



November 25, 2019

To the U.S. Parking Area Sweeping Community:

What you'll read below comprises all of the information sent out on behalf of the World Sweeping Association Members starting this past August 30th. Since then, WSA Members have received five ongoing updates on the Walmart situation, as well as a variety of other information.

Although I am also Editor of WorldSweeper.com, info like you read about below is typically shared only with WSA Members via WSA's proprietary, twice-monthly, WSA Member Updates. Since the end of August, WSA Members have received a total of five updates about the situation.

However, because this emerging issue with Walmart affects the entire parking area sweeping community, we're taking the unusual step of sharing it to the general sweeping industry via the October WorldSweeper e-newsletter.

If, after reading the following, you want to stay informed on this and other industry issues on an ongoing basis, plus the many other benefits you'll find at the World Sweeping Association's website, which is located at www.WorldSweepingPros.org, I encourage you to join.

Through the month of November, when you sign up and reference the reason to be WSA's involvement with the Walmart pushback, we'll donate \$100 of WSA's \$350/year membership fee toward the Walmart legal challenge fund.



BTW, we also contacted senior management at the six U.S. sweeper manufacturers that make parking area sweepers — MASCO, NiteHawk, Schwarze Industries, TYMCO, Victory Sweepers and WellMade — and asked them to each donate \$1,000 to start a legal fund to investigate what could be done to get Walmart to re-bid its stores, given the significant changes that have been made since its RFP.

We are sorry to report that only Victory Sweepers agreed to pledge the \$1,000. In that regard, we commend the management team at Victory for choosing to get involved with trying to assist its customers and other contractors in this difficult issue.

We also contacted Scott Duscher, current President of the North American Power Sweeping Association, who told us on behalf of his organization that he was unaware of the Walmart changes and, after explaining to him the details, he said that NAPSA would have no plans to become involved.

There's little question that more money will be needed to move forward with getting a legal opinion of what can be done. If you want to contribute to the legal fund and/or stay informed about whatever occurs from this point onward, send an email to editor@worldsweeper.com.

Good Sweeping,

Ranger Kidwell-Ross, M.A.

Executive Director, World Sweeping Association
Editor, WorldSweeper.com

PS The info below is provided in chronological order. The October 18th email to Penny White is the first to address the reduction in sweeping frequency. Prior to that all concerned the CBRE situation.



Submitted through Walmart/Service Channel Portal, August 30, 2019:

Hello,

I am writing due to concerns I have received regarding CBRE's reported addition as another 'layer' to the management oversight of Walmart contractor accounts, at least as regards those doing parking area sweeping and other exterior services.

One of our WSA members reports being contacted by CBRE representatives, who told them CBRE is now providing top-level oversight of these types of operations. Several details appear quite concerning: For one, CBRE documents indicate that payment will move from the week following service completion to as much as 60 days net. Secondly, this change and any others are being made without a new contract being issued by Walmart, CBRE or other third party vendors (for example Divisions or Mirror Lawn) that currently provide oversight on some, but not all, of the Walmart accounts.

In essence, it would appear that to perform parking area sweeping for Walmart, a contractor may now be subject to the needs/requirements of:

- 1) Walmart corporate representing the needs of individual Walmart locations
- 2) Service Channel requirements
- 3) A third party vendor such as Divisions or Mirror Lawn
- 4) CBRE

From my own perspective and knowledge, having written about virtually all aspects of the power sweeping industry for over 30 years, I can tell you that Walmart currently has lost most of the very top tier of sweeping contractors due to its low pay scale and somewhat onerous Service Channel requirements.

Others have left when a third party vendor was additionally inserted. Now, if CBRE is further added into the equation — with even more of the money that should go to service providers siphoned off while, at the same time, more requirements are added along with a net 60 day

payment schedule — Walmart will be left with a cadre of low level sweeping contractors.

I have included below a link to a conversation I had with a contractor who has been impacted by this situation. The concerns they voice I find quite valid and, after providing this information to the email addresses I have for Walmart Corporate, I will additionally provide the link throughout the sweeping industry. I would welcome a response from a Walmart corporate representative to what appears to be significant changes to how Walmart is doing business with its exterior maintenance contractors, at least as far as parking area sweeping is concerned.

