

# Latest Walmart Store Changes to Support Associates and Customers

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By Dacona Smith, Executive Vice President and Chief Operating Officer, Walmart U.S.

Our associates have been nothing short of heroic in their commitment to serve customers, stock shelves as quickly as possible and keep their stores clean. When their communities needed them the most, our people have been at their best. Their efforts continue to be a tremendous source of pride for everyone at Walmart.

Over the weekend we adjusted our operating hours to help make it easier for associates to stock and perform enhanced cleaning and sanitizing. We're pleased with the results we are seeing and will take additional steps beginning **Thursday, March 19.**

## Store Operating Hours

- **Walmart U.S. stores will adjust operating hours to 7 a.m. to 8:30 p.m.** Stores that open later than 7 a.m. will continue their regular starting hours. This will further help associates restock the shelves for customers while continuing to clean and sanitize the store. While the store hours change for customers, our associates will continue to have access to their regular scheduled shifts and full hours.

## Special Shopping Hours

- We know our older customers could be more vulnerable to the coronavirus and to better support them, Walmart is offering special shopping hours. From March 24 through April 28, Walmart stores will host an hour-long senior shopping event every Tuesday for customers aged 60 and older. This will start one hour before the store opens. Our Pharmacies and Vision Centers will also be open during this time.

## Item Limitations

- We know communities are counting on us more than ever and we are determined to serve the broadest number of customers and ensure they have access to the key items they are looking for. Our stores will have limits for customers in certain categories including paper products, milk, eggs, cleaning supplies, hand sanitizer, water, diapers, wipes, formula and baby food.

## Essential Services

- Our people are working hard to have every part of the store ready to serve customers. To help support our people and focus on the most critical areas of the store right now, we will temporarily shut down our Auto Care Centers to allow those associates to focus on stocking and cleaning in the rest of the store.
- Also, our Vision Centers will operate on their normal schedule, providing essential services only such as glasses repair and helping customers pick up existing orders. We will have at least one associate to serve the needs of our Vision Care customers, while the other associates will help in the rest of the store.

I think every one of us has had to adjust our daily routines in some way, and it's likely that could continue. We are paying very close attention to our stores and communities and will continue making the necessary changes to help make sure our associates are taken care of and that our customers can get what they need. Let's all take care of each other out there.

## Walmart's Response to COVID-19

We're doing everything we can to serve thousands of communities across the U.S. Read more about the specific steps we're taking, and bookmark this page for future updates.

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