



COVID-19 OPERATIONAL PLAN

Current as of June 23, 2020

APPENDIX A
First Level Protection (Physical Distancing)

Measures	Steps Taken
Protocols and Guidelines	Social Distancing Guidelines
	Capacity Protocol
	Capacity Metering Tool / App
	Social Distancing Look Fors – Checklist used by stores to assess proper application of the key social distancing and capacity control measures in the store.
	Management COVID-19 Validation Tool – Application management uses to validate that we have implemented our COVID-19 controls, including social distancing requirements.
	One Adult Per Family Guidelines
	We have dedicated the opening hour in each store exclusively for Seniors, the disabled and those with vulnerable health conditions.
	Plexi-glass has been installed at Checkouts, Pharmacy, Courtesy Desk, Electronics and Cosmetics areas.
	Non-medical facemasks are available for associate use.
	Face shields are available for use for select associates. Only position where it is mandatory are for Wellness Check screeners. Each store has 30 and available to the following associates in priority sequence - SCO attendants, cashiers, customer service and front door greeter.
Various location specific measures at Front Entrance, Sales Floor, Checkouts, Self-Checkouts, Front Sidewalk (where customers line up) and Backroom. Includes for example floor markers, appropriate spacing of chairs / office equipment and limitations on capacity in rooms.	

Communication Tools	<p>Various signage throughout the store to reinforce social distancing:</p> <ul style="list-style-type: none"> • Covid19 Elevator Sign • Entry Line Up Signage • One Adult Per Family (16x20) / (8.5x11) • One Way Signage (16x20) / (8x11) • Social Distancing Poster • Store Capacity Sign • COVID-19 Window Cling Signage (includes social distancing reminder) • Aisle Decals (One-Way Aisle & 6 Feet Apart) • Social Distancing Decal & T-stand • Limit Touching Items Signage
	<p>Various communication methods with our associates on protocols and guidelines including:</p> <ul style="list-style-type: none"> • Daily Store Operation update - Includes communications that reminds stores that, where possible, remind customers on social distancing while entering the store or when waiting in line. If they observe customers grouping together in the store, associates and management should approach them in a friendly and calm manner and remind them politely about the floor markers and the need to respect social distancing, including the two-meter rule, per Public Health requirements. • Company Intranet (dedicated COVID-19 section which includes COVID FAQs) • COVID Information Station (backroom near punch clock) – leveraged by associates who do not have access to Company Intranet

APPENDIX B
Second Level Protection (Engineering) – Barriers and Partitions

Measures	Steps Taken
Protocols and Guidelines	Plexi-glass has been installed at Checkouts, Pharmacy, Courtesy Desk, Electronics and Cosmetics areas.
	Disinfecting Plexi-glass Protocol - We have implemented a protocol to disinfect the Plexi-glass installed in our stores.
	Management COVID-19 Validation Tool – Application management uses to validate that we have implanted our COVID-19 controls, including validation that Plexi-glass at Cash, Courtesy Desk, Pharmacy, Electronics and Cosmetics) are being cleaned every 30 minutes.

APPENDIX C
Third Level Protection (Administrative) – Rules and Guidelines

Measures	Steps Taken
Protocols and Guidelines	See Appendix A for rules, guidelines and communication tools relating to physical distancing.
	See Appendix E for rules, guidelines and communication tools relating to cleaning and hygiene practices.
	<p>In accordance with the Walmart Canada Attendance and Punctuality Standard, and as set out in the COVID-19 FAQs (available on Company Intranet), every Walmart associate who is electing to self-isolate on a precautionary basis (voluntary), directed to self-isolate by Walmart or health agency (directed) or self-isolating as a result of being diagnosed with COVID-19 (mandatory) must report it to their Coach, Store Manager or HR Field Team Leader.</p> <p>Voluntary – Associate to contact their local provincial health authority and their Coach/Team Leader to determine duration of isolation.</p> <p>Directed (including following Wellness Checks) – Associate to contact EQ Care and follow their direction, which could include self-isolation.</p> <p>Mandatory - Associate to follow direction of health care provider and to self-isolate for 14 days.</p>
	In addition, Wellness Checks are conducted on all associates and includes screening questions and temperature monitoring. Wellness checks are required after clocking in and prior to the beginning of each shift including added shifts.
	Wellness Check Protocol - Outlines the protocols used by stores to conduct wellness checks on associates to support a safe working environment and as a condition of entry to a store by all associates. Associates who answer yes to any screening question or is observed to have a temperature of 38 degrees or greater are denied entry to the facility, asked to return home and to contact their provincial reporting authority.
	Associate Confirmed Diagnosis Protocol - Sets out the key actions to be taken to ensure that associates who have been in “close prolonged contact” with a confirmed associate do not report to work, are advised to go into self-isolation, and related support actions for the impacted store.

	<p>Return to Work Protocol - Sets out the requirements for how return to work will be managed for associates dealing with COVID-related absence.</p>
<p>Communication Tools</p>	<p>Various signage throughout the store to reinforce passive screening measures:</p> <p>Limit the Spread Signage (Front Door) - Signage located at the front doors for associates and customers to consider before entering the store - includes a reminder that individuals should not enter the store if they have any of the following symptoms: Fever, Cough, Difficulty Breathing, Recently Travelled Out of Province.</p> <p>Pharmacy Symptoms T-Stand Signage - Signage located at the Walmart Pharmacy that advises customers to return home and self-isolate if they have any of the following symptoms: Fever, Cough, Difficulty Breathing, Recently Travelled Out of Province.</p> <p>Optical Symptoms T-Stand Signage - Signage located at the Walmart Vision Centre that advises customers to return home and self-isolate if they have any of the following symptoms: Fever, Cough, Difficulty Breathing, Recently Travelled Out of Province.</p> <p>Various communication methods with our associates on passive screening including:</p> <ul style="list-style-type: none"> • Daily Store Operation update • Company Intranet (dedicated COVID-19 section) which includes COVID FAQs which remind associates that if they are displaying COVID-19 related symptoms they should immediately avoid contact with anyone, self-isolate, wear a mask if coughing and contact their health care provider. Also outlines process for associates to contact our walmartlivewell hotline if they are ill and need to call in sick. • COVID Information Station (backroom near punch clock) – leveraged by associates who do not have access to Company Intranet.

