Emily Chase and Matthew Diem from Store 3582 in Colorado Springs, Colo., share their wellness adventures.
Know Your Numbers

2:35 p.m., Oct. 15, 2016, Store 5767, Fishers, Ind.
Waleed Aziz, pharmacy clinical services manager for Market 405, gets a blood pressure reading from Tammie Grigsby, the nurse at the Wellness Day event.
FROM OUR READERS

Story Time

I loved “A Walmart Christmas Story” [December 2016] so much that I asked my store manager if I could read it [to associates] at the morning meeting. I read it, and they really enjoyed it. The illustrations in the story are awesome, too! Thank you so much for all you do. I always enjoy reading Walmart World.

Chelsey Bias, department manager, health and beauty, Store 838, Sand Springs, Okla.

We’re delighted by your kind words, Chelsey. It was our way of saying “thanks” to our amazing readers.

Say “thanks” and read more thank-you’s at walmartworld.com/Thanks

SOCIAL LIFE

Seen on Instagram
dougmcmillon

president and CEO of Wal-Mart Stores, Inc.

Our “holiday helpers” are out in full force this week, helping customers save time and money (and have fun!) as they get ready for the season. Keep up the great work #TeamWalmart!
**YUAN GAO**  
Department Manager, OTC  
Store 3302, Houston, Texas

**IT’S MY VPI**

Why I Chose Ensure

“We have a lot of older customers looking for it. We also have a lot of customers with family in other countries, who want to send nutritional items back home. Powders are easier to send than liquids. I knew I could feature it and sell a lot.”

**My VPI Success Story**

<table>
<thead>
<tr>
<th>My Volume Producing Item</th>
<th>How I Increased Sales</th>
<th>My Results</th>
</tr>
</thead>
</table>
| Ensure Original Nutrition Powder, Vanilla, 14 oz. | “I gave my customers great service! I directed them to the item and assured them they’d like it.” | July 2015  
$8,844  
July 2016  
$28,138  
Increase  
218% |

**IT’S MY VPI**

Happy Returns

For Ashley, the Golden Rule is the gold standard in helping customers at the service desk and beyond.

**ASHLEY WENZEL**  
Customer Service Associate  
Store 1982, Appleton, Wis.

**HAPPY TO HELP**

For Ashley, the Golden Rule is the gold standard in helping customers at the service desk and beyond.

What do you like most about your job?  
When I can do more for customers than they ask for. I like to say, “Let’s see what we can do for you.” I don’t know if a customer is having a bad day, but I know they deserve my respect.

How do you ensure a good experience for your customers?  
I try to help them today and in the future. If cost is an issue, I give them tips for saving money if needed. I’ll step out from behind the desk to help. That’s what we’re here for!

How do you decide what goes back on the shelf?  
I think of how I would feel as the customer. I know I wouldn’t buy something that doesn’t look good, so if a returned item doesn’t look as close to factory-made as possible, I send it to claims.

Ashley is a two-time Happy to Help pin winner. Learn more at walmartworld.com/Ashley.

“*I want to be treated nicely, so that’s how I treat customers. People shop where they get good service.”*  
Ashley Wenzel
Top of the Class

Full shelves. Happy shoppers. Topstock helps this store deliver customer satisfaction.

When it comes to Topstock—in which stock is stored on the top shelf instead of in the back room—Store 992 in Tulsa, Okla., is one of the best. It was among the first to try the program, which led to big changes right away. In a few months, the back room was cleared out. “It’s a fantastic way to keep shelves stocked and reduce loss and shrink,” says Will Stephenson, Customer Availability Program (CAP) 2 supervisor.

Here’s this team’s advice for staying on top of Topstock.

• Train everybody. Everyone who interacts with stock—not just the CAP team—should know how items are to be organized and moved.

• Follow the process. Always move merchandise down onto the lower shelves, and then refill the top.

• Know your MC40. All the information needed to stock accurately and keep track of merchandise is on this device.

• React quickly. Fix issues right away to prevent playing catch-up later.

