



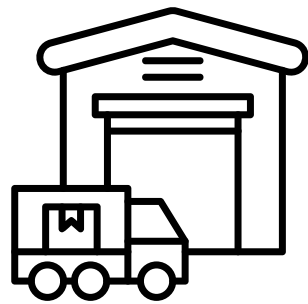
# Quest For Good Organization

## Team Members -

Utsav Seth  
Abhinav Chandra  
Karrina Xie  
Maanasa  
Tejas Dhekane

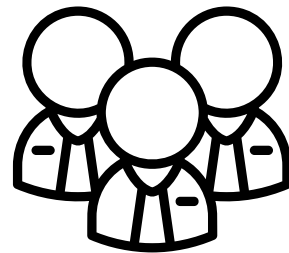


# Walmart is a retail giant that has potential to impact a significant number of employees and their surrounding communities



## 210+ Distribution Centers

Walmart's 210 distribution centers are hubs of activity for our business. There are six disaster distribution centers, strategically located across the country and stocked to provide rapid response



## Over 2.1 million employees

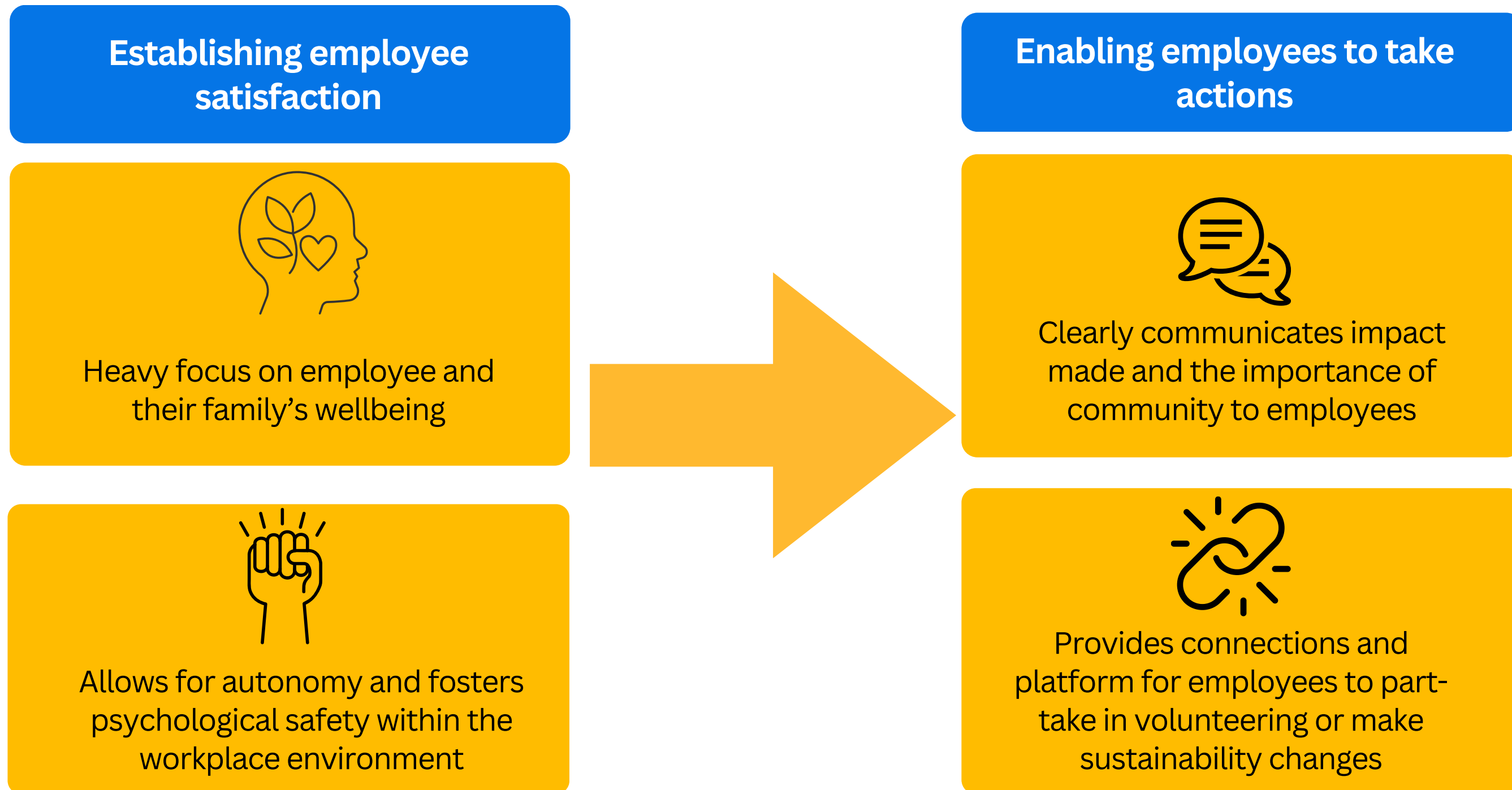
Walmart employ 2.1 million associates around the world — nearly 1.6 million in the U.S. alone. Walmart is tasked with ensuring the wellbeing of 2.1 million employees and their family.



## Presence in 20 countries

Presence in over 18 countries. Walmart International has more than 5,400 retail units and approximately 550,000 associates around the world. Walmart has the potential to inspire positive impact for community at a global scale

# Walmart takes care of their employees first, then provides employees the opportunity to give back to the planet and community





# The Roots



**MISSION**

**To save people money so they can live better life.**



**VISION**

**Be the destination for customers to save Money, no matter how they want to shop.**



**VALUES**

**Respect for the individual**

**Service to customer**

**strive for excellence**

**Act of integrity**






# Accolades

## Awards & Recognition

**#3**

 Fortune Change the World

 Listed on the 2023 Bloomberg Gender Equality Index

One of America's Top Corporations for Women's Business Enterprises – from the Women's Business Enterprise National Council

**#17**

2023 DiversityInc Top 50 Companies for Diversity

**#1**

 retailer in the EPA's Green Power Partnership rankings

**100%**

2022 Disability Equality Index

For seventh consecutive year

**#1**

in National Truck Safety by the American Trucking Association

For eighth consecutive year

**100%** on the 2022 Human Rights Campaign's Corporate Equality Index

**Great Place to Work Certified**  
Walmart Inc. and Sam's Club (2023)

# From the CEO's Desk:

“ We’re a people-led, tech-powered omni-channel retailer dedicated to helping people save money and live better, and we’re still built upon our original foundation of timeless values”

