



Independent Service Operator Handbook

Version 10-28-2019

Walmart Services

Legal Notification/Requirements

1. Tenant, licensees and sublessee will be referred to as Independent Service Operator or ISO, in this document and certain others from time to time but will retain all contractual privileges as Tenants or Licensed Tenants and their Sublessees.
2. Nothing in this handbook supersedes, amends, alters, or otherwise changes any of the terms and provisions of the lease agreement. In the event of a conflict between the terms and provisions of this handbook and the terms and provisions of the lease agreement, the terms and provisions of the lease agreement shall govern.
3. For the purposes of provisions falling under this section entitled “Legal Notification/Requirements,” the term “Lease Agreement” shall mean the lease agreement(s) and/or contract(s) and /or license agreement(s) in place from time to time between the applicable ISO and Walmart Stores, Inc. or its affiliates or subsidiaries governing the operation of the ISO’s business within certain Walmart Stores.
4. Walmart Stores, Inc. is the Walmart under the terms of the lease and for purposes of this documentation shall be referred to as store, stores, store manager, store management, store management team. Walmart may from time to time, adjust verbiage to reflect common retail use, but maintaining Walmart status.

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Welcome to Walmart

Welcome to Walmart

This handbook was developed as reference material for ISOs and Walmart Store Management. Thank you for leasing space with Walmart Stores, Inc.

ISO Orientation

ISO should familiarize itself and have its employees, agents, sublessee and representatives familiarize themselves with this handbook and the ISO's obligations under the lease.

Please refer to walmartrealty.com for in-store Leasing contact information.

Communications

Front End Assistant Managers and ISOs should schedule a touch base and shall meet a minimum of once per month. Keeping the lines of communication open between the management team and the ISO is fundamental to building a good Walmart-ISO relationship. Front End Assistant Managers shall be the primary contact at store level and will be the responsible member of management who acts as a liaison with the store's ISOs. The Front-End Assistant Manager will serve as the primary contact for all issues related to occupancy of the premises.

Discussion should include topics such as: current events, remodel disruptions, business results, what's working and what is not, where is help needed, recruiting guidelines, seasonal staffing and cleaning schedules. If a resolution is not being met within an appropriate timeframe, the ISO should contact their Corporate Offices, who will in turn contact Walmart Services.

New ISO

Please direct inquiries to:

www.Walmartrealty.com/instoreleasing

Automated Consumer Services

Business Support:

For all *other* inquiries or questions please call the Services Hotline at 479-204-2125. Or email wfscustsup@email.wal-mart.com.

Walmart Contacts Form

This form is made available for ISOs to have important contact information. Both Walmart and ISO will complete the Contact Sheet, provide each other a copy. The ISO may choose to make the contact sheet available for their employees.

Walmart Store Number: _____

All stores are known by a store number, it is you are discussing issues with Walmart's Home Office.

Walmart Store address: _____

_____ very important to identify

Walmart Store phone: _____

Store Manager: _____

Co-Manager(s): _____

FEASM _____

Market Manager: _____

Market Manager's office phone: _____

ISO Contacts Form

Take a few moments to complete this form to give a copy to the Walmart Store Management and the Walmart phone operator. Please update as managers change.

Business name: _____

Business phone number: _____

Business hours:

Mon _____

Tues _____

Wed _____

Thurs _____

Fri _____

Sat _____

Sun _____

ISO owner name: _____

Contact phone: _____

On-site Manager: _____

Office: _____

Cell phone: _____ Assistant Manager

Area Manager

Name: _____

Phone: _____

ISO's Corporate Offices phone: _____ ISO's Customer S

Any questions about Walmart Services that cannot be addressed at store level please call: Walmart Home Office at 700 – Walmart or 479-204-2125 or email WFScustsup@email.wal-mart.com.