The team says that success in Topstock is self-sustaining. Doing it well makes it easier to do the next time, helping to keep the back room empty and shelves full.
Spring Valley, Walmart’s Private Brand of vitamins and nutritional supplements, delivers a health boost at low prices.

**Spring to Life**

**Big Valley**

Spring Valley is one of the world’s leading vitamin brands in terms of sales volume. That scale allows Walmart to purchase high-quality ingredients while keeping prices low.

**Clean Recipe**

Many Spring Valley products are made with non-GMO and vegan-friendly ingredients. Product developers are continually working to improve formulas.

**Healthy Every Day**

Vitamins that people take every day are some of the most popular. This includes supplements like vitamin D and glucosamine chondroitin, which some studies say promotes joint health.

**Struck Oil**

A newer product, Spring Valley Krill Oil delivers a high concentration of omega-3 fatty acids—linked to improved heart health—in a tiny pill.

Explore our other Private Brands at walmartworld.com/Brands
You Raised Nearly $37 Million for KIDS

Walmart and Sam’s Club associates raised more than $36.9 million during the 2016 Children’s Miracle Network Hospitals campaign! That money will go toward equipment, research, therapy, and providing charitable care, which will make a difference in the lives of thousands of children.

Way to go!

Number of Children’s Miracle Network Hospitals in the U.S.
170

One in 10
Number of American children treated at Children’s Miracle Network Hospitals facilities

Indianapolis, Ind.
Birmingham, Ala.
Chicago, Ill.
Denver, Colo.

Our top fundraising areas in 2016—congratulations, associates!

~$1 BILLION
Approximate amount associates have raised for Children’s Miracle Network Hospitals since Walmart first partnered with the charity in 1987

For more information about Children’s Miracle Network Hospitals and what your support means, check out CMNHospitals.org.

NEWS TO KNOW

You Raised Nearly $37 Million for Walmart and Sam’s Club associates raised more than $36.9 million during the 2016 Children’s Miracle Network Hospitals campaign! That money will go toward equipment, research, therapy, and providing charitable care, which will make a difference in the lives of thousands of children.

Way to go!

Number of Children’s Miracle Network Hospitals in the U.S.
170

One in 10
Number of American children treated at Children’s Miracle Network Hospitals facilities

Indianapolis, Ind.
Birmingham, Ala.
Chicago, Ill.
Denver, Colo.

Our top fundraising areas in 2016—congratulations, associates!

~$1 BILLION
Approximate amount associates have raised for Children’s Miracle Network Hospitals since Walmart first partnered with the charity in 1987

For more information about Children’s Miracle Network Hospitals and what your support means, check out CMNHospitals.org.

NEWS TO KNOW

It’s My Walmart

Why DeAndre Excels
“DeAndre’s got a great work ethic and a real drive to succeed. Other associates feed off the energy he brings to the job every day.”
Dustin Turner, store manager

DeAndre the Communicator
“I make sure people understand what they’re doing and feel comfortable asking me questions. It’s important to treat everyone with respect and take time to get to know them, because success comes from working as a team.”

DeAndre’s Advice for Moving Up
• Be open to constructive criticism.
• Keep learning.
• Believe in yourself.

Who earned a promotion at your store? Tell us at walmartworld.com/YourStoryIdeas.
Make Someone Happy

Go the extra mile for our customers in January and February, and you could be awarded the “Scarf” Happy to Help pin.

Visit walmartworld.com/HappyToHelp to see:
- Stories of associates who have earned a pin
- Examples of outstanding customer service

Each month, a select number of associates earn a Happy to Help pin for their outstanding customer service.

Will you be a pin winner?

