirements.
- Obtain the licenses, permits, certifications, registrations, and rights necessary to operate and to provide products to Walmart. Maintain these and comply with all conditions of issue.
- Remediate issues where they exist and bring your operations into compliance if they are not.

# Understand and Manage Risk

Effective risk management is key to complying with the law and Walmart's expectations. As a supplier, you should actively manage risk related to your business with Walmart by:

- Understanding and assessing risks relating to your industry, products, and workforce. Research and stay up to date on the laws, regulations, standards, industry best practices, conditions of sale, and scientific knowledge relevant to your products.
- Adopting strong operations, safety, and quality management systems.
- Training your employees, suppliers, subcontractors, and factories.
- Knowing your suppliers, subcontractors, and factories and monitoring their performance. Walmart has policies that require suppliers producing certain types of products—including private brand products, products bearing brands exclusive to Walmart, and products where Walmart will be the importer of record—to disclose to Walmart how and where those products are made and who is making them. Suppliers are required to understand these policies and comply with them to the extent applicable.
- Putting procedures in place to monitor your compliance with laws, policies, and these Standards.
- Assigning clear responsibility and accountability for compliance within your organization.



## Never Engage in Bribery

We expect suppliers to support Walmart's compliance with applicable anti-corruption laws and policies. We also expect our suppliers to uphold these same values in their business.

- Never offer, pay, or receive a bribe.
- Do not give, offer, authorize, or promise to give money or anything else of value to any person—including any government official—in order to improperly influence any act or decision or to otherwise gain an improper benefit.
- Comply with relevant anti-corruption laws. These may include the United States Foreign Corrupt Practices Act (FCPA) and the United Kingdom Bribery Act.
- Immediately report bribery to Walmart, even attempted bribes that were not successful.



### What if?

**I supply Walmart with plastic checkout bags. In my bid I told Walmart that I would buy the bags from a factory in the United States, but a factory in Canada is quoting me a better price for the same quality bags. Can I buy the bags from the factory in Canada?**

It depends. Walmart policies require the disclosure of certain factories that produce products for Walmart. And we may have relied on your telling us that you are making the bags in the United States for other reasons. You should let your primary Walmart business partner know, and they will help you decide what to do next.



### What if?

**In my country it is legal to make small payments to government officials to speed up processing times. Can I make them?**

No. Such “facilitation” payments are considered payments to improperly influence an act or decision and are prohibited by the Standards. This is true even if they are legal in the country in which they are made.



## Create a Respectful Workplace

Walmart respects the dignity of every individual and values their unique skills. Individuals should be treated fairly and respectfully without regard to their personal appearance, beliefs, culture, affiliations, or any other characteristics. Discrimination, harassment, and unfair treatment diminish the dignity of individuals and have no place in Walmart's business or in our suppliers' businesses. Suppliers' employees and workers in their supply chains must be able to raise concerns about discrimination, harassment, and unfair treatment freely and without fear of retaliation.

- Provide a fair, consistent, and inclusive environment and make all employment decisions based on neutral and objective criteria. In addition to complying with all applicable laws, suppliers must not engage in or tolerate discrimination, harassment, and unfair treatment based on an individual's race, color, ancestry, ethnicity, religion, sex, pregnancy, national origin, age, disability, marital status, veteran status, military status or obligation to perform military service, sexual orientation, gender identity or expression, or genetic information. If there is a perceived conflict between this expectation and applicable law, let Walmart know.
- Provide a mechanism for workers or other stakeholders to report concerns to management, to you as the supplier, and to third parties. These mechanisms should allow for anonymity and prohibit retaliation by you as the supplier against any germane party, including human rights organizations, for reporting in good faith. Walmart makes its Ethics & Compliance reporting channels available to workers who have concerns about suppliers and facilities that make product for Walmart. Suppliers of Walmart-branded product and product where Walmart will be the importer of record are required to distribute [Walmart posters](#) throughout their supply chain to help make workers aware of Walmart's expectations and the availability of those reporting channels.
- Address reports that your management, employees, or subcontractors have engaged in harassment, threatening behavior, or discrimination.
- Do not engage in physical punishment, including when imposing discipline.



## Employ and Pay People the Right Way

We value our associates and believe that when we take good care of our associates, they will take good care of our customers. The same is true in the supply chain: companies that treat their workers fairly and comply with relevant employment laws and agreements are better suppliers.

