

Accommodation Advisor Packet— eCommerce

Accommodation Advisor Instruction Sheet

Dear Accommodation Advisor (Facility Management or Human Resources Representative):

At Walmart, every associate and job applicant has full access to equal employment opportunities. We will provide associates who have a *disability* with *reasonable accommodations* to enable them to perform the essential functions of their jobs, seek new jobs within Walmart, and enjoy the benefits of employment. Walmart will also provide *reasonable accommodations* during the hiring process to job applicants with a *disability*.

This document provides a summary of the Management Guidelines and directives for responding to associate requests for job assistance per the **Accommodation in Employment (Medical-Related) Policy**.

IMPORTANT NOTIFICATION: If the associate's request for job assistance is accompanied by a note from the associate's health care provider that indicates the associate cannot perform the essential functions of their job, or if the associate specifically indicates they cannot perform an essential function of their job, **do not immediately place the associate on Leave of Absence (LOA)**. If the associate is unable to perform the essential job functions, you should determine if there is an open posted vacant job in your facility the associate can satisfactorily and safely perform during the request process. **The associate may be placed on LOA if there is no such open vacant position in your facility.** Contact the Accommodation Service Center (ASC) at [855-489-1600](tel:855-489-1600) for further assistance.

California Notice: Pregnancy, Childbirth, Breastfeeding, or Related Medical Conditions

You must give an associate a copy of the California notice “Your Rights and Obligations as a Pregnant Employee” as soon as either of the following occurs: 1) The associate informs you that she is pregnant; 2) The associate inquires about reasonable accommodation, transfer, or pregnancy disability leave. In addition, the “Breastfeeding Mothers’ Support Policy – California” should be provided to an associate when s/he makes a parental or pregnancy leave inquiry.

Accommodation Advisor Review Process

STEP 1: Interactive Discussion Required—It is important that you engage in an interactive process to obtain information that will assist the company in better understanding the associate's abilities and accommodation needs. Walmart welcomes your accommodation suggestions. Interactive discussions should be ongoing and include answering their questions whenever possible. Associates can be directed back to ASC.

STEP 2: Identifying a Request for Job Assistance—An associate may request job assistance in a variety of ways. They may make the request directly, or a family member, friend, job coach, health professional, or other person may make a request on an associate's behalf. The request may be made verbally or in writing. The request does not have to include the words “reasonable” or “accommodation.” The need for accommodation assistance must relate to the associate's medical condition.

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Accommodation Advisor Review Process (Continued)

- STEP 3: Job Adjustment (JA) Review and Approval**—Any request for accommodation should first be reviewed as a job adjustment [refer to the Accommodation in Employment (Medical-Related) Management Guidelines]. *If approved at facility level, please complete the attached Facility Job Adjustment Approval Form.* The form can be used to note any approval stipulations such as any approval time limits or other condition of use. The form along with any supporting documentation should be placed in the associate's medical file.
- STEP 4: Requests that Cannot be Approved as Facility JA's**—If you are unable to approve the request as a JA, *direct the associate to contact the Accommodation Service Center at Sedgwick by calling [855-489-1600](tel:855-489-1600) Monday–Friday, 8 a.m.–5 p.m. Central time.* Please make arrangements with the associate to make the call during their normal work hours and in a private area. The associate should have their WIN available. *If the associate will not make the call, you should make the call on their behalf.*
- STEP 5: Claim Notification and Assistance**—Facility Management and a Human Resources Representative will be sent email notification of the accommodation request. The notification will summarize the type of accommodation requested. The medical packet will be attached to the notification. *Fax all completed forms and supporting documents to [859-280-3264](tel:859-280-3264).* ASC will work closely with the facility to facilitate a quick resolution upon receipt of completed documents.
- STEP 6: Known and Observable Conditions/Restrictions**—A completed Medical Questionnaire may not be necessary if the associate's limitations and/or disability are known or easily observable (e.g., associate is in a wheelchair, or utilizing intermittent FMLA leave to attend dialysis treatment, etc.) or if they present other types of acceptable supporting medical documentation. If the condition is easily observable or known, use Question 2a of the Fax Coversheet to explain. Advise the associate that ASC may still request additional supporting medical documentation, if needed.
- STEP 7: Pre-Determination Notification and Final Determination**—ASC will send a Pre-determination letter to the facility. The facility will have two business days to comment on the recommended determination. If a timely response is not received, the determination will be finalized and communicated directly to the associate. You will be responsible for ensuring the determination is followed and assisting them if they wish to have the determination reconsidered.