I look forward to hearing back what the Walmart response to this situation is for the record. Thank you.

Sincerely,

A handwritten signature in cursive script, appearing to read "Ranger".

Ranger Kidwell-Ross, M.A.
Editor, WorldSweeper.com
Executive Director, World Sweeping Association

RESPONSE BY WALMART REPRESENTATIVE YEKATERINA GATCHENKO, 9.3.2019:
Thank you for bringing this to our attention. We have reached out to the appropriate parties to voice your concerns.

I will keep you updated on any information I hear back.

RESPONSE BY WALMART REPRESENTATIVE OLIVER KELLEY, also 9.3.2019:
As we discussed in office today, please direct this to the appropriate parties internally for review. These concerns have already been shared with CBRE at this time



September 3, 2019

My additional comments are these:

Walmart's new relationship with CBRE is putting an undue and unnecessary financial burden onto America's power sweeping contractors. Although I will not detail the analysis for why an additional reporting layer is also not in Walmart's best interests, I will provide an example as to why the increased financial burden is unconscionable:

For starters, my understanding is that CBRE has required that contractors pay \$425 for a background check; even those with a pre-existing relationship and approved by Walmart.

According to Google, there are more than 5,000 Walmart locations in the U.S. and Puerto Rico. Assuming the number 5,000 and that the average contractor sweeps 10 Walmart locations, this background check requirement takes \$212,500 ($500 \times \425) out of the pockets of U.S. power sweeping contractors, all of whom have signed an existing contract that did not require such.

As to the matter of CBRE moving the existing payment period from approximately 14 days to up to 60 days:

Again assuming that each average contractor sweeps 10 Walmart store locations, let's further assume for this example that each store is swept an average of 5 days per week at a cost of \$45 per sweep. CBRE, as an additional layer of management, has little expense in the equation and certainly only a small variable cost per location swept.

However, the 'average' contractor pays for all expenses connected with the actual work done; i.e., sweeper truck (these now average nearly \$100,000 each), both General Liability and Workman's Comp. insurance, salaries, gas, accounting, etc. Those contractors currently providing sweeping services already must have a line of credit such that they can 'float,' just for their Walmart accounts, \$4500 until they get paid (e.g., $5 \text{ days} \times \$45/\text{sweep} \times 2 \text{ weeks} \times 10 \text{ locations}$).

With the change initiated by CBRE's involvement — even though some number of Walmart locations already have another 'third party vendor' like Divisions, Mirror Lawn, etc. all taking a cut of the cost per sweep in addition to ServiceChannel fees — the 'float' amount moves to a staggering \$18,000 kept in Walmart's new system until the contractor actually doing the work gets paid (e.g., 5 days x \$45/sweep x 8 weeks x 10 locations).

When distributed throughout the Walmart network, assumed for this example to be 500 contractors, that means Walmart — again without any change to the existing contracts — is requiring America's power sweeping contractors to 'float,' for the largest retailer in the United States, an additional \$6,750,000 that was not required under their existing contracts ($\$18,000 - \$4,500 = \$13,500 \times 500$).

This change is being initiated, to date, without giving contractors an opportunity to re-bid contracts and, at least in some number of cases, without even providing a new, revised, contract to the contractor(s) for their review and acceptance.

The power sweeping industry is composed of many smaller contractors, to whom carrying a payroll and other expenses of this type up to — and what surely will inevitably be, in some cases, over — 60 days is altogether onerous. Even for larger contractors this is wrong: Why should any contractor be asked to provide Walmart with services on an almost daily basis under a scenario where Walmart and/or its representative, CBRE, holds their money for TWO MONTHS?!

I believe this move is an affront to all contractors so affected and, if not rescinded, it is the intent of the World Sweeping Association and the affiliated WorldSweeper.com website, the largest information resource for power sweeping on the world wide web, to advertise and network the situation throughout the U.S., including on all available social media platforms, with as broad a brush as possible.

I truly look forward to a positive resolution of this untenable situation.

Sincerely,


Ranger Kidwell-Ross, M.A.
Director, World Sweeping Association
Editor, WorldSweeper.com
Member, PAVEMENT Hall of Fame
Winner, APEX Awards for Publication Excellence, 1994 — 2019

RESPONSE BY WALMART REPRESENTATIVE YEKATERINA GATCHENKO, 9:38 AM;
9.5.2019:

Thank you, Ranger. I will ensure your additional comments are shared with the appropriate parties.