General Guidelines

General Guidelines

Customer Complaints

Every ISO is expected to diligently and in a timely manner, address and resolve any complaints it receives from ISO customer. ISO's toll-free phone number must be posted in a professional manner in plain customer view within the leased space for any customer to call with a complaint or problem. If Walmart receives any complaints from ISO customers, they will be forwarded to the ISO for resolution.

ISO Hours of Operation

ISO's hours of operation are specified within the lease. Unless otherwise stated in the lease agreement all ISOs must be open for business no later than 10:00 a.m., Monday through Saturday, or 1:00 p.m. on Sunday. For specific details refer to the Master Lease Agreement. As a guideline, if the Walmart Store is open, the ISO

should have open business hours that day.

ISOs must clearly post their hours of operation in a prominent location and must be open during those times. Failure to meet the minimum required hours of operation can result in a breach of the lease between ISO and Walmart.

ISOs will have access to the building during the store's normal hours of operation. ISOs may need building ingress and egress before and after normal Walmart business hours.

Please note that Walmart observes extended store hours during the Holiday periods. ISOs are welcome to extend their operational hours during this time without first obtaining the consent of Walmart Services. Food services may be required to open during certain events.

Walmart stores that are scheduled to have a Grand Opening/Re- Grand Opening ceremony requires the ISO to be staffed and ready to open by 7:00 a.m. on the day of the Grand Opening Ceremony. If a ISO does not open on time, the ISO may have to pay Walmart liquidated damages specified in the lease. To determine if your store will have a Grand Opening ceremony, contact the Walmart Store Manager or Project Manager.

Recruiting

Walmart Management should not recruit any employees from the ISO, and the ISO should not recruit associates from Walmart.

This does not prevent either ISO or Walmart from hiring an employee from the other party when the employees apply for a position on their own behalf

General Guidelines

Storage

Storage space must be within the ISO location, except for certain food ISOs.

*See Appendix I for food service storage requirements

Gift Certificates/Cards

There are no restrictions on the sale of ISO gift certificates or gift cards inside the ISO space.

Discounts

Walmart is not required to extend any discount to ISO employees. The ISO is not required to extend a discount to Walmart associates. However, ISOs may extend discounts to Walmart associates, providing the entire store associate team or all Walmart associates are eligible for stated discount.

Gifts and Gratuities

Walmart associates may not encourage or accept gifts or gratuities. Gifts or gratuities include: tickets to entertainment events, free services i.e., haircuts, phone repair, manicure, pedicure etc., kickbacks in the form of money or merchandise “special” discounts given to one Walmart associate, discontinued or no longer used samples, vendor paid trips, etc.

Compliance with Laws

As occupants of the Walmart store property, each of the ISO’s employees are subject to all laws, rules and regulations that may be amended from time to time. Walmart will report any illegal activity witnessed or suspected by any Walmart associate to the appropriate law enforcement authorities.

Standard Operating Guidelines

Standard Operating Guidelines

ISOs, their Sublessee and the employees of each, must observe all standard operating guidelines Walmart establishes from time to time in this handbook. Any specific exceptions to these procedures are covered in the Appendices.

Appearance/Work Attire

ISOs, their Sublessee, and the employees of each, are required under the lease to conduct themselves, while in the leased space, in a professional manner and consistent with Walmart operations.

Name badges with company logo and first name of the ISO employee are recommended and should be worn in plain sight.

Merchandise

Merchandise may not be removed from the store or brought into the leased premises without a valid receipt or proof of purchase from Walmart pay.

Parking

Walmart Store Managers should review associate parking locations with ISO Principals (generally at the far end of Walmart parking lot with different color stripes); Americans with Disabilities Act (ADA) requirements are exceptions with a valid parking permit. ISO employee must abide by Walmart's parking guidelines.

Important Notices

Should the ISO receive any local notices, (i.e. Health Department, Fire Inspections, Town/Municipal Depts.) a copy should be immediately given to the Walmart Store Manager.