Spicy Benefits

Spices do more than add zing to food. Some may also offer health benefits, like lower cholesterol. Turn the page for more healthy info and advice!
Healthy Hydration
Stacey drinks more water now and always keeps a bottle handy.
Outdoor Products H2O Mojave Fanny Pack

Stay Warm
This moisture-wicking jacket has thumbholes to provide extra hand coverage on chilly mornings.
Danskin Now Women’s Performance Jacket

Healthy Eats
Stacey’s a fan of hummus, which she also uses in a main dish with chicken, feta cheese, fresh spinach, and black olives.
Marketside Classic Hummus With Pine Nuts

Walk in Style
Breathable mesh and a memory foam sock make this shoe both cool and comfortable.
Danskin Now Women’s Lightweight Athletic Shoe

Step Up
Stacey uses a wearable fitness tracker to log her mileage.
Fitbit Charge 2 Activity Tracker + Heart Rate

My Healthier Life
Stacey has lost 20 pounds so far and gained energy. Here’s how she’s doing it.

After surviving cancer three times, I wanted to feel stronger and less tired. I also had struggled with my weight most of my adult life, and I wanted to do something different to get motivated and make lasting changes.

My training coordinator and I posted a sign-up sheet for associates who wanted to live healthier. Over 12 weeks, a team of 25 associates lost a total of 268 pounds. I lost 20 pounds. My healthier lifestyle focuses on small changes. I now bring my own lunch. I cut out the processed foods that I used to make for dinner. Instead, my stepmom and I meet on Sundays and cook healthy recipes, like stir-fry, that we can heat up during the week.

I try to walk or go to the gym five times a week. At work, I take walks during my 15-minute breaks and at lunchtime. I feel so much better physically and emotionally. I was recently diagnosed with cancer for the fourth time, and I’m doing everything in my power to remain active and keep my body strong. My doctors and I have hope.

Stacey Collins
Personnel Coordinator
Store 2369
Tilton, N.H.

Stacey was a ZP Challenge champion for Spring/Summer 2016.

TRY IT MY WAY

Spark Renewal

Healthy Eats
Stacey’s a fan of hummus, which she also uses in a main dish with chicken, feta cheese, fresh spinach, and black olives.
Marketside Classic Hummus With Pine Nuts
Eat to Your Health

Even more delicious foods are arriving in stores—foods that will please your palate and benefit your waistline. Here, Megan takes the mystery out of three healthy options.

Like This? Rice
Try That! Riced Cauliflower

"Riced cauliflower is higher in fiber and has fewer calories per serving than regular grain rice," says Megan. It also fits in a Paleo eating plan, which is a high-protein and high-fiber diet that can help with weight loss. Walmart is expanding its Paleo selection with a number of frozen dinners. One to try: Birds Eye Steamfresh Veggie Made Riced Cauliflower.

Like This? Fruits and Veggies
Try That! Marketside Salads

Marketside, a Walmart Private Brand, is increasing its grab-and-go salad options with three new blends that hit stores this month. Each combines fresh greens with fruit and other toppings. Each also includes a fork and a container of dressing. One to try: Thai Mango Chicken Salad.

Like This? Seafood
Try That! Moji Sushi

Starting this month, about 2,000 more stores will carry between five and seven varieties that include ingredients like crabmeat, shrimp, and avocado. "It’s a light meal that can be nutritious with a side dish of edamame," says Megan. One to try: Spicy Crab Roll.

MEGAN HUGHEY
Registered Dietitian and Senior Manager, Programming
Walton Life Fitness Center
Bentonville, Ark.
RECIPE OF THE MONTH

Drink to Your Health
Smoothies are an easy and delicious way to get the vitamins and nutrients you need to recharge.

IMMUNITY BOOSTER
Be ready for cold season with this vitamin C monster.
Prep time: 5 minutes
2 cups Great Value Whole Strawberries, frozen
4 large kiwi fruits, skin removed
¾ cup Great Value Orange Juice
Combine all ingredients in blender and blend on high until smooth, about 30 seconds.
Makes three 10-oz servings.
Per serving: 155 calories, 1 g fat (0 g saturated fat), 0 mg cholesterol, 3 mg sodium, 36 g carbohydrate, 6 g fiber, 2 g protein, 206 mg vitamin C