## Business in FY2023

-  **Serving 240 million customers per week**
-  **2.1 million associates**
-  **10,500 stores in 20 countries**
-  **\$611 billion revenue**



**Doug McMillion, CEO**

# A message from Chief Sustainability Officer

“We believe that when Walmart creates value for stakeholders, we strengthen our business and deliver value to our shareholders, which allows us to invest in the capabilities to serve our stakeholders even better... propelling a virtuous cycle of shared value”



Opportunity



Sustainability



Community



Ethics and Integrity



**Kathleen McLaughlin, CSO**



# ESG Priorities - FY2023

## Opportunity



- Good Jobs & Advancement for associates
- Equity and Inclusion
- Growth for Suppliers and local economies

## Sustainability



- Climate and Renewable energy
- Zero Waste in Operations
- Regeneration of Natural Resources

## Community



- Serving Community
- Access to Safe, Healthier Services
- Disaster Preparedness and Response

## Ethics and Integrity



- Ethical Standards
- Corporate governance
- Digital Citizenship
- Respect for human rights

# Walmart's Purpose: Empowering Communities, Enriching Lives



Be the destination for customers to save Money, no matter how they want to shop.



1962: Sam Walton opens the first Walmart store in Rogers, Arkansas.

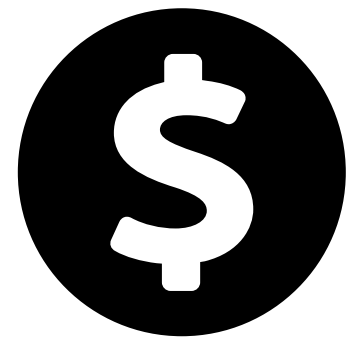


2022: A drone delivers a package from a Walmart Neighborhood Market.

Ref: <https://corporate.walmart.com/about/history>



# Equitable Growth: Walmart's Stakeholder-Centric Profit Sharing Approach



**\$ 21.75**

**US associate average total hourly compensation**



**>34,000 Associates enrolled in Live Better You (FY23)**

**\$500m+ saved in tuition till date**

**126k associates have participated till date**



**\$47 billion cumulative total purchases supporting Jobs (21-23)**



# Sustainable Solutions: Walmart's Commitment to Environmental Stewardship



**Project Gigaton goal of reducing or avoiding one billion metric tons of greenhouse gases by 2030.**

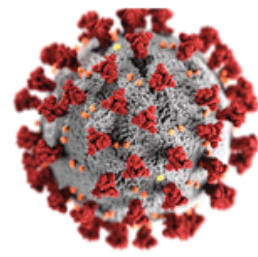


**EV fast charging 10,000 chargers across 2500 locations in US by 2030**



**Power 50% of global operations with renewable energy by 2025 and 100% by 2035**

# Building Community, Empowering People: Walmart's Impactful Journey



COVID-19

Disaster Management - \$43 million for COVID response. (FY22)



\$44 million in local Grants for local community improvement. (FY22).



Fight Hunger initiative made significant strides in combating world hunger by donating 696 million pounds of food. (FY22)

# Walmart Journey towards Regeneration: Placing Nature and People at the Heart of our Business



## Project Gigaton:

- Collaborating with suppliers to set goals, take action, and report progress across key areas like energy, waste, packaging, and transportation



## Renewable Energy Transition:

- Walmart power around 36% of our operations with renewable energy.

## Zero Emissions Target for Operations:



- Initiatives include energy efficiency, sustainable transportation, refrigerant management, and renewable energy



## Interview Insight:

- Walmart showcases the process of their climate impact in common areas to inspire employees
- Dedicated teams working on Projects to power Home-Offices and Stores with renewable energies
- Platforms to collaborate on sustainable projects internally



# Doing Good is Good Business: Walmart's Shared Prosperity Agenda

- **Responsible Sourcing**
- **Creating Opportunities for People in Supply Chain**
- **Collaborating to Address Systemic Risks to Workers Wellbeing**

## Worker Dignity in Retail Supply Chains

At Walmart and the Walmart Foundation, we're focusing on 10 retail supply chains to address worker dignity.

<p><b>1</b></p>  <p><b>Apparel</b> from Bangladesh</p>	<p><b>2</b></p>  <p><b>Tuna</b> from Thailand</p>	<p><b>3</b></p>  <p><b>Shrimp</b> from Thailand</p>	<p><b>4</b></p>  <p><b>Produce</b> from U.S. &amp; Mexico</p>	<p><b>5</b></p>  <p><b>Electronics</b> from Malaysia</p>
<p><b>6</b></p>  <p><b>Hard Home</b> from Malaysia</p>	<p><b>7</b></p>  <p><b>Home Textiles &amp; Apparel</b> from India</p>	<p><b>8</b></p>  <p><b>Home Textiles &amp; Apparel</b> from Vietnam</p>	<p><b>9</b></p>  <p><b>Apparel</b> from Jordan</p>	<p><b>10</b></p>  <p><b>Apparel</b> from Guatemala</p>

## Supplier Engagement Program

 <p><b>Recruitment</b></p> <ul style="list-style-type: none"> <li><b>Strengthen Recruitment</b> Recruit workers through ethical and responsible recruiters or hire directly</li> <li><b>Build Capacity</b> Build capacity and train staff who hire workers on responsible recruitment and forced labor prevention</li> <li><b>Invest in Responsible Labor Systems</b> Invest in capacity building resources to strengthen recruitment agencies</li> </ul>	 <p><b>Empowerment</b></p> <ul style="list-style-type: none"> <li><b>Strengthen Awareness</b> Leverage NGOs to strengthen migrant workers' knowledge around issues like safe migration</li> <li><b>Strengthen Voice</b> Leverage worker-driven, ethical recruitment programs and CSOs to implement channels for independent grievance and remedy</li> <li><b>Leverage Regional or Industry-Based Initiatives</b> Leverage regional/country projects to advance responsible recruitment</li> </ul>	 <p><b>Transparency</b></p> <ul style="list-style-type: none"> <li><b>Commit to and Report</b> Document and publicly report on challenges, successes, and impact of responsible recruitment activities</li> <li><b>Map Supply Chain</b> Strengthen knowledge and process to assess risk to inform targeted effort</li> <li><b>Validate Approach</b> Seek independent review to identify management gaps and develop time-bound action plans to strengthen current approach</li> </ul>
<p>Set Smart Goals</p>		<p>Report Progress Annually</p>