Fireworks

Periodically, Fireworks sales are allowed and encouraged on the parking lot of stores where and when permissible by law. Fireworks sales are contracted through the Home Office and will only be permitted by those providers with which there is a contract in place.

ISO will adhere to all other ISO guidelines. Signing may be applied as approved by the Services Division and within applicable city, County and municipality law.

Auto, RV and Boat Sales

Periodically, Auto, RV and Boat sales are allowed and encouraged on the parking lot of stores where and when permissible by law. These temporary events are contracted through the Home Office and will only be permitted by those providers with which there is a contract in place.

Standard Operating Guidelines

Alcohol Beverages/Illegal Drugs

Walmart has made a commitment to provide a drug and alcohol-free workplace. The use, possession, sale, transfer, acceptance or purchase of illegal drugs at any time is strictly prohibited. The use, possession of open containers, personal sale, transfer or acceptance of alcohol on Walmart property is strictly prohibited. Walmart has the right to remove from, or deny access to, our stores, anyone on our property under the influence of alcohol, and/or consuming alcohol on our property. Walmart may report illegal activity to the appropriate law enforcement authorities.

Smoking

ISO employees shall abide by Walmart's smoking policies, which follow, and which may be amended from time to time.

- Walmart shopping areas are smoke-free environments.
- Smoking and use of smokeless tobacco are permitted in designated areas only. Most stores have a designated covered smoking area.
- Smoking is prohibited within 50 feet of all entrances and exits and on all sidewalks in the immediate vicinity of the Walmart store.
- Each location must comply with local, municipal and state laws/ordinances relative to smoking.

Profanity

Walmart does not tolerate the use of profanity in its stores inclusive of leased spaces.

Solicitation

Employees of the ISO are not allowed to address Walmart associates at store meetings and speak to anything regarding their ISO business. If an ISO would like to share information with the associates they should convey the information to the FEASM who can share with associates at regular store meetings.

Basic Cleanliness

The ISO is expected to maintain a clean space for their employees and customers. Basic cleanliness should be an observation point and discussed when the FEASM and the ISO leader meet each month.

Standard Operating Guidelines

Deliveries

Store deliveries may be accepted only through the Walmart front doors unless specifically communicated otherwise and must be coordinated with the Walmart store management and scheduled during normal operating hours. At no time, shall parking be permitted on sidewalks, even in connection with short-term loading or unloading of ISO merchandise. **See Appendix I for food service.

Employees

Walmart will not inform ISO of any investigations, trespass or prosecution of ISO employees.

Walmart will not provide video of in store activity unless expressly approved by Walmart Services, Asset Protection or ordered by a court subpoena. Immediately notify Walmart Services at 479-204-2125 of court subpoenas.

ISO's Advertising, Promotion, and Media Inquiries

ISO may use Walmart's name only to the extent Walmart Services approves its use and only as a location reference, contact 479-204-2125 or email WFScustsup@email.wal-mart.com.

ISO may not promote their services within the store using Walmart's in-store public address system, unless otherwise provided in the lease.

ISOs will operate behind the lease line at all times with the exception of one sign that must have its base in Contact with the lease line. ISO may not hang banners or lighted signs outside of the leased premises, except as provided in the lease agreement.

ISO's promotions related to the leased premises must be conducted in a professional manner by trained individuals.

ISO may not release or cause to be released any statement to the press or otherwise containing Walmart's name or representing any relationship whatsoever to Walmart, without the prior, written approval of Walmart Services, contact 479-204-2125 or email WFScustsup@email.wal-mart.com.

