



U.S. COVID-19 Related Information  
As of November 17, 2020

Walmart is working hard to help communities respond to COVID-19 while prioritizing the health, safety and of our associates, especially those on the front line of service. In response to stakeholder questions, this document provides some examples, but is not exhaustive, of the steps we have taken in the U.S. to foster health and safety in our facilities. It also summarizes some of the other steps we have taken to support our communities in the U.S. Walmart has more than 5,000 stores and clubs in the United States.

What measures are you taking in support of a **safe shopping and work environment** during this time?

As a result of the COVID-19 pandemic, and in consideration of evolving U.S. federal, state and local laws, regulations and guidance, Walmart continues to update and create new guidelines, policies and procedures for implementation across stores, clubs and support facilities, further details of which can be found on our website at: <https://corporate.walmart.com/important-store-info>.

The following efforts have been undertaken with the health and safety of our associates and our customers in mind:

- Closed overnight to enable enhanced cleaning and sanitizing in stores and clubs: We recently announced that most of our stores and Neighborhood Markets will be open from 7 a.m. to 11 p.m., unless otherwise mandated. Clubs are open from 10 a.m. to 8 p.m. for all members and 8 a.m. to 10 a.m. for Plus Members, with some exceptions. This gives our associates the time they need to do extra [cleaning and sanitizing](#) and restock shelves for customers and members. Walmart has also introduced a [shopping cart sanitizing solution](#) to help our associates clean the whole cart. For the most up-to-date information on hours for your local store or club, including pharmacy and vision centers, please check [walmart.com](#) or [samsclub.com](#).
- [Face coverings](#): We require associates to wear masks or other face coverings at work. This includes our stores, clubs, distribution and fulfillment centers, and corporate offices. We also [require all shoppers to wear a face covering](#) while in our stores and clubs. Walmart created the role of Health Ambassador for our stores (Sam's Club has a similar role), stationed near the entrance to remind those without a mask of our requirements. Our Ambassadors receive special training on how to make the process as smooth as possible for customers.
- [Sneeze guards](#): Plastic barriers are being used where customers and associates come into close contact with one another, like in our pharmacies, at checkout and other points of sale.
- [Traffic management](#): We have implemented special procedures to encourage social distancing, such as designated lanes for entrance and exit at stores to help reduce the instances of people closely passing each other. We're limiting the number of people who can enter a store or club at one time. For Black Friday we're staggering the launch of in-store sales from one day to three separate events and limiting our store capacity to 20 percent. Each savings event will begin online at Walmart.com and continue in Walmart stores.
- [Contact-free services](#): Walmart stores have provided no-contact payment options at store registers and pickup and have expanded the availability of pickup and delivery. Sam's Clubs continue to offer Scan & Go and Curbside Pickup as no-contact payment options, and Walmart + members have access to Scan & Go as well.

- [Daily associate temperature checks and health screening](#): During this uncertain time, any associate who is unable to work or uncomfortable working due to COVID-19 is encouraged to stay home. We are taking the temperatures of our associates as they report to work in stores, clubs and facilities, as well as asking them some basic health-screening questions. We are also making required masks available to associates. Guidelines have been provided to facility managers and persons responsible for training associates. The guidelines provide for facility managers to remind associates to monitor their health and immediately report any symptoms to a member of management.
- Store and Club closures: Stores and clubs may be temporarily closed from time to time as circumstances warrant for additional cleaning and an operational refresh.
- [Special shopping hours](#): We created special in-store shopping events for seniors, those with disabilities and those designated high-risk by the CDC. Walmart stores host an hour-long early morning shopping event every Tuesday for customers aged 60 and older, those with disabilities and those with compromised immune systems. The event starts one hour before the store opens. Pharmacies are also open during this time. Our [Sam's Clubs](#) (including pharmacies) also offer early shopping hours every Tuesday and Thursday from 7 a.m. to 9 a.m. for seniors, those with disabilities and those with compromised immune systems. [Special pickup hour](#): We reserve the Walmart pickup window from 7-8 a.m. each day, at select pickup store locations, for customers over the age of 60, as well as first responders, customers with disabilities and anyone designated high-risk by the CDC.
- [Neighbors Helping Neighbors Program](#): Those with the Nextdoor app in cities across the country can request assistance – or offer to help someone in their community – with shopping for their essential items at Walmart. This app feature makes it easier for vulnerable community members to coordinate the pickup and delivery of their groceries, medications and other essentials with a neighbor who is already planning a shopping trip to their local Walmart store.
- Home office and other associates whose roles do not require them to be physically present have been asked to work remotely from home.

