

Keeping Associates and Customers Safe and Healthy

Walmart is taking a series of steps to keep our associates and customers safe and healthy, while also ensuring they feel supported. A summary of actions and initiatives are listed below.



Supporting Associates' Health and Well-Being

If associates are not feeling well, have a fever or exhibit symptoms, we are encouraging them to stay home. We have created a new COVID-19 emergency leave policy to make that an easier decision.

We're starting a health screening process for associates, which includes having their temperature taken each day before work. In addition, we're providing gloves and masks for associates at all clubs, distribution centers, fulfillment centers and stores.

We are sharing a framework for healthy behaviors: **6-20-100**.



Practice social distancing – staying 6 feet apart – when possible.



Wash your hands often with soap and water for at least 20 seconds.



If you have a fever above 100 degrees please stay home.

Providing Our Associates Benefits and Support

Here are many of the ways we are providing our associates additional benefits and support during this time:

Created a COVID-19 emergency leave policy: We want associates to stay home if they think they have COVID-19 related symptoms or are just uncomfortable working and this policy gives them the support to do so.

Coverage for COVID-19 tests: Testing for COVID-19 is 100% covered for associates and family members on a Walmart medical plan.

Free telehealth appointments and online COVID-19 assessments: Associates and family members covered by a Walmart medical plan have access to free telehealth appointments through Doctor on Demand and an online COVID-19 assessment.

Behavioral counseling at no cost: All associates also have access to Resources for Living, which includes three behavioral counseling sessions at no cost.

Wellness stations: Providing “Walmart Cares” wellness stations at select distribution centers to ensure the physical/mental well-being of our associates given the demands at this time.

Early payment of Q1 bonus: We pulled forward payment of the Q1 MyShare payment for hourly associates.

Early access to earned wages: We implemented an option for associates to receive access to wages more regularly (weekly), and at no cost during this time.

Special cash bonus: We provided a special cash bonus for ALL hourly associates.

Hiring an additional 150,000 associates: Application to hiring takes 24 hours, across stores, clubs, fulfillment centers and distribution centers.

Operating Safe and Clean Facilities

We've implemented several initiatives in our facilities to make them safer for our associates to work and customers and members to shop. To date, we've:

Reduced store hours to allow for enhanced cleaning and to provide adequate time for replenishment without customer and member demands (Walmart US 7 a.m. to 8:30 p.m.; Sam's Club 9 a.m. to 8 p.m.).

Increased cleaning procedures in all facilities, including additional ways to sanitize shopping carts and contact surfaces, and contracting additional 3rd party support.

Provided everyday cleaning guidance to stores and clubs; created a store sanitation protocol for when an associate, customer or third party is diagnosed with COVID-19.

Suspended the need for a signature when receiving common carrier deliveries.

Encouraging associates and customers to practice social distancing through signage, including floor markers, directional traffic arrows in grocery and public service announcements over the PA system.

Installing sneeze guards for pharmacy, front end and outlying store registers.

Implementing no-contact payment options through Walmart Pay on all in-store checkouts.

Taking steps to limit the number of customers per store at a given time.

Providing Additional Conveniences for Customers and Members

We are keeping our customer's health and safety a priority, and have added additional shopping options for their convenience.

Walmart and Sam's Club are expanding Online Grocery Pickup, delivery services and making them no contact / unattended.

Walmart is expanding curbside pharmacy pickup and mail-to-home options.

Walmart is hosting a special shopping hour every Tuesday, one hour before the store opens, for customers ages 60 and older, those with disabilities and individuals with compromised immune systems.

Sam's Club introduced a concierge service: During special senior shopping hours on Tuesdays and Thursdays, from 7 a.m. to 9 a.m., these members can shop Sam's Club without ever leaving their car.

Walmart offers a SNAP at pickup option for customers. Customers can order online and pay when they pull up curbside using their EBT card.

Supporting Our Communities

Donated \$25 million to support Global COVID-19 Response

Waiving rent for Walmart property partners for the month of April

Making changes to our Supply Chain financing program to get qualified suppliers paid faster