

To: Walmart Parking Lot Sweeping Providers
From: Walmart Exterior Facility Services
Date: August 23, 2022
RE: Parking Lot Sweeping & Care Scope

This notification is to be put into action immediately.

The Walmart Home Office has been receiving a significant number of complaints from the stores about the conditions of their parking lots after services were performed.

We just held our annual Holliday Meeting for our Walmart Operations Team. The top concern that our operations team expressed out of all 230+ trades in Facility Service was the amount of trash in and around our parking lots and the lack of work being performed per visit.

We need your team to immediately focus on performing the work per the SOW (Scope of Work).

Our audit shows several concerns throughout the U.S. These need to be addressed, managed, and communicated to your techs:

- Tech not covering the total site
- Tech clocking in and out OFF Walmart property
- Need to GPS in and out on all work orders, per visit
- Techs not working while on site
- Techs not getting out of the truck while on site

Lack of Integrity will lead to immediate termination. This includes the above and below concerns:

- Invoicing for the full \$ amount when service was not performed
- Leaving trash in and around the site after service visit
- Focus on time spent per visit. Ensure your team is allowing for the correct amount of time on site to perform to the SOW expectations and standards.

We do understand that frequencies were reduced, however, the major concern is service is not being rendered for what has been approved.

Thank you,
Mark B Graham
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