RESPONSE BY WALMART REPRESENTATIVE YEKATERINA GATCHENKO, 10:32 AM;
9.5.2019:

I have provided your contact information with the appropriate people. Someone should be reaching out to you soon.

From: Ranger Kidwell-Ross director@worldsweepingpros.org 
Subject: Inquiry From Ranger/World Sweeping Association
Date: October 18, 2019 at 12:59 PM
To: penny.white@walmart.com
Bcc:

RK

Hi, Penny,

My understanding is that sweeping frequency has been reduced at a number of Walmart locations in your region. Will there be a contract modification and/or rebid of contracts for all affected locations?

The reason I ask is that, as I'm sure you understand, all of the contractors will be removing the same amount of material per week from each location. When bidding, this factor is included in the calculations when they bid cost per sweep; i.e., when sweeping is reduced from seven days to five or, alternatively, when five days is reduced to three, a larger amount of material is removed per visit and a correspondingly longer time on each property is needed to do the work.

As a result, the total expense to the contractor per sweep will end up being significantly higher when a property is not swept as often. If pricing was done for a particular frequency per week, it is not logical to expect that the investment for a given Walmart property per sweep will be the same if the same amount of material must be removed but with a lower sweeping frequency per week.

Please let me know what Walmart corporate expects to happen in this regard at your earliest convenience. Thank you.

Sincerely,

Ranger Kidwell-Ross



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When no response was received and when it was learned on October 21st that the portal had both been closed for comments and given the status of 'SOLVED,' this information was added as a follow-up the the previous communications:

October 21, 2019

Dear Ms. Gatchenko:

Although you indicated on this portal on September 5th that you had provided my "contact information with the appropriate people. Someone should be reaching out to you soon," I have not received contact from anyone in Walmart, CBRE or ServiceChannel in regard to the concerns I raised on this topic. I am also very surprised to see this thread has been marked "solved" and also "closed for comments."

Since my last communication on the topic of CBRE, I have been informed recently that Walmart has reduced the weekly sweeping schedules for many or all of its stores without, at least to date, providing contractors an opportunity to re-bid the accounts.

Please let me know if Walmart will be undertaking a contract modification and/or rebid of contracts for all affected locations. This certainly needs to be done, since all of the power sweeping contractors will be removing the same amount of material per week from each location, so the schedule reduction means contractors will take more time each sweep.

When bidding, the time factor is central to the calculations when bidding cost per sweep; i.e., when sweeping is reduced from seven days to five or five day sweeping is reduced to three, etc., a larger amount of material is removed per visit and a correspondingly longer time on each property is needed to do the work. As a result, the total expense to the contractor per sweep will end up being significantly higher when a property is not swept as often.

If pricing was done for a particular frequency per week, it is not logical to expect that the investment for a given Walmart property per sweep will be the same if the same amount of material must be removed but with a lower sweeping frequency per week.

Please let me know what Walmart corporate expects to happen in this regard at your earliest convenience. I would also welcome the contact you referenced would happen on the CBRE situation. Thank you.

Sincerely,

2778 Barrel Springs Road, Bow, WA 98232 • editor@worldsweeper.com • 360.724.7355

EARTH'S LARGEST POWER SWEEPING RESOURCE SM

Ranger Kidwell-Ross, M.A.
Editor, WorldSweeper.com
Executive Director, World Sweeping Association

If our readers have additional comments and/or information on this topic, we encourage you to tell us about them by sending an email to director@worldsweepingpros.org. The information you provide will be kept confidential if you so choose.

From: Eric E. (ServiceChannel Support) support@servicechannel.com
Subject: [ServiceChannel Support] Re: Followup from Director of the World Sweeping Association
Date: October 21, 2019 at 2:13 PM
To: Ranger Kidwell-Ross director@worldsweepingpros.org
Cc: editor@worldsweeper.com

EE

##- Please type your reply above this line -##

Hi Ranger,

Your request ([#730100](#)) has been updated. Please review the below information and reply to this email to make a comment. You can view the entire ticket history in SCU via;
servicechannel.zendesk.com/hc/requests/730100

Last Comment on the Ticket:



Eric E. (ServiceChannel Support)

Oct 21, 5:12 PM EDT

Hi Ranger,

Please reach out to discuss your concerns with our mutual client directly. ServiceChannel is simply a platform to let Clients coordinate repair and maintenance for their facilities with commercial contractors such as those you're representing. With that said, I assure you your contact information was shared with the appropriate parties at the time of your initial request.