# Laying Foundations for Community Flourishing: Walmart's Local Focus



Nonprofit Engagement

Customer Engagement      Store Engagement      Associate Engagement

Connect customers with opportunities to support local causes

Raise awareness & provide charitable donations to local organizations

Empower associates to support causes that are meaningful to them



Round Up



Registry



Request Event Space



Local Community Grants



Associate Giving Programs



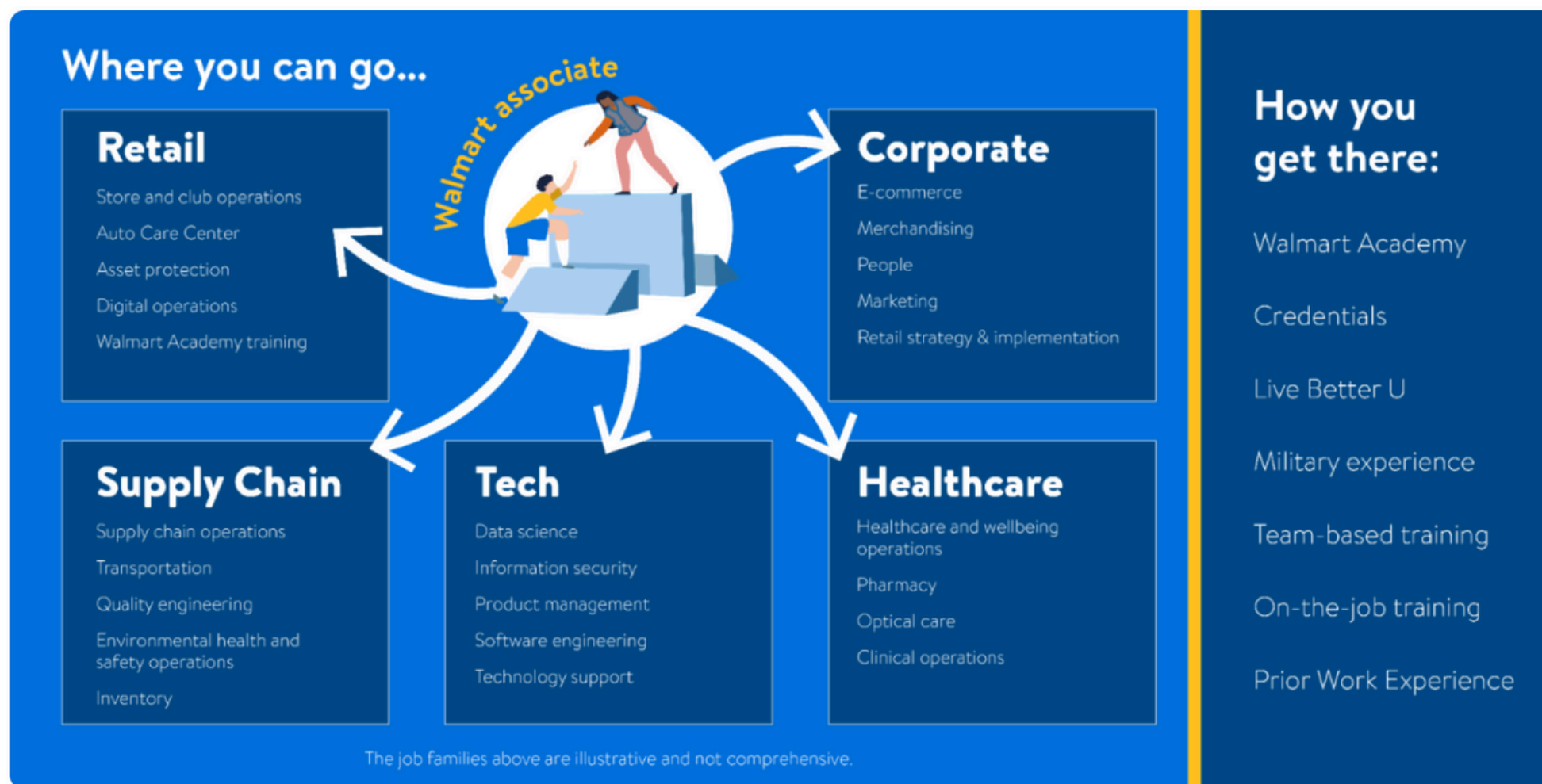
Volunteerism Always Pays





# Empowering Purposeful Work with Walmart's Associate Growth Framework

Walmart Careers: Multiple Points of Entry, Multiple Career Paths



## Enhancing the Associate Digital Experience @ Walmart

My Assistant launches in Me@Campus, powered by GenAI

**2021** Walmart gives 740,000 associates a new Samsung smartphone to help power their work

**2022** Walmart announces it will pay for 100% of college tuition and books for associates through Live Better U

**2023** One Global Academy launches as one of the largest learning ecosystems in the world

**Employers have a bigger role to play** in providing training as well as recognizing skills and professional qualifications

### Associate Well-being

- Financial Well-being**  
Attractive compensation and comprehensive benefits
- Paid Leave Including Sick Leave**  
Starting day 1 for part- & full-time associates
- Predictable Scheduling**  
System built around predictability, consistency, and flexibility
- Physical Well-being**  
Affordable, high-quality plans that cost 1/3 less than the national average
- Emotional Well-being**  
Prioritizing emotional well-being for associates and their families



