

# CANADA

## Serving Customers In Diverse Ways

### History

Headquartered in Mississauga, Ontario, Walmart Canada was established in 1994 with the acquisition of the Woolco Chain. Over the past 20 years, Walmart Canada has more than doubled the number of stores and more than tripled the number of associates, creating a strong, stable retail chain that offers great jobs and advancement for our associates while building strong communities across the country.

### Banners

- Walmart Supercentre
- Walmart
- Walmart.ca

### Quick Facts

- More than 400 retail units\*
- Approximately 87,000 associates\*\*

\* As of May 31, 2017

\*\* As of January 31, 2017 (permanent employees)

## QUALITY

Walmart Canada works closely with our private label suppliers to ensure quality is built into products at the design stage and subsequently maintained. In 2016, Walmart Canada achieved the following quality-focused highlights:

- Ensuring Our Finest™ Brands do not contain artificial colors and/or flavors
- Promoting healthier options by reducing sodium across many of our private brand products
- Offering a selection of Great Value™ products with lower calories, fat and/or increased fiber

## SUPPLIER DEVELOPMENT

**Women in Retail:** In 2010, the Women in Retail program launched in Canada with 45 members. Today the program includes field, Store Support Centre and Logistics with 320 active members plus approximately 380 store representatives. At the end of 2016, Walmart Canada had just over 50% female officers and management which includes 24.7% female store management, an increase of 59.3% since February 2010. The Women in Retail program, a “Made in Canada” program, has now expanded to 10 Walmart markets around the world.

## COMMUNITY

Walmart Canada is committed to building strong communities and has raised and donated more than CAD \$275 million to Canadian charities and non-profit organizations. Specific areas of focus include disaster relief and addressing food insecurity. Walmart Canada is also proud to support the Children’s Miracle Network.

**Disaster relief:** Walmart Canada is the largest corporate sponsor of the Canadian Red Cross. In 2017, Walmart Canada hosted a record-setting national fundraising campaign. On average, funds collected during this campaign help one in four Canadians assisted by Red Cross. Since 2003, Walmart Canada, its associates and customers, have helped raise over CAD \$40 million for the Red Cross, helping ensure the Canadian Red Cross has dependable funding so that, when disaster strikes, they have the funds they need to act immediately.

**Food security:** Since 2011, Walmart Canada has raised and donated more than CAD \$5 million to Food Banks Canada, and the Walmart Foundation has donated more than CAD \$4.6 million to build capacity in the Canadian food banking network, meaning more trucks, more refrigerators and more people to get this food to those who need it most. In spring 2017, Walmart Canada hosted its first Fight Hunger. Spark Change.™ campaign raising enough funds to provide more than 8.1 million meals for Food Banks Canada and its network of more than 550 food banks.



# OPPORTUNITY

- Walmart Canada encourages associates to own their careers by providing an environment that fosters success through leadership development, advancement opportunities and supporting a diverse, inclusive and contemporary work experience.
- Leadership development: Walmart Canada's "Coaching for High Performance" program helps develop management and leadership training for associates. In 2017, Walmart Canada launched "Career News", a monthly newsletter for associates designed to provide quick career tips, visibility to open opportunities and celebrate recent successes.



## SUSTAINABILITY

**Waste:** In 2016, Walmart Canada diverted over 81% of its operational waste from landfills and has recycling programs set-up for many waste-streams, from cardboard and plastic to wood and tires. To help eliminate plastic film from landfills, all Walmart stores in Canada have stopped offering customers free single-use plastic bags. This has resulted in a more than 40 percent reduction in the number of plastic bags in circulation.

All Walmart Canada stores are paired up with a local food bank so they can donate unsold food, with over 2.5 million pounds of food donated in 2016.

**Energy:** By the end of 2017, approximately three-quarters of Walmart Canada stores will be lit with LEDs, with the goal of all stores being lit with LEDs by 2018.

**Products:** Walmart Canada has 100% sustainably-harvested palm oil in our private brand products and has committed to add Marine Stewardship Council-certified or FAD-free tuna to its private brand assortment by the end of 2021.



## INNOVATION

Walmart Canada is rethinking its supercenters, using three Ontario stores as design labs. These prototypes are focused on meeting customer needs including more convenience, integration of store and online, faster checkout and greater appeal. Some features include a contemporary look and feel, improved store layout, new façade and self-checkout. Select features will be retrofitted to existing stores starting in 2017.

Walmart is making shopping easy and convenient for customers by investing in eCommerce to ensure Canadians can shop when they want, how they want and where they want. Walmart.ca now offers various pickup services as well as home delivery. To lower shipping costs, particularly the last mile, Walmart Canada continues to find innovative shipping solutions, such as a crowd-sourced delivery model for customers ordering groceries online.

Online grocery, a service allowing customers to order groceries online at Walmart.ca launched in June 2015 as a pilot in Ottawa and quickly expanded to Canada's largest urban market, Toronto, in early 2016. Walmart Canada now offers online grocery in more than 60 locations with more planned to open this year across the country. A recent pilot of crowd-sourced delivery allows customers to place their grocery order on Walmart.ca and have it delivered to them by one of Walmart's selected delivery partners.



## LOGISTICS & FLEET

Walmart Canada's distribution centers are hubs of activity, with over 4,500 associates and drivers moving thousands of items daily from sites located in Calgary, Mississauga and Cornwall to stores from coast to coast. Walmart Canada operates 8.75 million square feet of distribution center and will move approximately 799 million cases of merchandise in 2017. These goods are transported by a combination of third party fleet as well as Walmart Canada's fleet of 180 tractors, 2,000 trailers and more than 350 drivers.