If you need any assistance with using ServiceChannel, please let me know and we'll get you the assistance you need.

Thank you,
Eric Engelman
Application Support Manager
[View Our System Status Here](#)
SCUniversity for:
[Facility Managers](#) | [Providers](#)

As a reminder this is the original description of the request:



Ranger Kidwell-Ross

Oct 21, 2:03 PM EDT

This is a follow-up to your previous request [#708513](#) "Message from Director of the World Sweeping Association"

Attachment(s)

[Oct21,2019LtrToGatchenko.docx](#)

Thank you,

The ServiceChannel Team

cc: editor@worldsweeper.com

This email is a service from ServiceChannel Support . Delivered by [Zendesk](#).

From: Ranger Kidwell-Ross director@worldsweepingpros.org
Subject: Re: [ServiceChannel Support] Re: Followup from Director of the World Sweeping Association
Date: October 21, 2019 at 6:49 PM
To: ServiceChannel Support support@servicechannel.com

RK

Mr. Engelman,

I am dismayed that I am receiving this response from ServiceChannel approximately SEVEN WEEKS after I initially submitted my request to the online portal for 'Service Channel University' on August 30th, which is what I was instructed to do.

Further, I do not understand why today the portal showed it to be both "closed for comments" and that my issue showed a status of "SOLVED" when I logged in; this, without ServiceChannel ever having provided a substantive response of any kind.

Only after I posted my latest query today, on October 21st, am I receiving your emailed message shown below instructing me to contact CBRE directly. I believe that nearly seven-week lag in response reflects an extremely poor business method on the part of the ServiceChannel organization.

Immediately upon receiving your email message, below, I both called and emailed Christy Ingle, listed as "Vice President, Advisory Services, Corporate Communications," who was shown as the media representative on the CBRE website.

I sincerely regret that, due to ServiceChannel's unconscionable delay in providing effective communication until today, I did not know to contact someone at CBRE corporate on, say, last August 31st.

Sincerely,
Ranger Kidwell-Ross



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Ms. Ingle,

As I said in the message left on your voicemail, I contacted Walmart in the manner requested, via the ServiceChannel portal, on August 30th of this year. There have been subsequent contacts, most recently earlier today.

Although I am being told the concerns I voiced were communicated with CBRE management personnel, to date I have received zero response from your organization or from Walmart corporate.

The issues I bring up are very important to our industry and I request a conference with a manager within CBRE and/or the Walmart organization so as to discuss the problem(s). To make it easier on your end to follow the thread provided to date, I have compiled the thread into a single PDF file, which is attached.

I look forward to hearing from you as soon as possible about how we might best address this escalating issue involving the power sweeping industry.

Sincerely,
Ranger Kidwell-Ross




CollectedWalma
rtCont...19.pdf



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From: Ranger Kidwell-Ross director@worldsweepingpros.org 
Subject: Second Inquiry From Ranger/World Sweeping Association
Date: October 23, 2019 at 10:43 AM
To: penny.white@walmart.com
Bcc: dropbox@58815990.ranger6350.capsulecrm.com

RK

Penny,

I am inquiring about who in the Walmart management system I should contact about the information I sent you in my October 18th email, shown below this message. Since I have not heard back from you in the intervening five days, perhaps I should be contacting a different person even though I am aware that at least some of the reduction in service notices came from you.

Please respond to my request at your earliest convenience. Thank you.

Cheers,
Ranger

Hi, Penny,

My understanding is that sweeping frequency has been reduced at a number of Walmart locations in your region. Will there be a contract modification and/or rebid of contracts for all affected locations?

The reason I ask is that, as I'm sure you understand, all of the contractors will be removing the same amount of material per week from each location. When bidding, this factor is included in the calculations when they bid cost per sweep; i.e., when sweeping is reduced from seven days to five or, alternatively, when five days is reduced to three, a larger amount of material is removed per visit and a correspondingly longer time on each property is needed to do the work.