- Provide compensation, benefits, working hours, breaks, rest days, holidays and leave that comply with legal requirements and applicable agreements. Ensure workers understand these terms.
- Do not make illegal or excessive wage deductions, withhold wages, delay wage payments, or pay wages irregularly.
- Comply with all applicable laws, regulations, and agreements relating to the employment of young workers.
- Recognize freedom of association and collective bargaining. Respect the rights of workers to join an employee association or trade union, or refrain from doing so, without interference, in accordance with applicable law and practice.
- Confirm all workers are appropriately authorized to work. This includes verifying worker eligibility to work in the region and in the relevant job prior to employment.

# Do Not Use Involuntary, Trafficked, Child, or Underage Labor

People should not be exploited through employment, and Walmart has prioritized working with stakeholders to combat forced labor and other exploitative practices in global supply chains. Our suppliers should take seriously their responsibility to prevent these practices and remediate if substantiated.

- Do not use forced labor. Exclude involuntary labor—including child, underage, forced, coerced, bonded, involuntary prison, exploited, trafficked or indentured labor—from your operations, subcontractors' operations, and supply chain.
- Be aware of indicators of involuntary labor and actively address them. Have systems in place to monitor for signs of trafficking and exploitation, particularly where your business includes vulnerable populations such as migrants, women, and young people.
- Recruit responsibly. Do not charge workers recruitment or similar

fees—even if the collection of such fees is allowed under local law. If such fees are charged, we expect you to repay them. We also expect you to communicate to migrant workers the terms of their employment contract in their native language prior to departure from their home region.

- Allow workers freedom of movement. Do not keep workers' personal identity documents or other valuable possessions, do not control workers' freedom of movement through debts owed to you, brokers, or other third parties, and allow workers to terminate employment on reasonable notice.



## What if?

**Workers in my facility are concerned about the security of their passports and gave facility management permission to keep them locked in an office safe. Is this OK?**

No. The workers' inability to immediately access their personal identity documents restricts their movement. Providing personal locker space to workers can be a good way to secure valuable possessions.

**My company packs fruits and vegetables that Walmart sells. We are a seasonal business and depend on a temporary employment agency to find us workers during peak season. Some of the workers let us know that they paid fees to the agency in order to secure a job. What should I do?**

You should work with the agency to stop the practice of charging recruitment fees. The costs of recruitment should be paid by the employer and not the worker. If the agency continues to charge the workers, you should reimburse the workers. If you suspect workers are in a forced or bonded labor situation, you must report it to Walmart.





# Operate Safe Workplaces

Walmart expects suppliers to take responsibility for the safety and wellbeing of the workers who produce products for Walmart.

- Provide a safe, clean, and healthy work environment as appropriate for your industry, geography, and workforce. This includes ensuring facilities are structurally sound, fit for purpose, compliant with electrical and fire safety laws and standards, and well maintained.
- Provide access to clean and sanitary facilities and clean drinking water.
- Implement appropriate procedures and safeguards to prevent accidents and injuries to workers. Establish proper maintenance, monitoring, and inspection routines, worker training and protection, and fire safety measures. Take appropriate steps to protect workers from exposure to harmful chemicals, infectious disease, and other similar risks. Observe restrictions on hazardous work for young workers.
- Where you work alongside Walmart associates or in Walmart facilities, make sure you and your employees do not pose a risk to the safety of our associates and customers.

# Protect the Environment

Walmart is committed to complying with environmental laws and advancing sustainability in retail. We collaborate with suppliers and others to inspire positive change throughout supply chains and to help reduce emissions, eliminate waste, and preserve natural resources. Walmart works with suppliers who share these values and encourages suppliers to develop their own sustainability goals.

In addition to complying with all relevant environmental laws and regulations, suppliers should:

- Design and operate systems to properly manage potable water, wastewater, storm water, waste, emissions, and recyclable materials.
- Handle, store, transport, and dispose of fuel, chemicals and hazardous waste responsibly.



## What if?

**As part of a quality inspection, I recently visited a facility that I use to produce jeans for Walmart. I noticed a crack in a wall that I had not seen on prior visits. What should I do?**

We expect facilities making products for Walmart to be safe and structurally sound. The supplier should ensure the factory obtains a qualified engineer's opinion on the safety of the facility and then work with the factory to take any necessary remedial steps. If you think workers might be in imminent danger, it is your job as the supplier to ensure that precautions are taken to protect their safety. Let us know if you discover a facility is structurally unsound and about the steps you're taking to ensure worker safety.