LEAN AND GREEN
This veggie-packed version is high in fiber, thanks to the avocado.
Prep time: 5 minutes
1 whole cucumber, peeled
1 avocado, skin and pit removed
1 cup Marketside Organic Baby Kale, packed and shredded
½ cup ice water
2 tbsp lemon juice
¼ tsp salt
1. Chop cucumber into large chunks and place in blender with the remaining ingredients.
2. Blend until smooth, about 30 seconds. Add more water, as needed, for desired texture.
Makes two 10-oz servings.
Per serving: 194 calories, 15 g fat (2 g saturated fat), 0 mg cholesterol, 314 mg sodium, 15 g carbohydrate, 8 g fiber, 4 g protein

BURST OF ENERGY
This “sunshine smoothie” offers vitamins A and C and a dose of electrolytes from the coconut water.
Prep time: 5 minutes
1 large banana
½ cup Great Value Whole Milk Plain Greek Yogurt*
½ cup Great Value Whole Milk
3 tbsp Great Value Peanut Butter (creamy or chunky)
½ cup ice
Combine all ingredients in blender and blend until smooth, about 1 minute.
Makes two 8-oz servings.
Per serving: 314 calories, 20 g fat (8 g saturated fat), 16 mg cholesterol, 153 mg sodium, 25 g carbohydrate, 3 g fiber, 12 g protein
*Note: ¾ cup regular plain yogurt can be substituted for Greek yogurt and ice.

MEAL ON THE GO
Pack in the protein with this thick and creamy shake.
Prep time: 5 minutes
1 1-lb bag Great Value Mango Chunks, frozen
2 cups pineapple chunks in juice
2 cups coconut water
Combine all ingredients in blender and blend on high until smooth, about 30 seconds.
Makes four 12-oz servings.
Per serving: 170 calories, 0.5 g fat (0 g saturated fat), 0 mg cholesterol, 127 mg sodium, 43 g carbohydrate, 5 g fiber, 2 g protein, 44 mg vitamin C, 857 IU vitamin A

GET THIS BLENDER!
The Oster Classic Series 2-in-1 Blender has special settings for making smoothies and frozen drinks.
Timothy shares his list of essential items for your medicine cabinet.

**Quick Tips**

**Vitamins**
A daily multivitamin or vitamin C supplement can boost your immunity. Calcium strengthens bones; vitamin D helps with its absorption. Vitamin B6 helps with metabolism and converting food into energy.

**Allergy Relief and Infection Prevention**
"Keep Equate allergy-relief products on hand to deal with allergic reactions," says Timothy. Prevent skin infections with Equate Triple Antibiotic Ointment.

**Spicy Remedies**
Some spices may offer health benefits, and they come in capsule form, too. Garlic is an antiseptic that can lower cholesterol, says Timothy. "Turmeric contains antioxidants and vitamins C and E. Cinnamon is antibacterial, and ginger is good for stomach problems."

**Antihypertensives**
Anti-inflammatories like ibuprofen can relieve inflammation, pain, and fever. "You’re knocking out a lot of birds with one stone," Timothy says.

---

**One Yoga Mat, Three Ways**

Yoga is all about flexibility. Your retired mat is no exception. Here are some clever ways to give it a second (or third!) life.

1. **Get it Clean!** To clean a yoga mat, use a solution of two cups of warm water and four drops of dish detergent. Rub the solution onto the mat with a clean cloth, and then rinse it with a fresh cloth and warm water. Hang the mat to dry.

2. **Garden Kneeling Pad**
   - Fold the mat to the desired thickness and bind the sides with duct tape to create a cushy pad.

3. **Game Board**
   - Use colorful tape to create a hopscotch board to keep the kids active while they’re inside.

4. **Skid Stopper**
   - Place it under pet food dishes to keep them from sliding around and to contain messes. Try it under small area rugs and patio chair cushions to curb movement, too.

5. **Game Board**
   - Use colorful tape to create a hopscotch board to keep the kids active while they’re inside.

---

This information is not intended or implied to be a substitute for professional medical advice, diagnosis, or treatment. If you have questions about your health or diet, please talk to your doctor.
Financial Fitness Weigh-In

The start of the year is a great time to tidy up your finances. Here are five steps, including tips from Meg, to give you a better footing on your financial future.