#### Is Walmart providing **paid leave** for associates during the pandemic?

In addition to the paid time off (PTO) we've offered our associates for years, [we announced our additional COVID-19 leave policy](#), which the New York Times editorial page called "a standard for the rest of the private sector." We have extended this emergency leave policy to be in effect at least through January 31, 2021. The policy waives our normal attendance requirements for those missing work for reasons associated with of COVID-19, and we are providing additional support as follows:

- Regular paid time off (PTO): As was the case pre-COVID-19, full-time and part-time associates begin accruing paid time off, which combines paid vacation, sick time, personal time and holiday time into one category, on their 90th day. Associates can use paid time off as needed with supervisor approval. Documentation is not required for associates to use regular paid time off.
- Protected PTO: Protected PTO (PPTO) allows our full and part-time associates to earn up to 48 hours of paid time that can be used anytime to cover scheduled shifts when they unexpectedly miss work. Associates start earning Protected PTO on their first day of work. Supervisor approval and documentation are not required when using Protected PTO (unless otherwise mandated by local paid sick leave law).
- COVID-19 waiver of attendance policy: If an associate determines they are unable to work or are uncomfortable at work, they can choose to stay home, even if they have exhausted regular and protected PTO. We ask that associates call in as usual to let their supervisor know they are using their paid time off options.
- Quarantine pay and protected leave: If a store, club, office or distribution center is part of a mandated

quarantine or if an associate is required to quarantine by a government agency, a health care provider, or by Walmart, the associate will receive up to two weeks of pay, and absences during the time the associate is out will not count against attendance. Two weeks follows the federal health guidance recommended time for quarantine related to this virus. Associates do not need to show documentation for the two-week quarantine pay and protected leave.

- Pay while dealing with confirmed COVID-19 case: Should an associate have a confirmed case of the virus, they'll receive up to two weeks of pay. If they're unable to return to work after that time, additional pay replacement may be provided for up to 26 weeks for both full-time and part-time hourly associates. In the instance of an associate seeking the additional paid leave for a confirmed case of COVID-19, we ask that associates provide positive test results. In many instances, we have initiated and continued benefit payments while associates have worked with their health care providers to get documentation. Such documentation also helps in the management of the pandemic: we strive to cooperate with and are responsive to national, state, regional, county and municipal health departments and similar agencies and officials to help reduce the spread of the virus.
- Ability to use legacy sick time: We have some U.S. associates who, in addition to the PTO they may have accrued, also have legacy sick time available that could be used for time off to care for a family member who is sick. We updated our practices so that if an associate with legacy sick time has exhausted all PTO, PPTO and Emergency Leave Policy pay, he/she may also request to use available legacy sick time for their own COVID-19 health condition. This option will give associates another way to stay home as needs arise.
- Additional leave of absence options: Walmart also provides other types of leave to our associates, including FMLA, Military leave, and unpaid personal leaves of up to one year.

What other **wellness support or health benefits** are you providing your associates during the pandemic?

Walmart continues to offer associates access to affordable health care programs, and additional wellness support.

- Counseling: Walmart provides all associates free access to Resources for Living to help associates cope with issues such as finding a childcare provider, budgeting and debt management, and relationship challenges. Resources for Living provides telephonic counseling and in-person or tele-video counseling sessions, and a website with webinars, articles and tools. Services are free, private and available 24 hours a day, 365 days a year.
- For those enrolled in a Walmart healthcare plan, waiver of telehealth fees: At this time, we are [waiving the \\$4 per visit fee](#) for associates enrolled in [Doctor on Demand](#), which allows nationwide, virtual access to healthcare providers. In a number of states, we are piloting enhancements, including digital care for chronic conditions with physicians assigned to associates, and "one-stop" digital support for all health needs, including finding quality providers, addressing billing issues and even concerns with access. Access to health care plans for associates: Walmart offers health plans starting at approximately \$29 per pay period to eligible full-time or part-time associates. Associates enrolled in Walmart health plans have access to innovative programs such as [Centers of Excellence](#) (e.g., organ transplants, joint replacements, cardiac care at institutions such as Mayo Clinic, Geisinger, Cleveland Clinic, as available under COVID-19 restrictions) and [Grand Rounds](#) (medical expert second opinions; physician search).

Have you provided additional **compensation** to your associates?

COVID-19 has created challenges for many households across the U.S., such as rising unemployment and closure of schools and daycare centers. To help our associates manage such challenges, we have brought forward compensation and provided some additional compensation and resources.