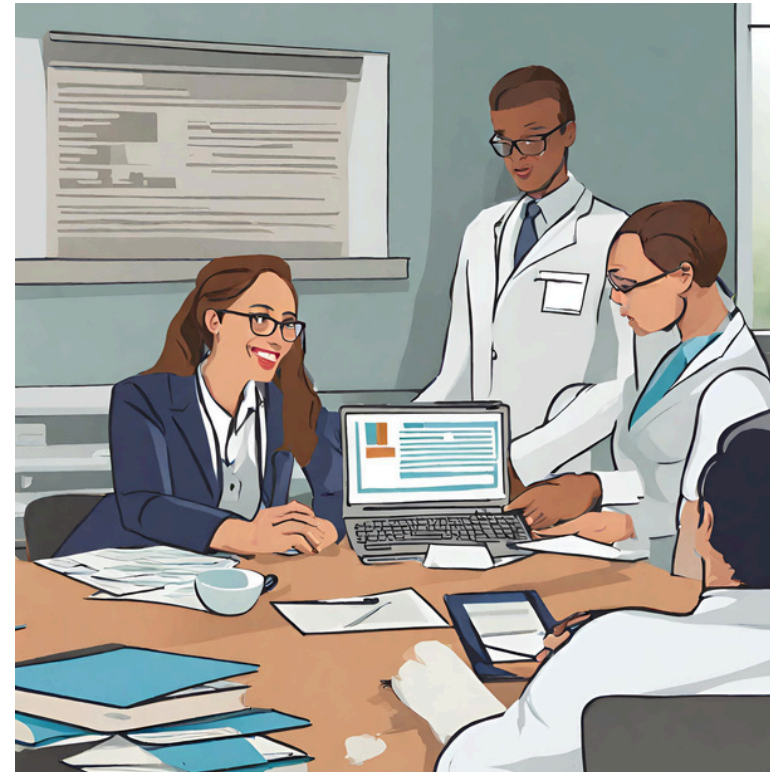


# Structure: Collaborative Framework Amid Hierarchical Organizational Design



- **Open door policy:** Encouraging open communication between associates and management.
- **Walmart Associates' Voice:** A group representing hourly associates' interests to senior leadership.
- **Continuous learning and upskilling :** leadership encourage employees to learn new skill. Employees are able to take classes from Indian Institute of Science

# People: Ethical Principles Shaping Positive Workplace Dynamics



- **Respect for the Individual:** A core belief in valuing diversity, equity, and inclusion.
- **Ethics and Compliance Program:** Training and resources to promote ethical decision-making.
- **Associate Resource Groups:** Supporting diverse communities within the workforce.
- **Preventing Employee Layoffs :** Walmart does not firing people. People were relocated and used for another initiative or project.