**I operate a facility in an area that can be unsafe at night. Can I restrict workers' ability to leave the facility compound for their protection?**

Even well-intentioned safety measures can restrict worker movement in ways that effectively prevent them from leaving their job. While you are responsible for the safety and security of workers present within your facility, you are also expected to ensure that any workers who desire to leave can do so.





# Deliver Exceptional Products

We have high expectations for the products we buy and sell, and our customers do, too. When people shine a light on Walmart and our supply chain, we want them to like what they see. We can only achieve this by working with suppliers that are as committed as we are.

## Uphold High Standards for Safety and Quality

Walmart earns customer trust by providing safe, high-quality products our customers love. Our suppliers should help us maintain trust by:

- Providing us with products that meet all legal, industry, and Walmart safety, quality, and technical requirements.
- Implementing appropriate risk management systems to protect against food and product safety hazards. Suppliers should have these systems independently validated and verified.
- Monitoring products you produce for safety and quality and promptly reporting material issues to Walmart. Material issues include failing to meet recognized safety standards and defects in product labeling or instructions that increase the risk of unsafe use. In the case of food products, material issues also include product specification deviations and microbiological, chemical or physical hazards that affect the safety of the product.
- Notifying Walmart of voluntary and mandatory product recalls and removals where you identify products as not meeting applicable requirements.
- Participating actively with Walmart and with regulatory authorities in the recall and removal of products.



### What if?

**My company cans Walmart private brand vegetables. We have implemented a food safety management system in our plant. What else is required for food safety?**

Walmart generally expects all suppliers' plants to be certified to a Global Food Safety Initiative-benchmarked standard and we will ask you to provide evidence that your plant is certified. We may ask you to provide other evidence that you are managing food safety hazards effectively, including our expectations regarding compliance with our minimum product microbiological and chemical requirements. Finally, we expect you to report any safety issues to us immediately.

**My product passed all of the necessary product safety tests, but I have noticed an increase in customers complaining that they were injured while using it. What do I need to do?**

You as the supplier have the responsibility for following up on these complaints and investigating whether the product is unsafe. If you come to believe your product might be unsafe, in addition to complying with any applicable legal requirements you must contact your primary Walmart business contact and let them know about it and what you are doing about it.



## Observe Trade, Sanctions, and Security Laws and Guidelines

Our high expectations of suppliers extend throughout the supply chain, including making products the right way, following all trade laws, and ensuring that products are transported safely and securely.

- Ensure that products are not produced—in whole or in part—in violation of the law or in a way that would cause Walmart to violate the law. In particular, suppliers must comply with all applicable trade, sanctions, conflict minerals, permissible harvest, and animal welfare laws and regulations.
- Establish controls to secure the supply chain from being used for improper purposes, including smuggling, terrorism, fraud, and theft. Walmart participates in the Customs Trade Partnership Against Terrorism program in the United States, the Partners in Protection program in Canada, and Authorized Economic Operator and similar programs in many other countries in which we operate. Suppliers providing product where Walmart will be the importer of record are expected to exercise oversight in accordance with the security principles and requirements of these programs and to help Walmart maintain a safe and secure supply chain.
- Formulate and label products in a way that allows them to be transported, stored, and sold without compromising the products or the supply chain.
- Where the supplier is responsible for delivering product to Walmart, ensure containers and conveyances used are safe, sound, clean, and appropriate for the safe and secure delivery of product to Walmart.
- Take steps to prevent illegal transshipment or the mislabeling of products to mask a product's country of origin.

## Label and Market Products Accurately

Earning and maintaining customer trust requires being accurate and transparent about the products we sell. Walmart cannot do it alone—suppliers play a key role in helping our customers make informed decisions.

- Provide Walmart with timely and accurate information about the products you provide to Walmart and our customers. We rely on this information to make business, legal, and compliance decisions, among other purposes.
- Provide only genuine products that are what they claim to be.
- Comply with relevant labeling laws and regulations and be honest with Walmart's customers. Make sure all product labels and descriptions are clear, accurate, truthful, and not misleading. Include all appropriate disclaimers, disclosures, and warranties, and support any claims you make with adequate substantiation.
- Where appropriate, products must contain instructions adequate to use or consume the product safely.



