



# Standards for Suppliers

## What are these?

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These Standards for Suppliers are the foundation of the Responsible Sourcing program operated by Wal-Mart Stores, Inc., including its subsidiaries and affiliates worldwide (“Walmart”).

## Do these apply to me?

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The Standards apply to anyone that supplies product to Walmart for resale, as well as any agents they use (collectively, “Suppliers”). Suppliers are responsible for compliance with these Standards throughout their operations and throughout the entire product supply chain. A signed supplier agreement, acceptance of a purchase order, and/or provision of merchandise to Walmart constitutes acceptance of these Standards and serves as the Supplier’s continuing affirmation of compliance. Walmart reserves the right to audit or inspect Suppliers’ books and records, and any facilities they use, at any time.

## What happens if I don’t comply?

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Walmart expects Suppliers to adhere to these Standards, and may impose consequences up to and including termination of business for those Suppliers who fail to comply.

## A Message From Our President and CEO

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### Valued Walmart Suppliers-

Sam Walton founded Walmart to bring quality, affordable products to people. He put the customer first, building a strong company with dedicated associates and deeply rooted values of service to the customer, respect for the individual, striving for excellence and acting with integrity.

This commitment to doing the right thing for the customer does not stop with our own operations. Walmart customers rightly expect that the products they purchase have been produced with these same values in mind.

Walmart’s thousands of suppliers source food, apparel, household goods and other merchandise from more than 100 countries around the world. Cascading our values throughout the entire supply chain can have a tremendous impact: our customers get better-quality products, the people who grow and make what we sell receive the dignity and respect they deserve, and Walmart and Walmart suppliers earn and maintain customer trust.

Walmart cannot do this alone. You as the supplier own the relationship with the facilities that produce the products we sell. We expect you and all facilities in your supply chain to embrace both the words of and principles behind these Standards for Suppliers. We want to do business with suppliers that engage with us, acknowledge where they are falling short, and own what they do with a sense of urgency and pride. We will do the same in return. Together we can make our supply chain more responsible, and lead and inspire others to make theirs more responsible, too.

Thanks for all you do for Walmart and for our customers –





## Service to the Customer

We do our best to provide the greatest possible level of service to our customers. We expect our Suppliers to support us in this mission.

### Be transparent

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- Disclose supplier and product information, facilities, country of origin, and all other applicable information in compliance with Walmart policies posted at [corporate.walmart.com/sourcing](https://corporate.walmart.com/sourcing). Maintain your facility listing.

### Cooperate with Walmart

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- Respond to inquiries and requests for information.
- Make your facilities available for inspection.
- Obtain and participate in required audits.
- Participate in industry and collaborative initiatives and complete requested or required training.
- Work with Walmart and any applicable industry bodies or audit programs to resolve issues.
- Designate a representative responsible for legal compliance and compliance with these Standards.

### Uphold and promote these Standards

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- Do not produce merchandise in non-compliant or unauthorized facilities.
- Post language-appropriate, Walmart-approved posters in facilities producing product for Walmart.
- Distribute language-appropriate, Walmart-approved versions of these Standards throughout your supply chain.
- Maintain records and documentation sufficient to demonstrate compliance with these Standards.
- Model and promote the values these Standards represent throughout your chain.



## Respect for the Individual

We have always emphasized the importance of respect for every associate, every customer and every member of the community. We likewise expect our Suppliers to respect the dignity of the people who grow and make the products we sell.

### Do not use involuntary or underage labor

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- Exclude involuntary labor—including underage, forced, coerced, bonded, involuntary prison, exploited, trafficked or indentured labor—from your operations and supply chain.
- Be aware of indicators of involuntary labor and actively address them, particularly where your workforce includes vulnerable populations, such as migrants, women and young people.
- Take steps to recruit responsibly, including by not charging vulnerable workers recruitment or similar fees (or repaying any such fees charged), by providing migrant workers an understandable and accurate employment contract in their native language prior to departure from their home country, and by holding your agents and any labor brokers and recruiters you use to the same standards.
- Allow workers freedom of movement—do not keep workers' personal identity documents or other valuable possessions, do not control workers' freedom of movement by virtue of debts owed to you, brokers, or other third parties that cannot be reasonably repaid, and allow workers to terminate employment on reasonable notice.
- Comply with all applicable laws, regulations, agreements and industry requirements relating to the employment of young workers.