Restrictions on ISO Activities

In addition to any easement, covenant or restriction that affects or applies to the leased premises or the common area, neither the ISO, nor its Sublessees, may:

- Use the sidewalk adjacent to; or any other space outside the leased premises, for display, sale, or any other similar undertaking. **See Appendix I for food service
- Place merchandise, furniture or equipment outside the lease premises at any time without expressed consent of Walmart Services (contact 479-204-2125 or email WFScustsup@email.wal-mart.com).
- Use a loudspeaker system that may be heard from outside the leased premises
- Place or permit any radio, television, loudspeaker, or amplifier on the roof, inside the leased premises, or anywhere that the radio, television, loudspeaker or amplifier can be seen or heard from outside of the leased premises
- Solicit or distribute any handbills or other advertising in the parking lot, store, or common areas, unless otherwise protected by law.
- Use the plumbing facilities of the leased premises to dispose of any foreign substances. The expense of any breakage, stoppage, damage or hazardous waste resulting from a breach of this paragraph will be the responsibility of the ISO.
- Place on any floor a load that exceeds the load per square foot that the floor was designed to carry. ISO may only install, operate, and maintain heavy equipment in the leased premises if installed in such a manner as to achieve a proper distribution of weight.
- Operate Walmart power equipment such as walkie stackers, scissor lifts, balers and compactors.
- ISO employees are not allowed at any time in the back room of the store or in the associate lounge unless approved and escorted by Walmart Management.

Restrictions on ISO Activities

- Unreasonably interfere with Walmart's business or the business of another ISO of Walmart or act in such a way that reasonably may be expected to injure Walmart's business relationship. This includes, but is not limited to, acting in any way which diminishes the access to or the visibility of any portion of the Store or any other ISO's Premises or that impedes the free circulation of customer traffic within the Store.
- Receive, retain or store in the premises any Controlled Substances except for any Controlled Substances included in an emergency medical kit.
- Within the leased premises, receive, retain, store, or use any firearm, tear gas, or any item like a firearm, tear gas, or dye pack.
- Utilize the Walmart Game Play / game room change machines to exchange bills for quarters.
- Use the leased premises to conduct illegal business or for illegal purposes.
- Change locks without immediate notification to Walmart Store manager. ISOs must provide store management with a key to ISO space to be used in emergencies.

Allow chairs and tables outside leased premises after 7:00 a.m. of any business day.

Restrictions on Store Management

In addition to any easement, covenant or restriction that affects or applies to the leased premises or common area, Store Management may not:

- Unreasonably interfere with ISOs' business or act in such a way that reasonably may be expected to injure ISOs business relationship including, but not limited to, acting in any way which diminishes the access to or the visibility of any portion of the store or any other ISO premises or that impedes the free circulation of customer traffic within the Store for example block window(s), line of sight or special queuing without approval of Walmart Services.
- Give direction to ISOs regarding their employees.
- Use vacant or empty ISO space for, but not limited to: merchandising, store shops, clearance, storage, pallet drops, training rooms or an office without expressed, written approval of Walmart Services.
- Create local bulkhead signing; all structural signing and banners must be approved by Walmart Services.
- Sign contracts or give written or verbal approval for use of empty ISO space or parking lot events that may be in direct or indirect competition of any existing or prospective ISOs.
- ISO must provide a key to the Store Manager in order for the store to have access to the lease space in case of emergency. ISO key will be in a secured location such as the store safe with limited access.
- Store management must immediately make vacant empty ISO space available for temporary ISO or for scoping for new ISO.
- For questions contact Walmart Services at 479-204-2125 or email WFScustsup@email.wal-mart.com.

Restrictions on Store Management

- Block bank ISO spaces, including ATMs with carts, merchandise or pallets that would activate bank alarms or impeded 24-hour access.
- Clean, move, adjust, block or impede immediate or ADA access to any licensed ISO kiosk including, but not limited to: crane games, bulk candy, rides, coffee machines, Red Box, key machines, Eco ATMs, ATMs, entertainment or service offerings delivered through a vending, automated or self-assist kiosk or machine.
- Place water dispensers, merchandise, temporary tables, local merchants, signs, charity events or third party providers from other divisions/departments within 10' in front of or within 5' to the sides of leased spaces including windows that may block or potentially block access, visibility, ingress, egress, ISO marketing, hours of operations signs, windows or ISO walls. (Ice machines and certain other units, such as soda machines may be an exception to this rule, if the units are drawn on the original floor plan as part of the overall store design).