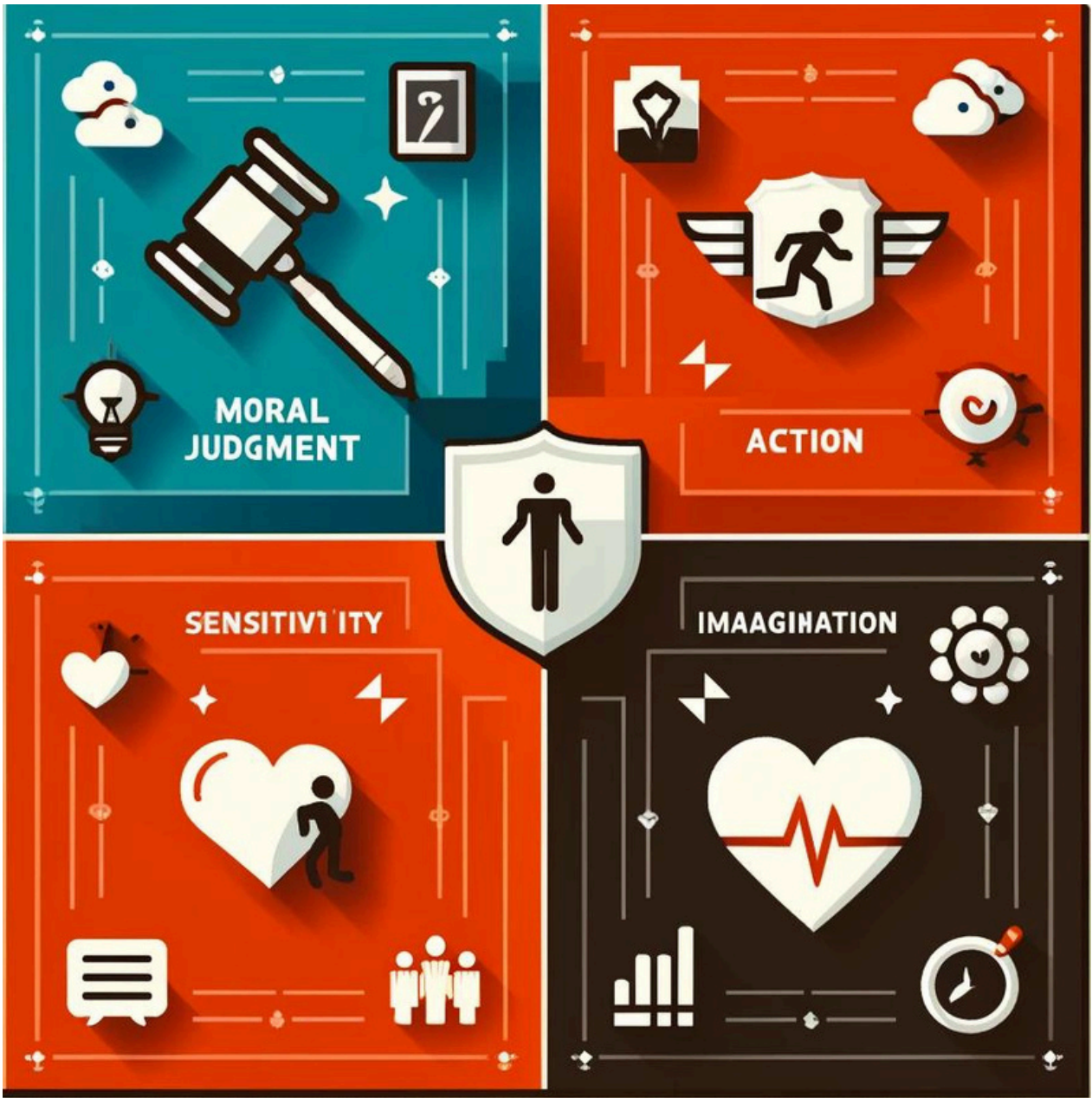
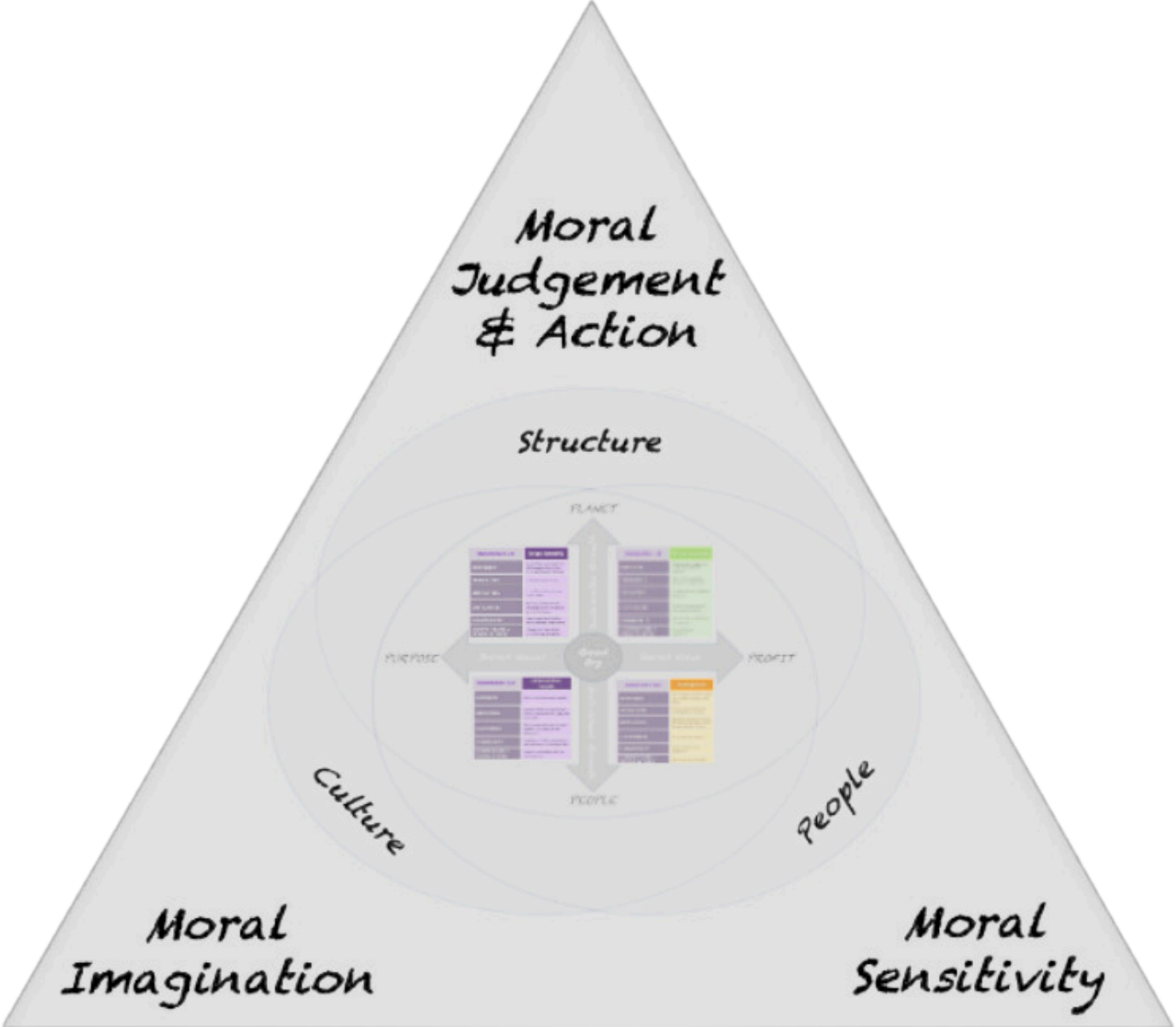
# Culture: Values-Driven Culture Fostering Integrity and Impact



- **Core Values:** Service to customers, respect for individuals, strive for excellence, and act with integrity.



# DIFFERENTIATION



# Moral leadership : Changing towards autonomy

● Tribe

Multidisciplinary team designed to implement an end-to-end solution, matrix organization within a lean-structure organized in squads and chapters

