

United States Senate

WASHINGTON, DC 20510

March 11, 2019

Doug McMillon
President and CEO
Walmart
702 SW 8th Street
Bentonville, Arkansas 72716

Dear Mr. McMillon:

We write to express our concern regarding recent reports of Walmart greeters who are unable to maintain their current positions or fill different positions as a result of recently added job requirements. We seek information about your company's commitment to employing individuals with disabilities as well as details about Walmart's decision-making process that led to changes to the greeters' duties. We believe Walmart should make it a priority to help any greeter who wants to – particularly those with long tenures at your company – to transition into a new opportunity at Walmart.

When Walmart announced in 2016 it would make changes to the greeter position in some of its stores, it also stated that current greeters could apply for the new positions. We are dismayed to learn that greeters with disabilities are unable to fill the new roles due to new requirements that individuals be able to lift 25 pounds and stand for long periods of time, among others. Some greeters have indicated they will no longer be able to work at Walmart as a result of the changes.

We understand that businesses may make changes to the job requirements of certain positions, but we are concerned that the elimination of the greeter position may preclude individuals with disabilities from working at Walmart. We know you are aware that federal law bans employment discrimination against individuals with disabilities, and the Americans with Disabilities Act requires employers to make "reasonable accommodations" for qualified employees with disabilities. We ask you to help us better understand the accommodations Walmart has made for the greeters with disabilities in light of their changing job requirements and to provide more information on the company's commitment to employing individuals with disabilities. Specifically, we ask you to respond to the questions below by March 22, 2019:

- 1) We have read Walmart's announcement to phase out the greeter position at some of its stores published on the company's blog May 4, 2016. We would like to understand the reasoning behind the decision for the personnel change beyond the customer feedback cited in the blog post.
 - a. How did Walmart identify the stores that would phase out the greeter position?
 - b. Did Walmart factor into that analysis whether the individuals currently holding the greeter position would be able to perform the duties of the customer host before making the decision? If not, why not?
 - c. Why is the customer host required to lift 25 pounds and be able to stand for long periods of time?
- 2) Does Walmart anticipate it will phase out the greeter position in all of its stores by a certain date?

- 3) Has the company provided guidelines to store managers and regional and local human resources managers about the best way to transition to the new customer host position? If so, do those guidelines provide specific information about how to help greeters apply for the new position? Do the guidelines include instructions for store managers about how to make accommodations for greeters in other positions who are unable to meet the job requirements of the customer host? If no guidelines have been issued, why not?
- 4) How has Walmart consulted with disability employment specialists to assist the transition of greeter employees with disabilities to other positions? If Walmart has not consulted with disability employment specialists, what are your plans to do so?
- 5) Aside from the greeter position where applicable, what positions in Walmart stores can be held by individuals with disabilities that prevent them from lifting 25 pounds and standing for long periods of time?
- 6) What corporate policies are in place to encourage the hiring and long employment of individuals with disabilities at Walmart?
- 7) What assistance or services are you providing to the greeters whose positions are being phased out to ensure the workers are given ample opportunity to find new employment?
- 8) Will Walmart allow greeters to continue to work at Walmart, even after a customer host is hired, until another Walmart position or outside employment is found for the greeter?

We know you share our goal of ensuring that workers of all abilities are able to find gainful, competitive integrated employment. We urge you to make it a priority to continue to employ the greeters, either in their current positions or in other jobs; the long tenure of many of Walmart's greeters is a testament to their important contribution to your company.

Walmart is a major employer nationwide, and its hiring practices have significant implications for individuals with disabilities. We look forward to receiving your answers to the questions above to better understand the ways in which Walmart will continue to provide employment opportunities for individuals with disabilities.

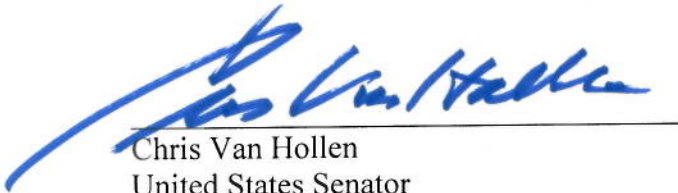
Sincerely,



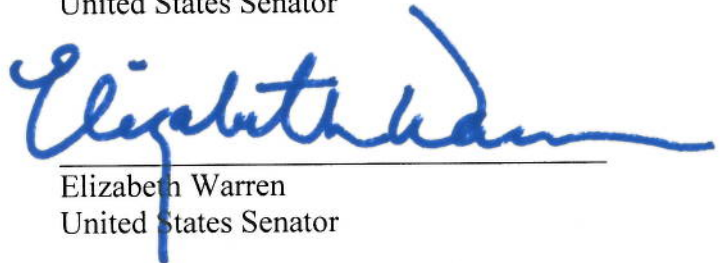
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