As a result, the total expense to the contractor per sweep will end up being significantly higher when a property is not swept as often. If pricing was done for a particular frequency per week, it is not logical to expect that the investment for a given Walmart property per sweep will be the same if the same amount of material must be removed but with a lower sweeping frequency per week.

Please let me know what Walmart corporate expects to happen in this regard at your earliest convenience. Thank you.

Sincerely,

Ranger Kidwell-Ross



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When the November 1st WSA Member Update, which included the latest communications with Walmart, was distributed, one of our WSA Members provided us with a graphic showing the email addresses of Walmart's Senior Regional Managers for Exterior Services. The same day, the following email was sent to all of them. The email included an attachment of all previous correspondence on the topic between Walmart and WSA.

November 1, 2019 at 2:55 pm

Gentlemen,

Not knowing who to contact, I am sending this to what I have ascertained should be the senior regional managers for Walmart services throughout the U.S. As you will read, I have employed a number of other efforts to have an information exchange on the topics below with no real responses.

I am distressed to have been told all of the following by one or more of our WSA Members who provide power sweeping and other services to Walmart stores in the U.S.

They have reported that, without issuance of a new RFP or contract re-bid process, those doing work for Walmart have been subjected to the following:

- CBRE charge of \$425 for a background check
- CBRE change in payment time from under 14 days to 60 days
- Reduction in sweeping from seven days to five; five to three, etc.

Walmart is entitled to do all of the above; however, when any of those actions are slated to occur there should be a re-bid of existing accounts by current contractors and/or a re-issuance of an RFP for services under the 'new rules.' My understanding is that all of the above have been instituted without a contract modification even though all of them bring substantially more costs to the contractor.

I have done my best to contact and work with Walmart and CBRE on these topics and, to date, have received no substantial responses. I catalogued the 'informational exchange' that has taken place to date in the attached PDF file. I am requesting from the Walmart management team an opportunity to discuss these matters.

If the people receiving this message are not the correct ones to be getting it, please advise who to contact by return email and/or pass this information along to them along with a request to contact me at their earliest convenience. Thank you.

Cheers,
Ranger Kidwell-Ross, M.A.

On November 4th the following email was received from one of the recipients, Damian Tutt:

Thanks for your email Ranger

Raydele Klostermeier from our team will respond on our behalf.

Thank you

Damian

When the promised response was not received by Raydele Klostermeier three days later, the following email was sent at 9:34am on November 7th:

Raydele,

When will I receive a response about the information I have written about Walmart's actions, communication that started over two months ago at the end of August?

This is a situation that is currently impacting many dozens, if not hundreds, of contractors. I received a call yesterday from a small contractor who recounted their struggle with having to get a new \$10,000 line of credit solely because, they told me, CBRE is now waiting such a long time before paying them for their Walmart sweeping accounts.

The matter of CBRE's requirement that a contractor pay \$425 for a 'background check' now required even though that was not a requirement when the contract was bid is also wrong, if not illegal. One contractor told me he had been sweeping his Walmart locations for over 20 years and was incensed at becoming subject to the CBRE requirements. His intent was to quit sweeping for your company.

And, though Walmart would certainly seem to be within its rights mandating whatever sweeping frequency it chooses, contractors should not be doing so under existing contracts. There is no question that contractor costs increase significantly when sweeping goes from 7 days to 5; 5 days to 3, even if the store managers profess to have employees do cleanup on the off days. Reports are that store employee personnel cleanup is very spotty, with some making a cleanup effort with their employees and others do not.

The World Sweeping Association's position is that none of these changes should be instituted within an existing contract without the opportunity to rebid the contract.

Another situation I believe Walmart should address is the following: Prior to the most recent RFP, Walmart Corporate stated that it was giving preference to contractors over the third party vendors who then subcontract to the people doing the actual work.

As a result, many contractors who had been working under third party vendors applied directly. I have received reports that, when they were awarded the work on a direct basis, at least one third party vendor (and likely others) contacted the contractors to tell them that, under their existing contract, if the third party vendor lost an account then the company that had been doing the sweeping under them could not then accept it.