**Know Your Needs**
Your monthly income minus the cost of basic necessities and recurring payments—like housing, utilities, and food—equals your discretionary income, says Meg. A portion of what's left should be divided up among your financial goals.

**Cut Your Debt**
Know your limits. Pay down high-interest debt first. Ask a creditor about refinancing your loan at a lower rate without extending the term.

**Claim Your Deductions**
Nearly 20 percent of eligible taxpayers didn't claim the Earned Income Tax Credit last year. A tax expert can help you identify all your deductions. Remember, associates can save 25 percent* on tax preparation fees at Jackson Hewitt.

**Save and Invest Wisely**
Take advantage of savings and matching programs like the Associate Stock Purchase Program or 401(k). “You can have it automatically withdrawn from your paycheck,” says Meg.

**Be Financially Secure**
Aim to build your emergency fund to equal at least three times your monthly expenses. This will come in handy when unplanned expenses arise, and it will help keep you from incurring debt.

**MEG KERTZMAN**
Senior Manager, Walmart Services
Home Office | Bentonville, Ark.

---

*Savings from $30 to $60 when you prepare your own taxes. \*Tax savings not guaranteed as income and filing status vary. Offer valid on tax preparation fees only. May not be combined with any other offer, discount, or promotional price. Offer valid until 4/18/17.
Two associates from Store 3582 in Colorado Springs, Colo.—one of America’s “fittest cities”—share the different paths they took to wellness. Emily Chase, certified optician, lost 107 pounds and changed her life. Matthew Diem, department manager, sporting goods, constantly challenges himself to stay active. Here’s what we can all learn from them.

Fitness Essentials

Take charge of your health this year with exercise gear and healthy recipes that will help you stay on track.

1. WalkPlus by Empower
   Reflective Walking Weights
   The 1 lb comfort-wrapped weights slip easily over hands.

2. Zumba 3-Day Shakedown Nutrition and Weight Loss Fitness System
   The kit includes three workout DVDs and three protein-powder shake mixes.

3. Food, Health, and Happiness: 115 On-Point Recipes for Great Meals and a Better Life
   Oprah Winfrey shares healthy recipes that are helping her overcome a lifelong struggle with food.

4. Danskin Now Women’s Memory Foam Slip-On Athletic Shoe
   This cushy shoe is lightweight and flexible.

5. Lotus Yoga Mat
   This 3 mm mat has a textured, slip-resistant surface.

6. Gold’s Gym 65 cm Anti-Burst Body Ball
   Use it for toning and flexibility.

7. Gold’s Gym 18-Inch Foam Roller
   It’s great for core strengthening and stretching.

8. BlenderBottle SportMixer Sleek
   A wire whisk BlenderBall mixes shakes on the go.

9. WeGo Hybrid+ Activity and Sleep Tracker
   Track your steps, calories, and sleep quality.

10. CAP Barbell Neoprene Dumbbell
    The neoprene surface helps keep the weight from slipping out of your hand.
Emily Chase

Turning Point
Not being able to ride a roller coaster

Outcome
Lost 107 pounds

How She Did It
Counting calories and changing habits

Best Advice
“Practice moderation. You can’t cut all the foods you love forever.”

WEIGHT-LOSS LIFESTYLE
Emily has always loved amusement parks. Several years ago, she went to Sea World in San Antonio, Texas, excited about riding a roller coaster. There was just one problem: At 280 pounds, she couldn’t fit in the seat. “It was super-embarrassing,” she says. “It made me want to change.”

A few years later, after having her daughter and wanting to share the experience of riding roller coasters together, Emily signed up for the ZIP Challenge at her store and went all-in on a new diet that would help her become healthier. Emily learned to count calories throughout the day to make sure she would drop pounds. She also weighed her food to understand what a normal portion size meant. “It makes you look differently at food for sure,” she says.

Emily lost 107 pounds, thanks to her dedication and her team of supporters—including her fellow Vision Center associates and her husband. She now weighs even less than she did in high school. She was also honored in last year’s ZIP Challenge book.

