



U.S. COVID-19 Related Information  
As of February 18, 2021

Walmart is working hard to help communities respond to COVID-19 while prioritizing the health and safety of our associates, especially those on the front line of service. In response to stakeholder questions, this document provides some examples, but is not an exhaustive list, 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. More details can be found on our website at: <https://corporate.walmart.com/important-store-info>. Additional information regarding how we are responding to COVID-19 is available at <https://corporate.walmart.com/here-for-you>.

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: Most of our stores and Neighborhood Markets are open from 7 a.m. to 11 p.m., unless otherwise mandated. Sam's Club locations are open from 10 a.m. to 8 p.m. for all members and 8 a.m. to 8 p.m. for Plus Members, with some exceptions (including different hours on weekends). 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](#): When associates are at work, they are required to properly wear masks, which are provided at the beginning of their shifts. Associates must wear masks or other face coverings in 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), to remind customers about safety standards as they enter the store, including reminding those without a mask meeting 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 are limiting the number of people who can enter a store or club at one time to 20% of facility capacity.
- [Contact-free services](#): Walmart stores provide 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](#): 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 other facilities, as well as asking them basic health-screening questions. We are also making required masks available to associates. We have provided guidelines to facility managers and persons responsible for training associates. These guidelines instruct 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 Club locations](#) 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. In addition, Sam's Clubs have special hours for first responders, healthcare workers and associates on Sundays from 8 a.m. to 10 a.m. [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.

### 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 have implemented a special 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 July 5, 2021. The policy waives our normal attendance requirements for those missing work for reasons associated with COVID-19, and we are providing additional support as follows:

- Walmart offers paid sick leave to all hourly associates in the U.S., including part time, through protected paid time off (PPTO) in addition to standard paid time off (PTO). Associates can earn up to 48 hours of PPTO each year and can use it if they are sick, need to take care of a family member, or for any other reason - plus, unused time carries over each year.
- COVID emergency leave policy: Walmart's COVID Emergency Leave policy provides full- and part-time associates with up to two weeks of pay should they need to stay home for COVID-related reasons, including mandated quarantines, symptoms or illness. If they're not able to return to work after that time, additional pay replacement may be provided for up to 26 weeks for associates with a confirmed case of COVID. Absences associated with an approved COVID-19 leave will not be counted against associates. Given the ongoing pandemic, the company has extended the leave policy through July 5, 2021.
- Associates experiencing adverse reactions after a COVID-19 vaccination are eligible for up to 3 days of paid leave under an enhancement to our COVID emergency leave policy.
- 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've updated our hourly PTO policy to give full-and part-time associates with Legacy Sick Time greater flexibility to take care of themselves and their family members. Effective Feb. 1, 2021, associates with Legacy Sick Time may access that time without first having to use all their PTO and Protected PTO. We are also making permanent the policy allowing full-time associates to use Legacy Sick Time for self-care.
- 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 healthcare programs, and additional wellness support.

- **Counseling**: All associates and family members can access behavioral health services at no cost through Resources for Living (e.g., virtual counseling sessions for anxiety).
- Virtual doctor visits through Doctor On Demand (DOD) are available for \$0 co-pay for most associates enrolled in a Walmart medical plan through the end of 2021.
- **Access to healthcare plans for associates**: Walmart offers health plans starting at \$30.50 per biweekly pay period to eligible full-time or part-time associates.

- [Centers of Excellence](#): Walmart's Centers of Excellence program partners with world-class health centers such as Mayo Clinic, Geisinger Medical Center and Cleveland Clinic to provide treatments such as cardiac and spine surgery, cancer and kidney eReviews, joint replacements and organ transplants, at no cost for most associates enrolled in a Walmart medical plan.