Fax Cover Sheet: Accommodation Request

Date: _____ Total # of pages (including cover page): _____

To: **ACCOMMODATION SERVICE CENTER (ASC)** ASC FAX #: **859-280-3264**

From: _____
Sender's Name and Job Title (Please Print) Sender Phone # Facility #/State

Re: _____
Associate Name and WIN Associate Job Title Job Code

Transmittal information (please check appropriate box):

- New Accommodation Request Packet/Forms (if checked, please complete the Facility Observations Section)
 New/Additional Medical Documentation Request for Reconsideration Other _____

Instructions: The Facility Observations section must be completed if you are faxing a new accommodation request. Please refer to the Facility Manager Accommodation Instruction. If you have any questions, please contact the Accommodation Service Center (ASC) at [855-489-1600](tel:855-489-1600).

Facility Observations

1. Is the associate currently off work? Yes No
 - 1a. If Yes, check applicable box: FMLA/Medical Personal/Medical Leave Pending Accommodation
 Other _____
 - 1b. If Yes, please indicate the first date associate has been off work: _____
 - 1c. If Yes, what is the estimated Return to Work Date: _____
2. Is the associate's condition/limitation(s) easily observable or generally known? Yes No
 - 2a. If Yes, please explain: _____
3. Have you reviewed this request to determine it can be granted as a Job Adjustment (JA)? Yes No
 - 3a. If Yes, what was the outcome? _____
4. Is this request the result of a workers' compensation injury/claim? Yes No
 - 4a. If Yes, what was the Date of Injury? _____ ; 4b. Date of MMI (if known): _____
5. Has this associate been previously permitted to work in a modified manner/position? Yes No
 - 5a. If Yes, please explain (e.g., position worked, task modified, TAD Duty, duration of modification, etc.):

6. Have other associates been similarly accommodated at your facility? Yes No
 - 6a. If Yes, please explain: _____
- 7. Interactive Discussion:** Please summarize your accommodation discussion (e.g., associate's suggestion on how they'd like to be accommodated, their improvement timeline, estimation as to their restriction(s) and ability to work).

CONFIDENTIALITY NOTICE: This fax may contain privileged and confidential information. It is intended for the named recipient(s) only. If you are not an intended recipient, please notify the sender immediately and delete this fax from your system.

Job Adjustments Quick Reference Guide—eCommerce

Accommodation in Employment (Medical-Related) Policy:

The company's Accommodation in Employment (Medical-Related) policy provides an opportunity for management and Human Resources Representatives to provide associates with medical conditions facility job adjustments (JA) to assist them in performing their jobs.

Management and Human Resources Representatives are responsible for processing these types of accommodation requests. Requests for JAs should be granted (subject to specific business needs and safety concerns) if:

- the associate provides appropriate medical documentation establishing the medical need;
- the accommodations are "easily achievable" (quick and easy, requires virtually no time or monetary output, etc.); and
- the accommodations will not negatively impact operations.

Granting Job Adjustments

The following Job Adjustments have been identified as generally easily achievable and should typically be granted unless doing so would cause a negative impact on operations. If an associate has a medical condition that is observable or already known, or they provide medical documentation establishing a medical condition with a need for a job adjustment, management or the Human Resources Representative may grant the following JAs:

- **STOOLS:** A stool for associates in certain positions in which the stool would be behind a counter or podium and where space allows and does not pose a safety risk.
- **DRESS CODE:** Exceptions to dress code policy if dress is appropriate to the position and does not pose a safety risk (e.g., open toe or open back shoes, sunglasses, hats, gloves, shorts/skirts, coats, or other outerwear).
- **DRESS CODE:** Exceptions to dress code to include use of personal portable media player (e.g., iPod, MP3 player, or other listening device, etc.) in work areas so long as it does not pose a safety risk or cause a significant disruption in customer service.
- **ASSISTIVE DEVICES:** Use of personal assistive devices (e.g., walkers, canes, oxygen tanks, etc.) so long as safety/ space allow.
- **FOOD/DRINK:** Water bottle or emergency food at work station except in food preparation areas or in the pharmacy.
- **PARKING:** Accessible long-term parking with valid disabled parking permit (per the Workplace Standards Policy, temporary parking can be approved at the AA's discretion).
- **SCHEDULING:** Minor changes to availability and scheduling preferences (does not include approvals of set schedules, guaranteed hours, or creating special schedules).
- **DESKS:** Use of adjustable sit-to-stand desks (e.g., Varidesk).
- **EQUIPMENT:** Purchase of minor/ergonomic devices that allow associates to perform the essential functions of their position (e.g., magnifying glasses, special phones, phone amplifiers, head sets, fans, larger iPad or tablets (if a smaller version has already been assigned for business use), larger print documents, dusts/surgical masks, cushioned or ergonomic seat covers or chairs, gel wrist pads or ergonomic keyboards, air purifiers, recording devices, etc.).
- **JOB ASSISTANCE:** Written notes from meetings or periodic written/verbal instructions. Reading or Training assistance, so long as it does not excuse essential functions or give associates answers to assessments. Can also be one on one assistance or written instructions for tasks.