### Maintain a fair process for making employment decisions

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- Implement processes and procedures to help workers understand the terms and conditions of employment prior to employment.
- Refrain from corporal punishment, harassment, threatening behavior and abuse, including when imposing discipline.
- Verify worker eligibility prior to employment.
- Provide a mechanism for workers to report concerns to management, to you, to the government, to appropriate third parties and to Walmart without fear of reprisal.
- Make all employment decisions (including hiring, termination, promotion, and discipline) based on ability and willingness to do the job.



## Respect for the Individual

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### Comply with all applicable laws and agreements regarding compensation and working hours

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- Provide compensation, benefits, working hours, breaks, rest days, holidays and leave that comply with legal requirements and applicable agreements. Help workers understand these terms.
- Do not make illegal or excessive wage deductions, withhold wages, delay wage payments, or pay wages irregularly.

### Recognize freedom of association and collective bargaining

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- Respect the rights of workers to join, form or assist a trade union, or refrain from doing so, in accordance with applicable law and practice.

### Provide a safe work environment

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- Cultivate a safe, clean and healthy work environment as appropriate for your industry, geography and workforce.
- Provide access to clean and sanitary facilities, water, and—as appropriate—dormitories and food.
- Implement procedures and safeguards to prevent accidents and injuries to workers, including proper maintenance, established monitoring and inspection routines, worker training and protection, fire safety measures and restrictions on hazardous work for young workers.



## Strive for Excellence

Walmart is always looking for ways to improve.  
We expect our Suppliers to do the same.

### Know your risks and take steps to address them

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- Know and visit the facilities in your supply chain and monitor their performance.
- Assess and understand your risks, including those relating to your industry, geography and workforce.
- Adopt a management system and implement training appropriate for your industry, geography and workforce.
- Remediate non-compliances and mitigate risks; where applicable, work with your chosen third-party audit program to receive training, build capacity, mitigate risks and remediate.
- Continuously improve.
- Monitor your compliance with these Standards, acknowledge where gaps exist and report your progress.

### Comply with the law

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- Understand and comply with all applicable laws, regulations and agreements, including those related to labor, employment, immigration, health, safety, trade and the environment.
- Maintain and comply with licenses and permits as required and appropriate for your industry, geography and facility.

### Comply with Walmart policy

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- Comply with all applicable policies posted at [corporate.walmart.com/policies](https://corporate.walmart.com/policies) and [corporate.walmart.com/sourcing](https://corporate.walmart.com/sourcing).



## Act with Integrity

Values of honesty, fairness and objectivity guide our actions. These values should guide our Suppliers' actions, too.

### Be honest

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- Be upfront in your dealings with Walmart, auditors and audit programs, and other third parties.

### Act ethically

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- Do not offer gifts or entertainment to Walmart, auditors, or other third parties.
- Decline to enter into transactions that create a conflict of interest.
- Renounce bribery, corruption, and unethical practices in all forms and in all dealings.

### Report

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- Report conduct that violates the law or these Standards or undermines the integrity of the Walmart Responsible Sourcing program so that we can address it together.



# Additional Resources

## Online Resources

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- For additional program details, visit [corporate.walmart.com/sourcing](https://corporate.walmart.com/sourcing)
- For supplier-focused guidance, training, and tools, visit Walmart's Responsible Sourcing Academy: <https://content.interactiveservices.com/RSAPortal/>

## More Questions?

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Contact your Walmart Responsible Sourcing Retail Market or Operations manager:

- Retail Link>Docs>R>Responsible Sourcing>RS Contacts List
- <https://content.interactiveservices.com/RSAPortal/>

Contact your Walmart buyer or sourcing team

## Reporting Violations

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If you have knowledge of any violation of these Standards or of the laws of any jurisdiction, you are encouraged to report the issue:

- To Walmart
- To appropriate governmental authorities
- To a relevant third-party auditing program or industry association

## Walmart – Confidential & Anonymous Reporting

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- Email: [ethics@wal-mart.com](mailto:ethics@wal-mart.com)
- Phone: +1 (800) WM-ETHIC
- Web: [www.walmartethics.com](http://www.walmartethics.com)
- Visit [www.walmartethics.com](http://www.walmartethics.com) for additional contact options