- [Cash bonus](#): We have paid out three special cash bonuses in 2020 to frontline associates in the U.S. including all hourly and temporary associates and drivers, of \$150 for part-time associates and \$300 for full-time associates, totaling \$1.1 billion.
- [Regular quarterly bonus](#): We accelerated payment of our FY21 Q1 bonuses for store, club and supply chain associates by one month so that associates received it early, providing timely access to money many of our associates needed at the start of the pandemic.
- [New team lead roles, and higher pay](#): In September we adjusted our Walmart store structure and increased wages for around 165,000 associates in Walmart U.S. and more than 20,000 received increases in Sam's Club U.S.
- [Weekly wage access](#): Walmart provides its U.S. associates with free access to Even, a third-party mobile app that offers financial wellness features to help associates with budgeting and saving, as well as instant access to 50 percent of their earned, net wages. For a limited time, Walmart is providing free unlimited wage access on a weekly basis (unless restricted by law). Associates can direct their pay to a bank account in one business day or pick it up at any Walmart store.

#### Do associates have access to a **hardship fund**?

U.S. Associates can apply for grants from ACNT, a separate hardship fund.

- The Wal-Mart Associates in Critical Need Fund (ACNT): ACNT is an independent, charitable trust that provides financial assistance to qualified U.S. associates who experience financial hardships caused by an unexpected event, such as a natural disaster, serious illness or a family crisis.
- [COVID-19 adjustments](#): ACNT has temporarily waived the eligibility requirement that U.S. associates be employed with Walmart, or its affiliates, for 365 days before they can apply for a grant.

#### Has Walmart **furloughed or hired** people during the pandemic?

- Furloughs: We have not furloughed or laid off associates due to COVID-19.
- Hiring: We've hired more than 500,000 new associates globally since the beginning of the year. Hiring associates allows us to serve our customers and members while providing our associates the flexibility to maintain their hours or take time off.
- Employment bridge: In hiring associates, we have shared information about our job openings with more than 70 companies who furloughed workers, often [serving as a bridge for employment](#). Walmart was among the first companies to adopt a business-to-business platform called [People + Connect](#), which helps companies connect their temporarily or permanently displaced employees to job opportunities at other companies like Walmart. While many of these associates have sought temporary employment during their furloughs, several others have converted to permanent roles and we expect others to continue doing so.
- [Shorter hiring process](#): To accomplish this additional hiring in a short time, we expedited our hiring process, which allows applicants to go from application to offer in as quickly as 24 hours.

#### How are you **implementing** company COVID-19 protocols and guidelines at the store, club or facility level?

The following are examples of some of the various ways we implement COVID-19 related guidelines and protocols:

- Provision of materials: COVID-19-specific materials such as masks and gloves for associates are provided to stores, clubs and facilities.
- Market-level leader (Operations, People, Fresh, Asset Protection, etc.) support: Market-level leaders are assigned to work in specific stores, clubs, and facilities in their markets to help support execution as

needed.

- Leadership calls: Policies and updated guidelines are reinforced on multiple leadership calls at all levels of Operations, Asset Protection and People teams.

### What are your procedures for handling **cases** of COVID-19 among associates?

When facility managers become aware that an associate has tested positive for COVID-19, managers have been provided with guidance for help in working through each instance, as described below. Examples of what is contained in the guidance for store managers include, but are not limited to, the following:

- Discussion with associates: Facility managers meet with associates to inform them in the event of a positive COVID-19 case, and reinforce the cleaning, personal hygiene and social distancing protocols. They remind associates to monitor their health and immediately report any symptoms to a member of management. They also remind associates of the COVID-19 Emergency Leave Policy should they need to use it. The privacy of the associate with COVID-19 is respected.
- Internal reporting: A salaried member of management must report new, confirmed COVID-19 cases through the Emergency Operations Center (EOC) Emergency App and report them to Market-level leaders immediately. The EOC Hotline is also available for reporting. We also monitor the number of associates taking leave under our Emergency Leave policy.
- External reporting: We cooperate with and are responsive to national, state, regional, county and municipal health departments and similar agencies and officials to help reduce the spread of the virus. We are currently subject to hundreds of different, and sometimes conflicting, Emergency Orders and directives. The reporting obligation between Walmart and government agencies depends on the mandate of a particular jurisdiction. We work hard to comply with local laws, orders and requests. Interaction and information sharing with government agencies and officials occurs in many ways, but typically happens through our Market leaders working in coordination with our Public Affairs and Compliance team members in the region and the Home Office.

### How do you address **associate ideas and concerns** about policies and practices, including COVID-19 related questions?