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Job Adjustments Quick Reference Guide—eCommerce (Continued)

If Job Adjustment Not Approved

When associates request job adjustments that do not appear on this list and/or when management or the Human Resources Representative determines granting the facility JA is not easily achievable or would cause a negative impact on operations:

- Advise the associate to contact the Accommodation Service Center at Sedgwick by calling [855-489-1600](tel:855-489-1600) Monday–Friday, 8 a.m.–5 p.m. Central time. Please make arrangements with the associate to make the call during their normal work hours and in a private area. The associate should have their WIN available. Any additional medical documentation should be faxed to ASC at [859-280-3264](tel:859-280-3264). If the associate chooses not to make the call, management or the Human Resource Representative should make the call to complete the accommodation request process on their behalf as soon as possible.

Approval

If a JA is approved, management or the Human Resources Representative should utilize the included JA Approval Form to document the approval, attach any documentation and fax the form to Sedgwick at [859-280-3264](tel:859-280-3264). Every effort must be made to provide the approved JA as promptly as possible. If the approval has a specific time limit or other condition of use, this should also be noted on the JA Approval Form. Request the associate to sign the approval form. You may provide a copy to the associate for their records. Approved JAs should not affect the associate's performance or productivity.

Questions? Call [800-530-9929](tel:800-530-9929)

Job Adjustments—eCommerce Approval Form

Facility Number/Name: _____ Associate WIN: _____

Associate Name: _____ Job Title: _____

Job Adjustment Approval

I approve the following JA (please check the appropriate box):

- STOOLS:** A stool for associates in certain positions in which the stool would be behind a counter or podium and where space allows and does not pose a safety risk.
- DRESS CODE:** Exceptions to dress code policy if dress is appropriate to the position and does not pose a safety risk (e.g., open toe or open back shoes, sunglasses, hats, gloves, shorts/skirts, coats, or other outerwear).
- DRESS CODE:** Exceptions to dress code to include use of personal portable media player (e.g., iPod, MP3 player, or other listening device, etc.) in work areas so long as it does not pose a safety risk or cause a significant disruption in customer service.
- ASSISTIVE DEVICES:** Use of personal assistive devices (e.g., walkers, canes, oxygen tanks, etc.) so long as safety and space allow.
- FOOD/DRINK:** Water bottle or emergency food at work station except in food preparation areas or in the pharmacy.
- PARKING:** Accessible long-term parking if associate has obtained a valid disabled parking permit (per the Workplace Standards Policy, temporary parking can be approved at the AA's discretion).
- SCHEDULING:** Minor changes to availability and scheduling preferences (does not include approvals of set schedules, guaranteed hours, or creating special schedules) DESKS: Use of adjustable sit-to-stand desks (e.g., Varidesk).
- EQUIPMENT:** Purchase of minor/ergonomic devices that allow associates to perform the essential functions of their position (e.g., magnifying glasses, special phones, phone amplifiers, head sets, fans, larger iPad or tablets (if a smaller version has already been assigned for business use), larger print documents, dusts/surgical masks, cushioned or ergonomic seat covers or chairs, gel wrist pads or ergonomic keyboards, air purifiers, recording devices, etc.).
- JOB ASSISTANCE:** Written notes from meetings or periodic written/verbal instructions. Reading or Training assistance, so long as it does not excuse essential functions or give associates answers to assessments. Can also be one on one assistance or written instructions for tasks.

Use the space below to document your approval decision and any JA discussion with your associate. Include the approval time period (if applicable), and any pertinent stipulations (e.g., style of sunglasses, color of shoes, etc.)

After a JA is Granted

- The JA may be reconsidered due to changes in business conditions or if the associate transfers to another position or facility.
- The associate must continue to be able to perform essential job functions with or without the job adjustment or an accommodation; and, meet applicable performance and productivity standards.
- A JA granted for a temporary impairment is limited to the duration of the impairment.
- If a JA is approved, management or the Human Resources Representative should utilize the included JA Approval Form to document the approval, attach any documentation and fax the form to Sedgwick at [859-280-3264](tel:859-280-3264).
- If the JA is denied, it expires or is reconsidered due to changes in business conditions, advise the associate to call the Accommodation Service Center at [855-489-1600](tel:855-489-1600) to request an accommodation.
- Continue any current JA until final determination from ASC if associate desires continued utilization of JA.
- The associate may be provided a copy of this form.

Questions? Call [800-530-9929](tel:800-530-9929)

Approved by (AA): _____ Title: _____ Date: _____

Associate's Signature: _____ WIN: _____ Date: _____