Matthew Diem

Turning Point
Leaving the military

Outcome
Found motivation through events

How He Did It
Mud runs and races

Best Advice
“I do it for my kids—to get them off the couch.”

KEEPING FIT
Matthew says he has always been active, but he’s found that staying fit takes work. He left the Army nearly 14 years ago and began working nights, which changed his lifestyle. Without the military routine and daily exercise, he had to find new ways to stay healthy.

“I’ve done some Tough Mudders and some Spartan Races,” he says. “I’m pushing 40, so I’m trying to hang on to my youth a little longer.” Staying in shape takes regular maintenance, says Matthew. He’s not usually tempted by unhealthy foods, but sometimes his weight creeps up. So he pays attention to how his body feels. “You get into a lethargic lifestyle, and everything starts hurting,” he says.

He also sets himself up for success by signing up for races weeks and months in advance, using them as motivation to keep moving. “These military-style obstacle races get you dirty. You’re crawling through the mud. It’s really fun!”
LIVING HEALTHY
Emily still gets tempted by food and has off days, but she feels better every day. She can swing with her daughter at the playground and shop in everyday clothing stores.

Her positive feelings are echoed by Matthew. “A lot of people just don’t know how good it can be; the simple euphoria of being outside and feeling good.”

Like Matthew, Emily challenges herself to keep active. In Colorado Springs, there’s an old, walkable cable car line that gains almost 2,000 feet of elevation in less than a mile.

“I always wanted to try it, but I thought I would die,” Emily says jokingly. She recently gave it a shot, accompanied by her husband and associate friends.

“We all made it to the top together,” she says. “That was such an accomplishment.”

“A lot of people just don’t know how good it can be, the simple euphoria of being outside and feeling good.”

Walmart Wellness Day is coming Jan. 14. That event, and this countdown to wellness, can give you a head start on healthier living.
You Can Make Today

Here are a few suggestions for making a healthy change right now!

1. Eat an extra piece of fruit; for most adults, the USDA recommends two cups of fruit per day.
2. Talk to a Walmart pharmacist about how to quit smoking.
3. Schedule an eye exam at a Walmart Vision Center.

What change will you make today?

Savings

All shots recommended by the Centers for Disease Control and Prevention (CDC) for patients age 8 or older are available at most Walmart pharmacies—no appointment required—and they usually cost less than in a doctor's office.

Health Screenings

Wellness Day attendees can get free blood pressure, glucose, vision, and body mass index (BMI) screenings.

Immunizations

Immunizations—like flu shots—will be available at most locations at everyday low prices.

Free Samples!

The first 50 associates at every store to get screenings will receive a special Wellness Day packet with four product samples.

Reasons to Get Your Shots at Walmart

1. Savings
2. Service

Walmart certified pharmacists complete an immunization training program backed by the CDC or the Accreditation Council for Pharmacy Education and can advise you of your immunization needs.

Health Services at Walmart (That You May Not Know About)

1. A Mobile Pharmacy
2. Expanded Consultation With a Pharmacist
3. Contact Lens Exchange
4. Prescriptions for Pets
5. Faster Wellness

Get your Wellness Day health screenings done even faster. Fill out the consent form early. Look for it on The WIRE, enter your store number, and then print and fill it out. Be sure to sign and date the form on the day of the event.

Questions to Ask Your Walmart Pharmacist

1. What does my prescription do?
2. Where should I store my meds?
3. Can you explain the label?
4. When should I call a doctor?
5. What should I do with unused medicine?

Visit walmartworld.com/Wellness to download your own countdown.
Jackie: I’ve been at this store for 14 years, and I print attendance three times a week. With someone like Stan, when you see four no-call no-shows, you know something isn’t right. On the fifth day he was out, I clocked out for lunch and went to his house. Newspapers were piled up outside, and I could see his car in the garage. I contacted the police, but they were worried about breaking in. I told them I was sure he was in there, and I’d buy a new door if I had to. They went in.

Stan had fallen in his tub and been stuck there for four days. Firefighters got him out, and he was treated for dehydration and had several months of rehabilitation.