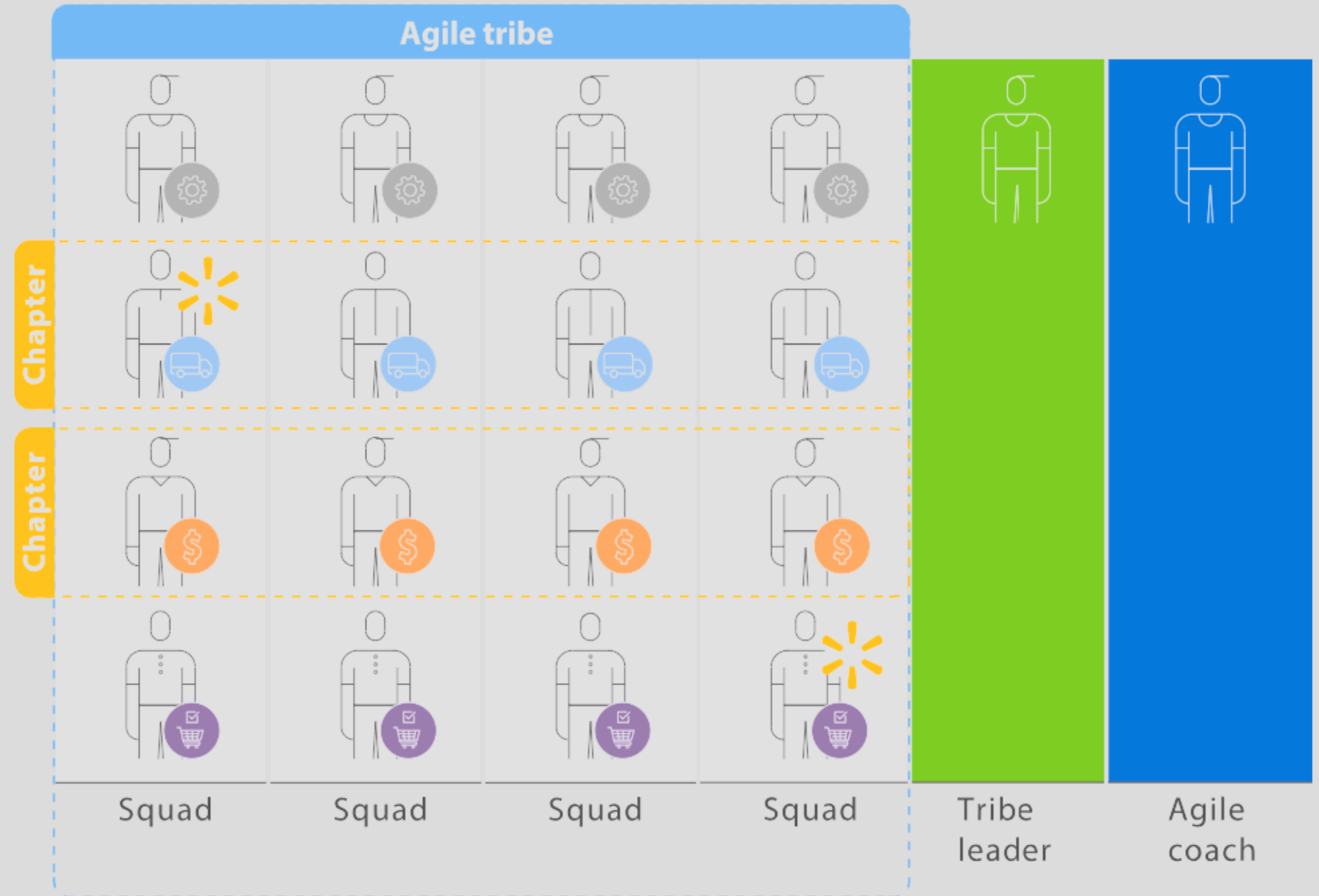
○ Squad

● Chapter

● Tribe leader

● Agile coach

✦ Chapter Leader





# MORAL LEADERSHIP - Through 3 lenses

## LET PURPOSE LEAD



## INSPIRE AND ELEVATE EVERYONE



## BUILD MORAL MUSCLE



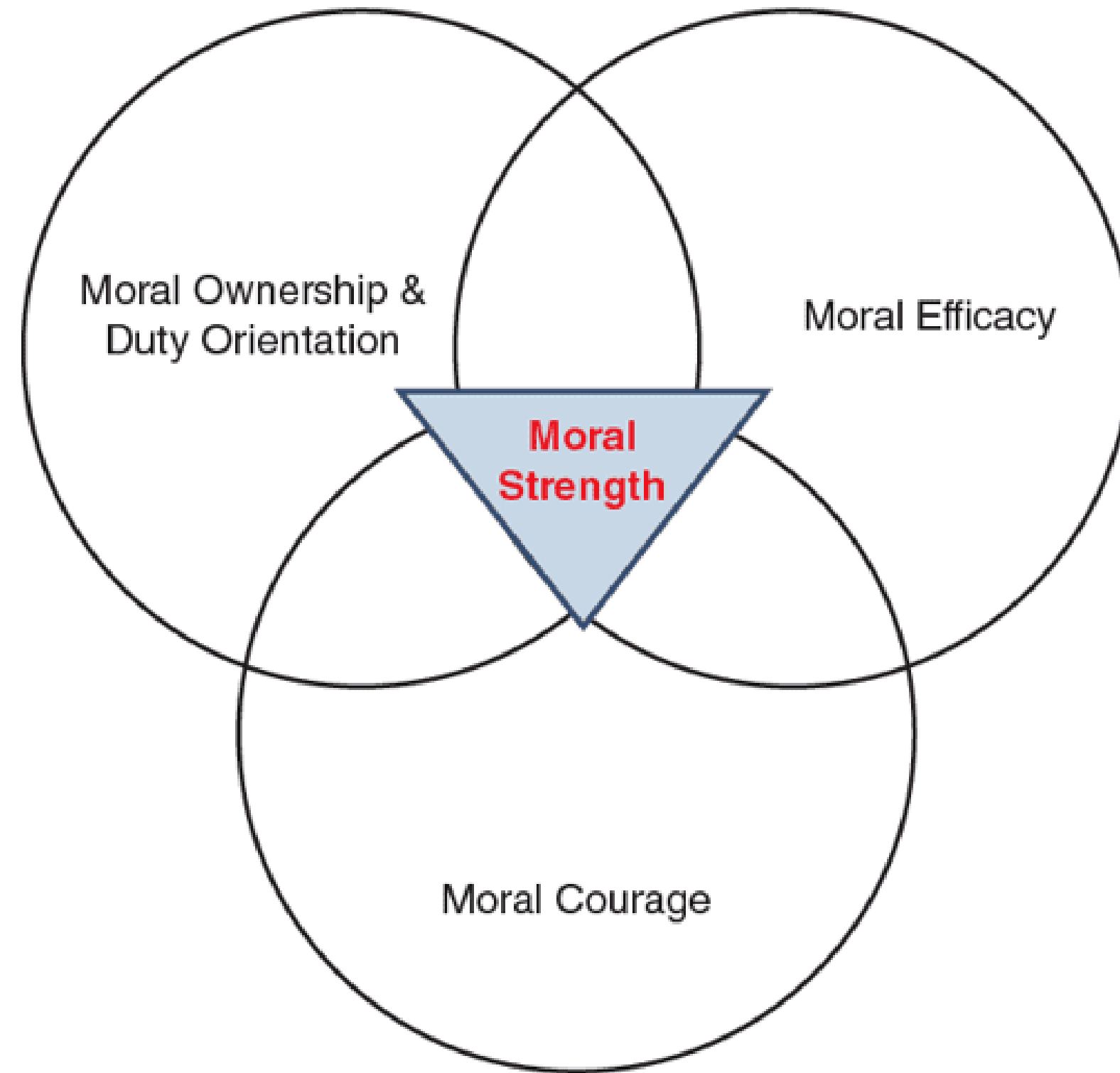
### Insights from interviews

- Teams are working like startups – have autonomy
- No need for approval from all levels.
- They welcome new ideas – does not matter what level you're coming from.