APPENDIX D
Using Masks (Optional Measure in Addition to Other Control Measures)

Measures	Steps Taken
Protocols and Guidelines	<p>Face Masks</p> <p>Non-medical facemasks are available for associate use.</p> <p>How to Wear a Mask Job Aid - Outlines key instructions for properly wearing, removing and disposing of masks.</p> <hr/> <p>Gloves</p> <p>Gloves are available for use by our associates if they choose to wear them.</p> <p>Single Use Glove Guidelines - Outlines key do's and don'ts for wearing gloves</p> <hr/> <p>Face Shields</p> <p>Face shields are available for use for select associates. Only position where it is mandatory are for Wellness Check screeners. Each store has 30 and available to the following associates in priority sequence - SCO attendants, cashiers, customer service and front door greeter.</p> <p>Face Shield Job Aids - Outlines key instructions for properly wearing, removing and cleaning face shields</p>
Communication Tools	<p>Various communication methods with our associates on protocols and guidelines including:</p> <ul style="list-style-type: none"> • Daily Store Operation updates • Company Intranet (dedicated COVID-19 section which includes COVID FAQs) • COVID Information Station (backroom near punch clock) – leveraged by associates who do not have access to Company Intranet

APPENDIX E
Cleaning Protocols

Measures	Steps Taken
<p>Protocols and Guidelines</p>	<p>Cleaning Protocols</p> <p>Third Party Enhanced Cleaning Protocol - We have retained a third party service provider who is on site from 7am to 8 pm to provide enhanced cleaning and disinfecting services throughout the facility as follows:</p> <ul style="list-style-type: none"> • Washrooms are being cleaned and disinfected as well as stocked approximately every hour, with a focus on faucets, buttons, levers and dispensers; • Cash registers, ATMs, belts, self-checkout machines (scanners, trays, keypads) and surrounding areas 3 times daily; • All door knob and door handles 3 times daily; and • Lunch rooms, meeting rooms and offices 2 times daily. <p>Store Disinfecting Protocol - We have implemented enhanced cleaning and disinfection by our associates including but not limited to:</p> <ul style="list-style-type: none"> • Disinfection every 30 minutes, or more often as needed, for among other things, all doorknobs and handles, self-checkout machines, pin pads, touchscreens, cash registers, belts, bagging areas, and washroom faucets, buttons, levers and dispenses; • Cleaning of carts prior to customer use; • Cleaning of associate/staff areas a minimum of 3 times per day; and • Cleaning of flyer stands and bottled water dispenser. <p>Disinfecting Plexi-glass Protocol - We have implemented a protocol to disinfect the Plexi-glass installed at cash registers, customer service and pharmacy drop off/pick up counters.</p>
	<p>Public and associates washrooms are available for use and contain all necessary supplies for handwashing. Supplies in washrooms are monitored by third-party service provider and replenished as needed.</p>
	<p>Store Disinfecting Protocol - Outlines that Front End associates (including cashiers) are to complete handwashing every 30 minutes.</p>

	<p>Handwashing Station Setup Protocol - Outlines the requirements for all handwashing stations in public and associate washrooms, including the requirement that a handwashing instruction sign is installed in all washrooms.</p> <p>Health Canada approved hand sanitizer (minimum 60% ethyl alcohol) in dispensers near doors, pay stations and other high touch locations (NOTE: Subject to supply availability)</p> <p>Return Policy - We are currently not accepting returns for any of the following (and if purchased after March 20, 2020 will be final sale) - Headphones / Earphones; Air Mattresses and Sleeping Bags; Any Opened Products For Apparel, Bedding and Bath items, additional steps apply including bagging the returned items and waiting 72 hours before processing and returning items to the salesfloor.</p> <p>Reusable Bag Policy - We advise our customers that if they are using their own reusable bags to refrain from putting them on the checkout counter. We also ask them to bag their own items.</p> <p>Change Rooms / Bulk Items – We have temporarily closed our change rooms and stopped the sale of our bulk foods until further notice.</p>
<p>Communication Tools</p>	<p>Various signage throughout the store to reinforce hand / respiratory hygiene:</p> <ul style="list-style-type: none"> • Covid19 Elevator Sign • Handwashing Instructions Sign (Posted in Public and Associate Washrooms) • COVID-19 Window Cling Signage (includes hand washing safety measure reminder to customers) – (Posted at Front Door Window) • COVID-19 Prevention / Hygiene Signage (associate only areas) <p>Various communication methods with our associates on protocols and guidelines including:</p> <ul style="list-style-type: none"> • Daily Store Operation updates • Company Intranet (dedicated COVID-19 section which includes COVID FAQs - includes hand washing reminder and reminder to cough / sneeze into sleeve – not your hands). • COVID Information Station (backroom near punch clock) – leveraged by associates who do not have access to Company Intranet • PA Announcements - CODE CLEAN: "Calling all associates: it's time for CODE CLEAN. This is a reminder to take a moment to wash your hands. Thank you for your cooperation. We are all in this together."