When Stan came back to work, we shared a big hug. He tells people I’m his angel. It’s very humbling, saving a life. Stan and I have a special bond now.

Jackie Myers, personnel coordinator at Store 1962 in Kokomo, Ind., had a bad feeling when she noticed that Stan Bounds, sporting goods associate, had missed several days of work without calling in.
This is what we need to do to take care of you.

When a customer came to the Walmart Care Clinic at Store 1270 in North Augusta, S.C., complaining of stomach pain, nurse practitioner Anna Allman was ready to listen.

Anna: This customer was acutely ill. As I talked him through tests, I began to suspect serious abdominal issues. I urged him to go to the hospital, but he was afraid. I said, “Nobody wants to go to the hospital, but this is what we need to do to take care of you. If you were my family, this is what I’d tell you to do.” Finally, he agreed to go. I told him what to expect. I even called the hospital to tell them he was coming. He was diagnosed with acute appendicitis. His wife came to the store later and thanked us for saving her husband’s life! Saving a life—that’s everything to me. A person is around because I made a difference.

Make a One-on-One Connection

Develop strong connections with your customers, and you’ll be able to serve them better.

When a customer suffered cardiac arrest at Store 80 in Columbia, Mo., Store Manager Dawn Moritz (above left) and Diane Phillips (above right), department manager, lawn and garden, led 16 other associates into action.

Diane: I was in the back room doing picks when a vendor ran in and yelled for help. Somebody dialed 911. I called a “Code White,” which means there’s a life-threatening illness or injury.

Dawn: A co-manager and I went to the customer. I started doing CPR, and after a few minutes, my assistant manager stepped in to help with compressions.

Diane: I directed associates to form a human shield; then I went for gates to block off the aisle. Working as a team prepares you for situations like this.

Dawn: After about seven minutes, EMTs arrived and took the customer to the hospital. A few hours later, her family called to tell us she was alive and that, because we administered CPR, she didn’t suffer brain damage.

Diane: I see her in the store a lot now. She feels safe here. I’m truly grateful to see her happy!

Dawn: We were just doing our job. Sam Walton talked about the importance of working as a team. I’m proud to have associates who believe in that.

Learn CPR

Many organizations offer courses in CPR and first aid. Visit redcross.org or search online to find a class near you.
As flooding threatened DC 6057 in Robert, La., a group of associates made sure that food and water were delivered where they were needed most.

During one long weekend last August, Distribution Center (DC) 6057 looked like an island as the nearby Tangipahoa River overflowed its banks. Kevin Arbaugh, general manager, closely tracked weather alerts. The center wasn’t going to flood—it’s built on a concrete pad that’s 6 feet high—but 15 inches of rain fell over the next two days, quickly flooding many area roads.

Just outside the flood zone, groceries were flying off shelves as tens of thousands prepared to flee.

Coming Storm
As disaster loomed, some associates evacuated family members; some piled sandbags at home to hold off the water. Four associates stepped up and stayed to help the DC. Their families were safe, and they knew the DC would be important for nearby communities in the coming days.

Tyron Tillis, asset protection manager, stayed for security. Christie Smith, area manager, secured the front and helped stranded drivers. Ed Allen, maintenance operations manager,
Over the years, associate **Bryan Casey** has donated 5 gallons of his rare blood platelets to help save lives.

Stories of Amazing Associates

**We Are Walmart**

Immediate Response

The associates who stayed at the DC saved perishables worth about $30 million—and they were immediately able to offer help once the floodwaters started to recede.

They sent trucks filled with fresh groceries, 100,000 pounds of meat, and water to the heart of the flood zone to help organizations like Operation BBQ Relief, which served nearly 314,000 meals to those affected by the floods. The DC also loaned refrigeration trucks to the group.

“There’s no way we could have done that volume of meals without the DC,” says Patrick Banks, director of disaster operations for Operation BBQ Relief, of the help the associates were able to give. “I don’t know what the people of Louisiana would have done without that DC during their time of need.”