Open communication among associates is important and Walmart and Sam's Club maintain open communication practices to allow opportunities for associates to discuss their ideas and concerns, including COVID-19 related concerns:

- Team meetings: While maintaining social distancing, associates have team discussions with leadership in our facilities. These store/shift/team meetings may occur daily or multiple times a day.
- Open-Door Policy: Our Open-Door philosophy is an integral part of our culture, reflecting a tradition of open communication and listening to our associates. We encourage and expect all associates to actively participate in making the company a better place to work and shop. If associates do not get an answer from their facility leadership and/or aren't comfortable with the answers provided, Open Door means they can contact their supervisor's leaders—including the Market Manager (Operations), Market People Operations Lead, and others. This Open-Door option, already very familiar to associates, offers another avenue for raising any concerns relating to COVID-19.
- Walmart Ethics: If an associate feels that there is something unethical happening then they can use the Ethics hotline. On our internal intranet, OneWalmart, Walmart provides an Ethics portal for all associates to access with various confidential means to express their opinions including via email, mail, website or phone. This information as well as the Open-Door Policy is provided to our associates in multiple places (e.g., breakrooms, training rooms, next to time clocks) throughout our facilities.

- Internal social media: Associates can and do access internal collaboration tools and social media, such as Facebook Workplace, to collaborate with coworkers and learn more about workplace items of interest to them. These platforms are used primarily for recognition, collaboration and promotion of higher-level leadership messaging and company programs. However, comments received through such media channels are often responded to by leaders and other associates and links are shared with content where associates can get answers or direct their questions.
- [No retaliation policy](#): Walmart strictly forbids retaliation against any associate who reports a concern. Reports can be made anonymously and will be treated as confidential by Walmart.

### Is Walmart offering **testing for COVID-19**?

- [Testing sites](#): Walmart is working with federal and state governments, labs and insurance companies to expand COVID-19 testing. From standing up free community testing sites with the U.S. Department of Health and Human Services to working with insurance companies to test their members to supporting testing events in hard-hit communities, we have continued to evolve our testing capabilities and are expanding testing at our drive-thru pharmacy windows. We have more than 540 testing sites active across the country in 29 states that have tested hundreds of thousands of people. We also have piloted drone delivery of at-home COVID-19 self-collection kits in North Las Vegas, Cheektowaga, NY, and El Paso, TX. In partnership with Quest Diagnostics and DroneUp, the learnings from this pilot will help determine what roles drones can play in pandemic response, health care delivery and retail. See [COVID-19 testing](#) for more information about sites and how to book appointments.

### What are you doing to provide your customers with **access to essential items**?

- Access: In addition to operating our Walmart supercenters, Neighborhood Markets, Sam's Club and eCommerce, we provide grocery pickup and delivery as well as Walmart Express (2-hour delivery) at select locations.
- Special shopping hours: We created special in-store shopping events for seniors, those with disabilities and those designated high-risk by the CDC. Walmart stores host an hour-long, early morning shopping event every Tuesday for customers aged 60 and older, those with disabilities and those with compromised immune systems. The event starts one hour before the store opens. Pharmacies are also open during this time. Our [Sam's Club locations](#) (including pharmacies) also offer early shopping hours every Tuesday and Thursday from 7 a.m. to 9 a.m. for seniors, those with disabilities and those with compromised immune systems. Special pickup hour: We reserve the Walmart pick-up window from 7 a.m. to 8 a.m. each day, at select pickup store locations, for customers over the age of 60, as well as first responders, customers with disabilities and anyone designated high-risk by the CDC.
- Neighbors Helping Neighbors Program: Those with the Nextdoor app in cities across the country can request assistance – or offer to help someone in their community – with shopping for their essential items at Walmart. This app feature makes it easier for vulnerable community members to coordinate the pickup and delivery of their groceries, medications and other essentials with a neighbor who is already planning a shopping trip to their local Walmart store.
- [Fair and transparent pricing](#): We have maintained our everyday low-price discipline, including pricing on critical items like soaps, hand sanitizers, water, and cleaning supplies sold in our stores and clubs. We have policies in place designed to comply with government orders and directives that prices remain at a reasonable level. We cooperate with officials at all levels of government to provide them information to combat fraud and gouging related to the pandemic.
- [Item limitations](#): We issued guidance setting limits on customer store and club purchases in certain categories, including paper products, milk, eggs, cleaning supplies, hand sanitizer, water, diapers, wipes,

formula and baby food, to help sustain inventory availability for other customers.

