## Culture Values & Beliefs:

<table>
<thead>
<tr>
<th>Service to the Customer</th>
<th>Respect for the Individual</th>
<th>Strive for Excellence</th>
<th>Act with Integrity</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Customer First</td>
<td>• Listen</td>
<td>• High Performance</td>
<td>• Honest</td>
</tr>
<tr>
<td>• Frontline Focused</td>
<td>• Lead by Example</td>
<td>• Accountable</td>
<td>• Fair</td>
</tr>
<tr>
<td>• Innovative &amp; Agile</td>
<td>• Inclusive</td>
<td>• Strategic</td>
<td>• Courageous</td>
</tr>
</tbody>
</table>

Walmart prides itself in being a company that stays true to its core values!

### Store Safety

Safety is a top priority of Walmart. If you run into an issue, act fast and contact a store associate or manager. Only Walmart employees are trained to handle store safety issues.

### Store Codes:

<table>
<thead>
<tr>
<th>Adam</th>
<th>Black</th>
<th>Blue</th>
<th>Brown</th>
<th>Orange</th>
<th>Red</th>
<th>White</th>
</tr>
</thead>
<tbody>
<tr>
<td>Missing</td>
<td>Tornado</td>
<td>Bomb</td>
<td>Acts of</td>
<td>Chemical</td>
<td>Fire or Explosion</td>
<td>Injury or Accident</td>
</tr>
<tr>
<td>Child</td>
<td>Threat</td>
<td>Violence</td>
<td>Spills</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Each of these codes will be handled by an associate or manager.

### Company Equipment:

<table>
<thead>
<tr>
<th>Non-Approved Equipment</th>
<th>Approved Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Balers/Compactors</td>
<td>• Ladders</td>
</tr>
<tr>
<td>• Forklifts</td>
<td>• Rocket Carts/Carts</td>
</tr>
<tr>
<td>• Powered Pallet Jacks</td>
<td>• Non-Powered Pallet Jacks</td>
</tr>
</tbody>
</table>

All rules set by Walmart must be held in compliance.

### Compliance

All partners must keep their area neat, clean and orderly. Each vendor will be given a specific space in the backroom.
Always cut in a direction away from your body.

If you drop a cutting tool, stand back and let it fall. Never try to catch it!

Sharp blades will cut cleanly through a box. Dull blades will tug and pull, which is more likely to cause hand slipping and cuts to your fingers.

Stay focused and keep your eyes on your work while using a box cutter.
Walmart’s expectation is that you will be productive and friendly at the same time while providing services on the premises. At minimum, please make eye contact, smile and acknowledge customers with a sincere greeting.

**Customer Influences:**
- Associates Ready To Help
- Organized Store
- Cleanliness
- Efficient Service

A commitment to happily greet anyone that comes within 10 feet.

**Clean**
Through the eyes of our customers, a clean store helps communicate that the store cares about their customer’s shopping experience and not just the bottom line.

**Fast**
Through the eyes of our customers, a fast experience also helps communicate that the store cares about their customers and respects their time.

**Friendly**
Through the eyes of our customers, a friendly store helps communicate appreciation for our customers and the store understands the value of the customer and importance of building a relationship.
<table>
<thead>
<tr>
<th>Hygiene</th>
<th>Hair</th>
<th>Style &amp; Color</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good personal hygiene is expected when you report for work</td>
<td>You must tie your hair back in areas where long hair could be a safety or health concern</td>
<td>Hair or hair color should not interfere with your ability to provide excellent customer service</td>
</tr>
</tbody>
</table>

We value diversity in our associates and self-expression is permitted, as long as it does not pose a risk to safety or health, is not inconsistent with our dress code requirements or other policies and does not diminish our ability to provide excellent customer service.

<table>
<thead>
<tr>
<th>Dress Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional, Clean Appearance</td>
</tr>
<tr>
<td>Fit Properly, Clean, In Good Condition</td>
</tr>
</tbody>
</table>

Jewelry, tattoos, body art and facial piercings must not be distracting, discriminatory, obscene, violent, offensive, or pose a safety or health risk.
The Sales Floor and Back Room should always be neat, clean, and orderly.

All items in a single layer should be pulled to the shelf front edge. Additional layers on the top of the first should be pushed back.

Ensure product rotation is occurring and regularly check for close-dated or out of date product.
**Zones**
A zone is a large section of the store that is separated by the main walkways and designated by a letter.

**Aisles**
Zones are divided into aisles and designated by numbers.

**Sections**
Aisles are divided into sections of shelving and designated by a number. Generally, sections are 4’ wide.
### General Merchandise Label

The General Merchandising label is used on the general merchandise sizer counter to identify product location and price.

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Department Number</td>
<td>The number used to identify which department the item belongs to</td>
</tr>
<tr>
<td>2</td>
<td>Item Number</td>
<td>The identification number for the item</td>
</tr>
<tr>
<td>3</td>
<td>Shelf Capacity</td>
<td>The max capacity of the shelf for that item</td>
</tr>
<tr>
<td>4</td>
<td>Label Date</td>
<td>The date the label was printed</td>
</tr>
<tr>
<td>5</td>
<td>UPC</td>
<td>Unique Product Code</td>
</tr>
<tr>
<td>6</td>
<td>Facings</td>
<td>The number of items that can be in the front of the shelf, exposed to the customer</td>
</tr>
<tr>
<td>7</td>
<td>Modular Cat/Sec/Loc</td>
<td>The number that designates modular category, section, and location</td>
</tr>
<tr>
<td>8</td>
<td>Rollback</td>
<td>The items price has been temporarily rolled back or reduced</td>
</tr>
<tr>
<td>9</td>
<td>Never Out</td>
<td>The star indicates this product will never be out of stock</td>
</tr>
</tbody>
</table>

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**Merchandising Services - One Best Way Certification – General Merchandise Label**

Walmart VOLT

SENSORXL WMN5 CT CRT 5CT

$11.67 +CRV

10300 - 0001 - 0020

AD 000268670 474011530

1 2 3 4 5 6 7 8 9

Dept : 2  20  7 / 26 / 11

Cap : 20  7 / 26 / 11

4740011530 R 8

Star 9
The Grocery Label is used on the grocery side counter to identify product location and price.