# MORAL JUDGEMENT AND ACTION



# MORAL JUDGEMENT AND ACTION

## MORAL OWNERSHIP & DUTY ORIENTATION

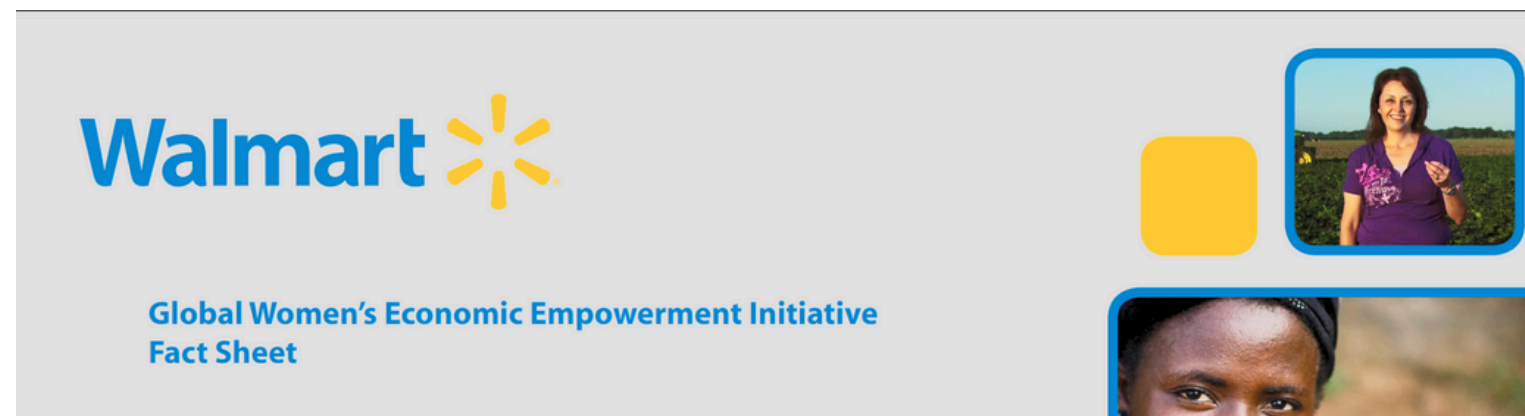


- **Responsible sourcing practices**, ensuring its products are produced under conditions that reflect the company's **ethical standards**. This includes rigorous **supplier audits and compliance with international labor standards**.
- Foster an **inclusive workplace and supports diverse communities**.
- Programs aimed at **enhancing women's economic empowerment and promoting racial equality**.

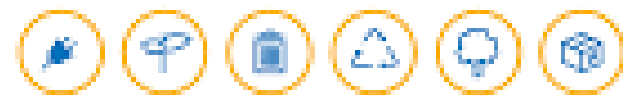


# MORAL JUDGEMENT AND ACTION

## MORAL COURAGE AND ACTION



ProjectGigaton™

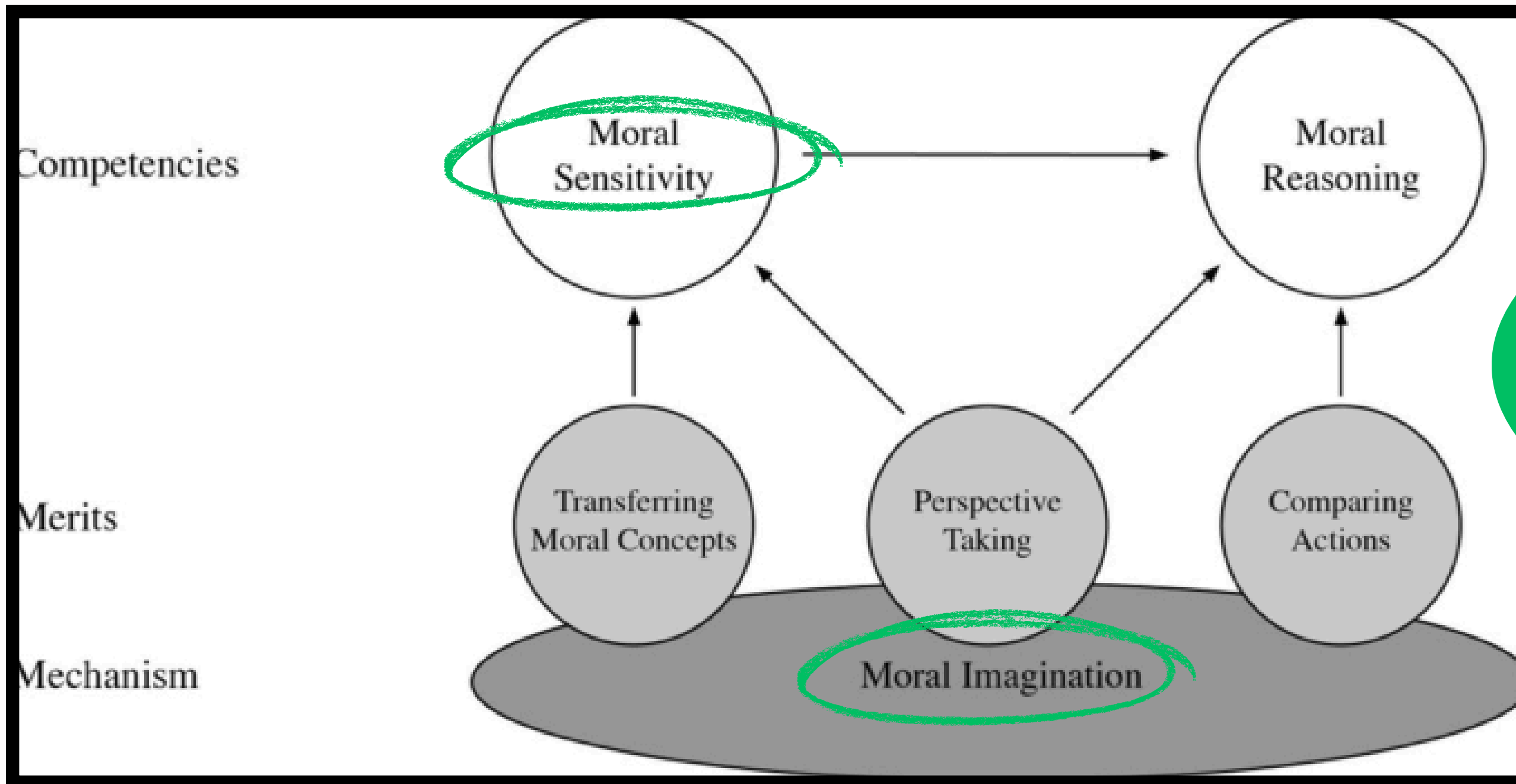


- Proactive in improving **the economic status of women across its global supply chains**. The initiative focuses on sourcing from **women-owned businesses** and enhancing the capabilities of **women suppliers**.
- Aim to **reduce greenhouse gas emissions** in its global value chain by **one gigaton by 2030**.
- **Disaster response and recovery efforts** by providing financial assistance, emergency supplies, and support to affected communities.