The end result was that the third party vendor then regained the previous contract to service your stores in that area. I suggest that Walmart not allow third party vendors with such a contract with the actual providers to do work for your company.

Here's another story about how that can harm Walmart: A contractor that the above scenario occurred with reported that, when they got back the Walmart accounts from the third party vendor, they were given all but one of the stores to sweep. The lone remaining store went to the only other contractor in their area. The contractor's surmise was that was so, should the third party vendor ever lose the Walmart account, there would be no sweeping contractor in the area with the legal right to take it over.

There's no question that many of the top-tier sweeping contractors will no longer sweep for Walmart. The layers of bureaucracy and onerous reporting requirements, all of which serve to reduce the price per sweep, are not palatable to them. When Walmart can only attract second- and third-tier sweeping companies, there can be little question service quality will suffer. I believe if you conduct a survey of your store managers you will find that is occurring.

I look forward to your response on the above and can only hope it comes in the near term. BTW, although I have contacted CBRE's media person several times both by phone and via email, I have yet to receive a callback from that company.

Cheers,
Ranger Kidwell-Ross, M.A.
Director, World Sweeping Association
Editor, WorldSweeper.com

*Although no response was received from Klostermeier to WSA, the next day, November 8th, WSA received reports from several WSA Members that **“effective November 17, 2019 all Parking Lot Sweeping auto-generated work orders will revert back to their original frequencies.”** As a follow-up, on November 13th WSA sent the following to all of the Walmart Senior Exterior Managers who were on the November 1st email-out:*

November 13, 2019 2:38 PM

To Walmart Senior Services Team,

As you might imagine, the members of the power sweeping community that sweep for your company were relieved by the recent notice that the prior schedule had been resumed.

That said, I want to reiterate that WSA recognizes that Walmart — or any other small or large client — is well within its right to have whatever sweeping schedule it might choose. The exception we took to the change, rather, was that there was not a re-bidding process utilized prior to that occurring. The way the reduction in force was handled created a major disruption in the sweeping industry, including having orders for new sweepers canceled with manufacturers.

Although the shift back to the sweeping schedule that had been contracted is a plus, the other issues I have written about appear to be unaddressed, at least to my knowledge. These include:

- Allowing CBRE (or any other third party vendor utilized by Walmart) to enact a \$425 ‘background check’ to contractors already doing business with Walmart under previous contract, ones who had not been accused of any ethical lapse.
- Allowing CBRE (or any other third party vendor utilized by Walmart) to modify the payment timeframe for services provided to your company without an opportunity for contract modification.

I believe it is also NOT in Walmart’s interest to allow any third party intermediary (CBRE, Divisions, etc.) to utilize a contract that includes a clause such that if the third party loses the Walmart account then the maintenance contractor doing the actual work cannot continue to perform its services for you.

Allowing such contracts by third parties has the effect, in the long term, of significantly restricting the quality of the contractor workforce available to Walmart. If Walmart management truly would like to have contractors providing direct services to the company, as was articulated in the most recent RFP for sweeping and related services, then allowing any such third party contract clauses serve to keep your current contractor work force from doing so.

Additionally, speaking the previous paragraph, there is no question that Walmart could attract a 'more professional tier' of sweeping contractors if the third party vendors level were to be eliminated altogether. This would allow a more thorough level of sweeping to be provided each night at no additional cost to Walmart corporate, since the 'middle man percentage' would be removed. Wouldn't it make more sense to have this income accrue to the people doing the actual work?

Also, since such third party/middle man arrangements typically mean contractors cannot communicate directly with store managers or vice versa, the lag between the need for any emergency cleanups, large item removal, etc. would be greatly reduced. Our industry is rampant with stories about managers calling for needed emergency services and the angst of the contractor having to report they cannot take the request directly but, rather, that it must go through the third party. This system causes unneeded, unnecessary, delays.

I would welcome the opportunity to discuss any of the above in more detail with the appropriate Walmart management personnel. I believe my 30+ years of sweeping industry expertise and insights would benefit Walmart, as well as the power sweeping industry as a whole.

Cheers,
Ranger Kidwell-Ross, M.A.
Director, World Sweeping Association
Editor, WorldSweeper.com



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