#### 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 additional compensation and resources.

- [Cash bonuses](#): To appreciate our associates' support of our communities across the country during the coronavirus pandemic, we paid [four special cash bonuses](#) in addition to our regular quarterly incentives. The 2020 total quarterly and special cash bonuses exceeded \$2.8 billion for associates. The special cash bonuses announced to date total \$1,200 for each full-time hourly associate and \$600 for each part-time hourly associate, assuming associates were employed on the qualifying dates for each bonus.
- [Regular quarterly bonus](#): At the start of the pandemic, we accelerated payout of our FY21 Q1 bonuses for store, club and supply chain associates providing timely access to money many of our associates needed.
- [New team lead roles, and higher pay](#): Teaming is a new way of working in stores, which provides on-the-floor training on a regular basis. We've introduced a team-based operating model that focuses on cross-training and developing future leaders vs. simply executing tasks. The new teaming model is also tiered so there is a ladder of opportunity that allows more room for pay and career growth.
- [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 money management and saving, as well as instant access to 50 % 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 the ACNT Together Fund, 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 2020. 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 so that we can [serve 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, many have converted to permanent roles.
- [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](#): Throughout the pandemic Walmart has worked closely 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 expanded testing at our drive-thru pharmacy windows. We have more than 500 testing sites active across the country that have tested hundreds of thousands of people, and we continue to look for ways to expand testing for our communities. See [our COVID-19 testing page](#) for more information about sites and how to book appointments.
- [At-home test collection](#): Walmart.com and SamsClub.com rolled out several COVID-19 test collection kit options. To get a test collection kit, customers purchase a code providing access to a health survey. Once the survey is completed, a physicians' order is generated if appropriate, and the purchase is completed. The test collection kit is mailed to the customer who can then self-collect a sample and mail to the lab for results. These test collection kits can provide outcomes within as little as 24 to 48 hours after the test collection kit has been received at the lab. Some test collection kits even come with a telehealth call if a positive result occurs. We also 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, healthcare delivery and retail.

### Is Walmart offering the **COVID-19 vaccine**?

- [Vaccines](#): Walmart and Sam's Club pharmacies stand ready to ensure Americans have access to the COVID-19 vaccine, with an emphasis on reaching customers in underserved communities with limited access to health care. As of February 18, 2021, our pharmacists (and pharmacy technicians in some states) are administering vaccines in 34 states, Puerto Rico and the District of Columbia. This includes more than 1,000 pharmacies in 22 states covered through the U.S. Federal Retail Pharmacy program which launched the week of February 8, 2021. While initial vaccine supply is limited, we expect allocations to increase each week. At full capacity, we anticipate delivering 10-13 million doses per month. To stay up to date on how Walmart and Sam's Club are supporting the vaccine rollout, visit [corporate.walmart.com/covid-vaccine](https://corporate.walmart.com/covid-vaccine).

### 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](#) 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, pickup customers may use their SNAP EBT card to complete transactions online 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 initially provided our tenants two months (April and May 2020) rent-free due to the pandemic and followed that up with reduced rent for the rest of the fiscal year. We continue to evaluate what we can do to help our tenants.
- [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**?

Throughout the pandemic, Walmart and the Walmart Foundation have supported local communities through both monetary and in-kind donations. We continue regular food donations from our stores, clubs and distribution centers 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 to meet healthcare (e.g., PPE, temporary health facilities), technology (e.g., for distance learning), and small business needs. Highlights of efforts in the U.S. include:

- U.S. Vaccine Adoption Grants: In addition to [the \\$35 million Walmart and the Walmart Foundation provided for COVID relief](#), the Walmart Foundation granted \$2.75 million to support organizations that are working on interventions in and with diverse communities around the United States to increase education, outreach and awareness of COVID-19 vaccines. The Walmart Foundation has provided grants to the following organizations that are positioned to help address education needs around COVID-19 vaccine uptake: NAACP Empowerment Programs, Inc., UnidosUS, Johns Hopkins Center for American Indian Health, Association of Asian-Pacific Community Health Organizations, the National Council of Asian Pacific Islander Physicians, Asian & Pacific Islander American Health Forum, Interfaith Youth Core and The Conference of National Black Churches.
- Food donations from Walmart facilities: At a time when there is an increased and urgent need for food by many families due to the 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 FY21, our U.S. stores, clubs and distribution centers donated more than 625 million pounds of food to Feeding America® food banks and gave over \$55 million in grants for hunger relief. Walmart is able to match available food donations with member food banks that have capacity, getting food to the communities that need it most. 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: Walmart also provided [local community grants](#) to organizations supporting food access, healthcare support and technology. This included support for organizations on the front lines of the COVID-19 response (the Hispanic Federation and the Boys and Girls Club of America Native Services), donations of personal protective equipment to healthcare providers, and support to organizations assisting with internet access for online learning and remote provision of social services.
- In August and September 2020, we continued our round-up programs 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. Our FY21 campaign raised nearly \$18 million for Feeding America® and member food banks.
- 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.
- Small business: To help provide emergency assistance to small business owners impacted by the pandemic, we supported an effort by Local Initiatives Support Corporation (LISC) to help small businesses, including support for the LISC Rapid Relief and Resiliency Fund. The Fund helps provide emergency assistance to small business owners impacted by the pandemic.
- 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 does Walmart issue its **ESG Report**?

The FY20 ESG Report was published August 26, 2020. The report covers our long-term business strategy to address Environmental, Social and Governance areas of strategic importance, including topics such as climate change and sustainable supply chains. Walmart plans to release additional ESG reporting in June 2021.

#### Disclaimer

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