Maintenance

Maintenance Guide



Issue	First	Second	Third	Final
<ul style="list-style-type: none"> Refer to ISO Handbook to determine who is responsible (Walmart or ISO). If Walmart is responsible notify Store Management Food Service Partners refer to Food Service Appendix 	<ul style="list-style-type: none"> Notify Walmart Store Management of the issue. Please provide as much detail as possible and request a work order to be created 	<ul style="list-style-type: none"> Store Manager will request work order through Service Now. Request the work order # for your records 	<ul style="list-style-type: none"> Facilities Maintenance Team engaged and will provide Store Manager with ETA within 72 hours Request ETA from the Store Manager 	<ul style="list-style-type: none"> Resolution- Technician will resolve issue Escalation- If the issue is not resolved within the provided ETA contact the Walmart Services Call Center: 479-204-2125 or WFScustsup@email.walmart.com

*If Store Management is unable to be reached or work order is not created after MULTIPLE requests escalate to Walmart Services Call Center

Maintenance Guide

Maintenance item	Responsibility		Reference guidance / direction / dept. / number
	Walmart	Independent Service Operator	
ATM			
Walmart ATM	X		Walmart Services Hotline 479-204-2125
3 rd . Party ATM		X	Phone # is listed on the front of Machine
Ceiling			
Same as Walmart	X		Dining area only - Store Manager / Walmart Services Hotline 479-204-2125
Different than Walmart		X	
Diffusers			
Food Service Dining Area	X		Food Service Dining area only
Other areas		X	
Fire Sprinkler/Alarms			
WM Installed	X		
ISO Installed or Modified		X	
Flooring			
Same as Walmart	X		*If Walmart floors have been changed from tile to concrete the ISO becomes responsible for their own floor maintenance.
Different than Walmart		X	
HVAC			
WM installed	X		
ISO Installed or Modified		X	Bank-Flow problems are ISO responsibility. Proper operation of Walmart original equipment is WM resp.

Maintenance Guide

Maintenance item	Responsibility		Reference guidance / direction / dept. / number
	Walmart	Independent Service Operator	
Kiosks (Temporary)	X		700-WALMART or 479-204-2125
Redbox		X	866-733-2693
Coinstar		X	800-928-CASH
ecoATM		X	858-381-5818
Minute Key		X	800-539-7571
Fast Key		X	800-232-9554
TNT Fireworks	X		700-WALMART or 479-204-2125
Automotive Sales Event	X		700-WALMART or 479-204-2125
Portraits International	X		700-WALMART or 479-204-2125
NEN Amusement		X	866-902-0595
Namco Amusement		X	800-279-6074
SAW Amusement		X	866-786-9717
Rug Doctor		X	877-343-0588
Quick Tag		X	888-600-8247
Mini Melts		X	267-228-5142
Rubi Coffee		X	425-903-8520
Nescafe		X	305-592-6159
Break room snack vending		X	800-747-8363
Payphones		X	700-WALMART or 479-204-2125
Picture That!		X	700-WALMART or 479-204-2125
AmeriGas Propane		X	700-WALMART or 479-204-2125
Blue Rhino Propane		X	700-WALMART or 479-204-2125
Ruby Tuesday		X	700-WALMART or 479-204-2125
Airbrush		X	700-WALMART or 479-204-2125
Hilton Head		X	700-WALMART or 479-204-2125

Maintenance Guide

Maintenance item	Responsibility		Reference guidance / direction / dept. / number
	Walmart	Independent Service Operator	
Lighting			
Same as Walmart	X		
Different than Walmart		X	
Plumbing			
WM Installed	X		
ISO Installed or Modified		X	
Misc.			
Windows		X	
Pest Control	X		
Hazardous Waste		X	
Grease Traps	X		Unless otherwise noted in lease
In-line grease trap installed by ISO		X	
Utilities	X		
Main water line	X		
Trash Disposal		X	
Telephone/Data		X	
Roof Leaks	X		
Security gate	X		