Walmart 

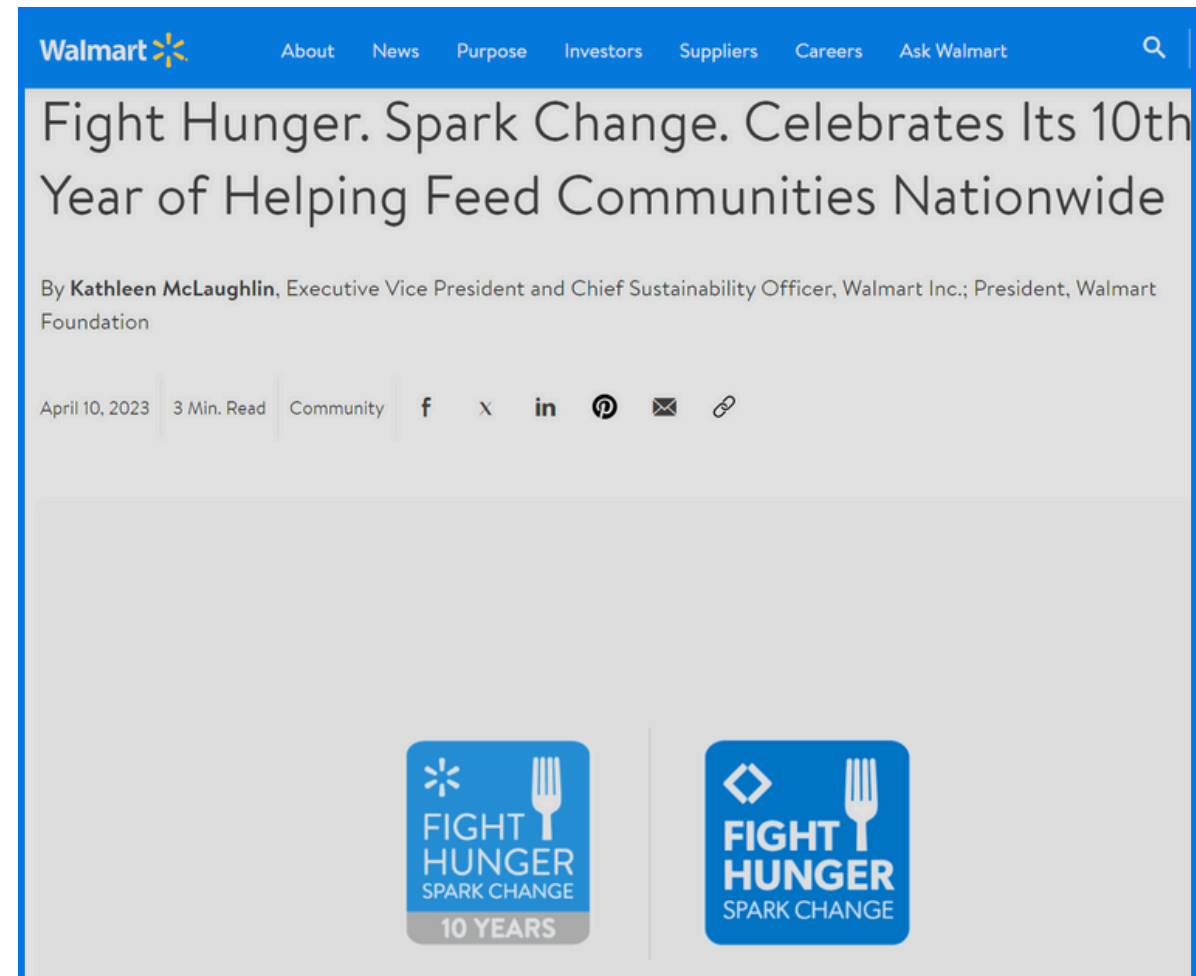


# MORAL IMAGINATION & SENSITIVITY



MORAL IMAGINATION --> MECHANISM  
MORAL SENSITIVITY --> COMPETENCY

# MORAL IMAGINATION & SENSITIVITY



- **Fight Hunger Spark Change** aims to address and improve food security. Launched annually in collaboration with **Feeding America and other local food banks**

## CULTURE ELEMENT

- **Environmental & Supplier Initiatives (Project Gigaton)**
- **Employee development and inclusivity**
- **Community services**

## Insights from interviews

- Caring for employees' physical, mental, and emotional well-being (**gym reimbursements, daycare expenses, calm membership**)
- Allowing employees to move between different parts of the organization and helping them **apply their interests to the company's needs**
- **Welcoming new ideas** from employees at all levels and giving them the freedom to express their ideas

# DIFFERENCE THAT MAKE A DIFFERENCE - GENERATIVE FLAME



## Walmart's primordial spirit of "Service to the Customer"

### Inspiring entrepreneurship and leading at all levels

Inspiring innovation and fostering intuitivity to be innovative and entrepreneurial

### Radical Transparency in Leadership

Sharing not only successes but also failures and challenges with all stakeholders can inspire trust and loyalty.

### Diversity Driven Creativity

Diverse perspectives into every decision-making process can enhance creativity and market responsiveness



# Thank You

## Questions?



**Save Money. Live better.**

Shop Walmart.com today for Every Day Low Prices. Join Walmart+ for unlimited free delivery from your store & free shipping with no order minimum. Star...

 Walmart.com