**Merchandising Services - One Best Way Certification - Grocery Label**
<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Primary Aisle Location</td>
</tr>
<tr>
<td>2</td>
<td>Modular Information</td>
</tr>
<tr>
<td>3</td>
<td>Case Quantity</td>
</tr>
<tr>
<td>4</td>
<td>Cross Reference</td>
</tr>
<tr>
<td>5</td>
<td>Item Size</td>
</tr>
<tr>
<td>6</td>
<td>Bin Quantity</td>
</tr>
<tr>
<td>7</td>
<td>Order Method</td>
</tr>
<tr>
<td>8</td>
<td>UPC</td>
</tr>
</tbody>
</table>

The Inventory Prep Label is used when the Walmart DC label is damaged or not available to identify product and quantity.
The Walmart DC label is used in the back room if there is more merchandise than the side counter will hold. This label will show product and quantity.

| 1 | Primary Aisle Location  
|   | Main aisle location inside the store |
| 2 | Case Quantity  
|   | How many of the item is in the case |
| 3 | Item Description  
|   | Description of the item |
| 4 | Item Number  
|   | Walmart identification number of the item |
| 5 | Department Number  
|   | Number used to identify what department the item is in |
| 6 | Unload Zone  
|   | When unloading a truck, this is the area in the backroom designated for that item |
| 7 | Replenishment Type  
|   | The method used to replenish the item |
| 8 | Alt Aisle Location  
|   | This is the location of the item that isn’t its primary location |
| 9 | Warehouse Use Only  
|   | This is only for Walmart warehouse employees. Suppliers can ignore |
Drive More Efficient Stocking

- Helping stockers get merchandise to sales floor locations to increase availability
- Helping customers find their way through the store using zones and aisles
- Putting up visible aisle signs so that associates can use aisle numbers to better guide customers to find their items
- Ensure all items are zoned to the front shelf edge
- Guiding customers to use the Walmart App to see where we have the merchandise they want

Rotate stock by pulling current product to the front and placing new product behind it

- Bring items with the nearest expiration date to the front
- Take expired items to Grocery Reclamation
- Arrange items on fixtures to appear full
- Do not stack items at the front edge to appear full
Ready pack items require little zoning. Make sure that the correct item is in the PDQ

Use the PDQ to stock ready packed items to save time

Use retail ready packaging and full cases where possible

Modular space allows items to be easily removed from tray

Case cut as needed for customer shopping convenience
Notify a store manager or associate in the event you notice any spills that may occur in your department.

Clean behind and under shelves on a monthly schedule to help decrease risk of pest infestation.

Remove pallets and completely clean beneath warehouse racks monthly.
Shelving and peg hooks should be clean and in good condition

Make sure fast track is maintained and not bent or falling down

Labels should be clean and appear new. Replace any torn or faded labels

Ensure merchandise is not on the floor and all items are zoned to the front shelf edge

Make sure labels are not missing, the products are left justified, and where applicable, use the product case or shipper tray
A correctly set modular is one where merchandise is set according to the layout plan.

- Make sure shelf caps are accurate and adjusted for the store’s specific layout.
- It is sometimes necessary to adjust the modular to reflect store specific features.
- Incorrect shelf caps can cause out-of-stocks which could impact sales, customer experience, and profit.

**Overstated Shelf Capacity:**
- Picks force freight to floor which won’t fit
- Loss of productivity
- Increase workload to re-bin
- Potentially lost sales

**Understated Shelf Capacity:**
- Keeps product from the sales floor
- Potentially lost sales

Shelf caps allow the system to create picks correctly to keep shelves fully stocked.
Do not fill the shelves to make it look like they are full. This will allow the Department Managers to scan proper outs and fix on-hands.
When printing store labels you will need to ensure you have the correct label stock loaded in the printer.

Open printer cover by pressing the releases on the sides

Remove the old stock and install new stock

Close printer cover
Your credentials will be saved on the device. You will be required to change your password every 60 days.

Enter your credentials

You are required to take all certifications that are listed.

Certifications

Once Certification is completed, you may now Check In At A Store.

Store Check In

There is a Forgot Password option just in case you forgot your password.
You must be outside the front doors or within the front area of the store when checking in.

Confirm Location
The app will geolocate you and show the closest location. This distance is displayed and logged.

Confirm Location and Check In

QR Code Example

Badge Scan
Once you receive your badge, choose “I have my badge” to scan the QR Code on the back.
You will see your elapsed time on this screen. You may now begin your tasks.

The links on this page give you the ability to open the app provided by your employer to complete your in-store service.

Once tasks are completed, you may now Check Out Of Location.
The Confirmation page will show you the store number, check in and out time, your distance from the store and the total time.

You must be outside the front doors or within the front area of the store when checking in.

You can email a copy to yourself someone else by clicking “Email These Details”.

Merchandising Services - One Best Way Certification – WMT VOLT
Congratulations! You are now a certified Merchandising Representative!

Thank you for your commitment to service in Walmart stores!