Risk Management

Walmart takes every precaution to prevent accidents. ISOs must also take responsibility for their safety and for the safety of its customers, employees and associates. Below are some of the guidelines Walmart uses to aid in accident prevention:

- Stacking merchandise in a stable manner to avoid falling merchandise incidents.
- Cleaning up any spill immediately to avoid slip and fall incidents. Use caution cones where appropriate.
- Help to prevent falls – be alert for trip hazards such as cords or paper on the floor.
- Keeping aisles and exits clear of boxes, merchandise, shopping carts and unattended ladders to minimize hazards on the sales floor and the back room.
- ISO should review ceiling tile for maintenance issues on a regular and recurring schedule.

ISO Active Shooter Training

ISOs are responsible for ensuring their employees have annual active shooter training consistent with the Avoid Deny Defend™ strategy that can be found online at www.avoiddenydefend.org. All ISO employees working within a Walmart store must have such training within 30 days of hire and annually thereafter.

In Case of Emergency

- ISOs should familiarize themselves with the store's emergency procedures flip charts. Attached below is the link to those codes and procedures.

https://one.walmart.com/content/uswire/en_us/work1/operations/eoc/resources/emergency-procedures-flipcharts/store-and-club-emergency-flipchart.html
- ISOs should meet with Walmart store management to acquaint themselves with store emergency procedures and codes.
- ISOs are responsible for ensuring their employees understand Walmart's emergency procedures and codes. The safety of customers, employees, and associates is a priority in any emergency. Certain Situations may require evacuation of the building which will be announced on the public announcement (PA) system.
- When a facility is scheduled to close due to natural or man-made disaster, the facility manager will notify leased space managers and collect emergency contact information. Any request for rent abatement will follow lease guidelines.

Risk Management

Customer/Associate/ISO Injury

ISOs are responsible for all accidents that occur within the leased premises and must immediately report any such accident to Walmart store management. Walmart Management will respond to accidents that occur within the Walmart store outside of leased spaces.

Fire extinguishers

Fire extinguishers will be supplied and inspected by Walmart. Each ISO space must have their own dedicated extinguisher unless there is one within 75' of their space.

Hazardous Waste

The ISO has important obligations to comply with all federal, state, and local laws, orders, rules, directives and regulations in the operation of the ISO's business on their premises. Compliance with all laws includes proper handling of hazardous materials and proper management and disposal of hazardous waste generated by the ISO. Walmart is not responsible for the management or disposal of the ISO's hazardous waste. However, to assist our ISO's, you may contact the individual store management to obtain the information on the hazardous waste hauler in your area that is used by Walmart to pick-up and dispose of any hazardous waste.

If it's determined that alterations to the property are necessary for compliance, there may be certain requirements ISO may need to follow including but not limited to, requirements under the lease, and city code requirements. It is the ISO's responsibility to follow these requirements. ISO's their customers and their vendors may not dispose of hazardous waste in Walmart's compactor or garbage dumpsters. You should be aware that improper disposal of hazardous waste may subject you to criminal prosecution or civil penalties. In addition, if Walmart learns of violation of any laws, including improper management or disposal of hazardous waste, it will be considered a default under the terms of the Master Shopping Center Lease Agreement and grounds for termination of the lease and may affect your future ability to do business with Walmart.

Trash Disposal

If ISO is authorized to dispose of trash under the lease, disposal should be coordinated with Walmart store management, as the compactor must always be locked. Although ISO may be permitted to dispose of trash in the compactor, ISO's are not allowed to operate the equipment unless 18 years of age or older. Trash should not be left unattended in the back of the store. Additional containers may be required at ISO's expense.

Appendix I

For Food Services ISOs Only