### What if?

**I make private brand products for Walmart. My Walmart buyer asked me to provide a price for a product bearing an internationally recognized sustainability certification. I found a supplier that says it can make the product for me and get me the certification at a great price. What else do I need to do?**

As the supplier, you are responsible for ensuring that any claim you make about the product you are providing to us is true. You need to take steps to verify that the certification provided is genuine and that the product in fact meets the conditions of the certification.



# Collaborate with Walmart

Walmart can't achieve its objectives without strong supplier relationships. Honesty, transparency, and collaboration are key to building and maintaining a strong relationship.

## Recognize and Avoid Conflicts of Interest

We ask our associates to avoid situations where they might put personal interests or the interests of a third party ahead of Walmart's. Relationships with Walmart suppliers are a key area in which conflicts can arise, so we need your help.

- Avoid forming personal relationships with Walmart associates that would compromise or appear to compromise the independence, integrity, impartiality, or judgment of Walmart associates. Where such relationships exist, they must be disclosed to Walmart. Whether a personal relationship is appropriate depends on the circumstances. Reach out to your primary Walmart business contact to discuss any potential issues.
- Do not offer gifts and entertainment to Walmart associates who might influence your business with Walmart or to any third party that might influence your business with Walmart (for example, audit firms and testing laboratories). Walmart associates and others who could influence Walmart's business decisions are not permitted to accept gifts or entertainment, so please don't offer them.
- Do not make donations on behalf of Walmart—Walmart will make its own giving decisions.
- You may provide product samples to Walmart for customary evaluation and testing according to Walmart policies and procedures, but you should ensure you're providing no more than necessary and avoid the appearance of impropriety.



### What if?

**I work for a Walmart supplier and have extra tickets to an upcoming football game that I cannot use. Can I offer them to the Walmart buyer I work with?**

No. The Walmart associate is prohibited from accepting the tickets. Even if you offer them at face value, that may not reflect the actual market value of the ticket and Walmart would consider the difference between face value and market value to be a gift. Additionally, the Walmart associate would only have access to the tickets because of her/his employment, and is therefore not permitted to accept them for that reason, either.



## Compete Fairly

Walmart is committed to free and fair competition and conducts its business in compliance with antitrust and competition laws. Our suppliers should:

- Focus negotiation discussions on Walmart's costs. Suppliers should not discuss costs to Walmart's competitors, Walmart's retail prices, or any other retailer's non-public information, including price-related information. Walmart independently sets its retail prices and does not attempt to influence (directly or indirectly) our competitors' terms or prices. This includes the prices of third-party sellers on Walmart's marketplace.
- Refrain from asking Walmart to limit business with another company or limit sales of private label products.
- Do not offer or provide Walmart non-public, competitively sensitive information (e.g. on forward-looking pricing or strategy) related to Walmart's competitors or other third parties. Suppliers should remember that they may be Walmart's competitors where (for example) they sell directly to customers or with Walmart's private label products.



### What if?

#### **My friend at another company asked me to share Walmart's home appliance promotion strategy for next quarter. What should I do?**

Don't share this information. As our supplier, we expect you to protect Walmart's non-public, competitively sensitive and/or proprietary information and only use this information for the purposes for which it was shared with you.

## Act Like a Partner to Protect Walmart and Our Customers

Our suppliers are leaders in market intelligence and innovation. Putting the customer first means that we sometimes give suppliers access to Walmart's property and non-public information, including customer information. Suppliers entrusted with this privilege are held to the same standards to which we hold ourselves.

- Do not share Walmart's confidential information with any third party, including other retailers or suppliers. Confidential information includes any non-public, commercially sensitive, or proprietary information, including wholesale prices or other terms of supply, product plans, private label product designs and formulas, future or non-public retail prices, promotional plans or strategies, market intelligence, production or sales volumes or forecasts, and trade secrets.
- Protect personal information you receive from Walmart or collect on our behalf by implementing safeguards for its proper collection, storage, sharing, use, and destruction. Comply with all applicable privacy and data use laws and policies.
- Follow all applicable guidelines regarding the use of Walmart's property—including Walmart's intellectual property and funds—and guard against misuse.
- Submit only accurate and justified financial claims to Walmart.
- Do not allow Walmart to serve as a conduit for money laundering, terrorist financing, or fraud. Where relevant, establish and maintain controls designed to prevent such activity.
- Do not speak for Walmart. Where permitted by law, consult with Walmart prior to providing information about the company or its customers to a government or another requestor. If you need to help someone understand Walmart's position on an issue, contact your primary Walmart business partner for assistance.