- [SNAP benefits](#): Customers using Supplemental Nutrition Assistance Program (SNAP) benefits may now use those benefits to pay at Walmart stores' Grocery Pickup, where Grocery Pickup is available. In addition to the pay at pickup option for customers who use SNAP, we're working to offer SNAP online purchasing transactions for pickup customers in a growing number of states.

#### How is Walmart supporting **suppliers and vendors** during this pandemic?

- **Business continuity**: The continuing operation of Walmart stores, Sam's Clubs and eCommerce channels provides many suppliers with the opportunity to continue to serve customers and help sustain their own businesses.
- [Tenant rent relief](#): We waived or discounted rent payments for all U.S. property partners for April and May.
- [Supply chain financing program](#): We made changes to our existing domestic supply chain financing program, where Walmart and Sam's Club work with national banks to allow qualified suppliers to get payments faster. We improved the program by adding dedicated resources to speed up the on-boarding process, eliminating an internal eligibility requirement and adding JPMorgan Chase as a partner (they join existing partners Citibank and Wells Fargo). In addition, Walmart has increased our cash allocated to dynamic discounting of invoices via the C2FO platform to give suppliers more options to get paid faster.

#### How are Walmart and the Walmart Foundation **supporting other community needs**?

Walmart and the Walmart Foundation have given more than \$35 million to global COVID relief and response initiatives, with \$10 million of the giving focused on food security in the U.S. We continue regular food donations from our stores and DCs to local food banks and have found new ways to engage our customers in supporting food banks. We have supported initiatives helping vulnerable populations get access to food, as well as other initiatives helping meet needs for healthcare (e.g., PPE, temporary health facilities) and technology (e.g., for distance learning). Highlights from efforts in the U.S. include:

Support for food access: The Walmart Foundation provided \$5 million in funding to [Feeding America's COVID-19 response](#) fund to support food banks in need. This grant is in addition to a two-year \$10.4 million capacity-building grant awarded to Feeding America in late 2018.

- **Support for meal programs**: The closure of schools and community centers in many communities has made it difficult for food insecure children, seniors, and other vulnerable populations to get access to food. The Walmart Foundation has provided grants to organizations such as [Meals on Wheels](#), [Share our Strength](#) and [MercyHousing](#) to help provide families, seniors and people with disabilities with meals.
- **Access to benefits**: To help individuals and families with benefits to access food, the Walmart Foundation has made grants to organizations such as [Benefits Data Trust](#), [Hunger Free America](#), [Catholic Charities](#), [UnidosUS](#), and [Food Research & Action Center](#).
- **Local community needs**: In addition to the above, Walmart also provided [local community grants](#) to organizations supporting food access, health care support and technology.
- **Food donations from Walmart facilities**: At a time when there is an increased and urgent need for food by many families due to the recent pandemic, we're working quickly to donate food to food banks and other groups who are supporting those in need. Walmart has a long history in the fight to eliminate food insecurity and routinely donates unpurchased, edible food throughout the year. In FY20, our stores, clubs and distribution centers donated more than 585 million pounds of food in the U.S. to Feeding America food banks. In May through July we donated a reported 150 million pounds of food to people in need. Partnering with Feeding America®, Walmart is able to match available food for donation with member food banks that have capacity, getting food to the communities that need it most. Our stores and distribution centers continue to donate millions of pounds of food to Feeding America's network of 200 food banks

nationwide.

- In August and September, we continued our round-up functions in stores, clubs and online. When checking out, customers and members were given the option to round up their basket totals to the nearest dollar and donate the difference to Feeding America. Customers helped raise more than \$3 million through this feature.
- [Fight Hunger. Spark Change. campaign](#): Walmart and Sam's Club have partnered with Feeding America® to fight hunger and spark change in communities across the U.S. Over the last seven years, the campaign has raised funds to help secure more than 1 billion meals for Feeding America food banks. This year's campaign raised nearly \$18 million for Feeding America and member food banks which, when combined with food donations from Walmart during the second quarter, totals access to an estimated 300 million meals for people in need.
- Personal Protective Equipment (PPE) donations: Walmart tapped into our supply chain to help McKesson source and deliver gowns and coveralls to healthcare professionals in the U.S. We have also collaborated with Salesforce and State Farm to provide masks and shoe coverings to healthcare workers.
- International support: Walmart and the Walmart Foundation have also worked closely with stakeholders across Walmart markets to support community initiatives related to [food security and public health](#).

### When did Walmart issue its **ESG Report**?

The FY20 ESG Report was published August 26. The report covers our long-term business strategy to address areas of strategic importance, including topics such as climate change and sustainable supply chains.

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