# Cooperate with Walmart

Walmart takes steps to ensure we are living up to our high standards and acting in a manner consistent with our values. Sometimes we ask our suppliers for help, and we need your cooperation.

- Cooperate with Walmart investigations related to potential violations of law, regulation, policy, contract, or these Standards. Respond to inquiries and requests for information and be upfront and honest.
- Make your products, facilities, and records available for audits, inspections, and tests. Obtain required audits, inspections, and tests in accordance with Walmart policy. Provide the results to Walmart and collaborate with Walmart to resolve any issues.
- Develop and maintain accurate records. These include financial records, production records, records of dealings with governments and government officials relating to your business with Walmart, and records of goods supplied to Walmart. Keep records sufficient to demonstrate your compliance with these Standards and all other Walmart expectations.



## Questions or Concerns



Talk to your primary Walmart business partner or contact Ethics & Compliance.



[www.walmartethics.com](http://www.walmartethics.com)  [ethics@walmart.com](mailto:ethics@walmart.com)



**800-963-8442 (1-800-WM-ETHIC)** in the U.S., Canada, and Puerto Rico, or your local phone number. The Ethics & Compliance Helpline is available 24 hours a day, 7 days a week and is available in many local languages.



### Walmart Inc.

Attention: Global Ethics & Compliance, 702 SW 8th Street, Bentonville, AR 72716-0860

# Global Ethics Helpline Numbers

Argentina 0800-888-0124

Bahrain 800-06-102

Bangladesh 88 01730318803

Belgium 0800-750-76

Botswana 00269-800-7861-036

Brazil 0-800-761-1943

Cambodia 1800-20-8963

Canada 800-963-8442

Canada (French) 800-805-9121

Chile 800-550707

China 400-120-4020

Cleartrip Egypt 0800 006 0337

Cleartrip Saudi Arabia 8008500210

Cleartrip United Arab Emirates  
800 0320695

Colombia 01800-913-7496

Costa Rica 0800-542-5443

Dominican Republic 1-888-751-8878

Ecuador 1-800-000-884

El Salvador 800-6126

Flipkart (China) 400-120-0384

Flipkart (India) 1800-102-1482 &  
800-050-1482

Flipkart (Israel) 1-809-467272

Flipkart (Singapore) 800-492-2426

Flipkart (US/Canada)  
1-800-564-4163

France 0800-903277

Germany 0800-188-8917

Ghana 030 708 4830

Guatemala 1 800 8350377

Honduras 800 222 00141

Hong Kong 800-902-027

India 000-800-040-1503

Indonesia 007-803-321-8281

Ireland 1-800-200-356

Israel 1-809-477-259

Italy 800-143-952

Japan 0120-692-344

Jordan 0800-22319

Kenya 0800 221 9008

Lesotho 800 62000

Malawi 0800-026-9000

Malaysia 1-800-817-362

Mexico 800 963 8422

Morocco +212-5204-85021

Mozambique 824001

Myntra (India) 1800-102-1482

Namibia 800000077

Netherlands 0-800-024-9759

New Zealand 0800-424280

Nicaragua (TF) 001-800-220-1967

Nicaragua (Local) 505 2248 2275

Nigeria 0708 060 1109

Pakistan 00800-90-033-041

Panama 800-0413

Peru 0800-78378

Philippines 1-800-1-322-0162

PhonePe (India) 1800-102-1482

Russia 8-800-100-9476

Singapore 800-492-2258

South Africa 0800 203 246

South Korea 003084910122

Spain 900-494776

Sri Lanka 247-2469

Swaziland 8001333

Taiwan 00801-49-1191

Tanzania 0800 78 0006

Thailand 1 800 012 355

Turkey 00-800-113-6848

Uganda 0800 113224

United Kingdom 0800 318 405

United Arab Emirates 8000-3201-39

United States 800-963-8442

Vietnam 120-32-518 & 122-80-160

Zambia 8877

\*Note: Numbers subject to change





Walmart 

Updated February 2024