Read how associates in Virginia helped their community at walmartworld.com/TornadoRelief.
Bryan Casey is blessed with a rare blood type: AB-negative. Every time he donates platelets, he knows they immediately go to a waiting patient. So when Bryan heard that a young person in Seattle was suffering from bone cancer, he knew he could help—and he went all-in to donate bone marrow. “If I can do something to help another person, I’m going to do it,” he says. The bone marrow donation required several appointments for testing over a three-week period. Once the match was determined, he underwent an hour-long surgery, followed by three days of recovery. After that, he was back to work, helping with the remodel of his store. A few months later, Bryan got news that made the long process worth it: The recipient’s body had accepted the transplant. “It feels so good to hear that,” he says. Through his story, Bryan is hoping to encourage other associates to donate blood. “Every time someone gives blood, it helps three patients,” he says. “Just imagine if every associate donated.”
It’s been more than six months since Teresa Lavallee’s last cigarette. That’s when she finally decided to quit for good, for one simple reason: “I want to see my grandkids grow up,” she says.

To quit, Teresa used nicotine patches through Walmart’s Quit Tobacco program. Her biggest help, however, came from her fellow associates—she asked them to support her in an unusual way.

“We had her picture at the cigarette register podium,” says Theresa Devine, a fellow customer service manager. “We made sure every cashier knew not to sell her cigarettes.” Instead, if Teresa was craving a cigarette, other associates would offer encouragement and tell her she was doing a great job.

Theresa says she feels inspired to quit her own smoking habit. “We have a good support unit here,” she says. “My turn is next.”

No Ifs, Ands, or Butts

Learn more about Walmart’s Quit Tobacco programs on the Health page at WalmartOne.com.

TERESA LAVALLEE
Customer Service Manager
Store 1605 Pensacola, Fla.

“You have to do it for the right reasons. My kids are getting older and having more kids. I want to be there for that.”

Ji Xiulan was one of the first associates to join Store 1049 when it opened in Hangzhou almost a decade ago. Today, she thrives in her store’s produce department, where she greets customers by name and weighs, prices, and helps promote items. Before she was hired by Walmart China, she had a number of unstable jobs. Now, she says, “I have a stable monthly income. I no longer have to work under rain or wind.”

She’s especially grateful for how Walmart China has supported her and worked around her physical disability, including providing a special chair that makes it easier for her to weigh produce.

“When others ask me where I work, I always proudly tell them I work at Walmart,” she says. Xiulan was recently named a Walmart Culture Ambassador for China, becoming one of just two winners out of nearly 100 candidates nationwide.

“I am very excited and happy,” Xiulan says of the distinction. Ji Xiulan gives a speech accepting the Walmart Culture Ambassador award. “I have found my value at Walmart,” she says. “I can serve others.”

Uplifted Spirit

JI XIULAN
Produce Pricing Associate
Store 1049 Hangzhou, China

“Uplifted Spirit”

We Are Walmart
I don’t take my life for granted. That’s what Trina Archie learned while battling multiple myeloma, a cancer of the plasma cells in bone marrow. She was diagnosed in August 2015 while getting a blood test for her anemia and immediately started chemotherapy. The treatment left her worn out, and she was hospitalized. Eventually, a stem cell transplant successfully treated the cancer, and then she had to start working through recovery. Trina’s fellow associates supported her every step of the way. Her department manager, Lisa Shuler, kept in contact during Trina’s hospitalization and treatment. “She was a trouper,” Lisa says.

Today, Trina takes medicine to keep the cancer from returning and is screened once a month for any recurrence. She also has a different perspective now. “I take things day by day,” she says, and she knows her fellow associates are right there beside her.

We Are Walmart

TRINA ARCHIE
Bakery Associate
Store 616 Orangeburg, S.C.

Survivor Strength

“I don’t take my life for granted.” That’s what Trina Archie learned while battling multiple myeloma, a cancer of the plasma cells in bone marrow. She was diagnosed in August 2015 while getting a blood test for her anemia and immediately started chemotherapy. The treatment left her worn out, and she was hospitalized. Eventually, a stem cell transplant successfully treated the cancer, and then she had to start working through recovery. Trina’s fellow associates supported her every step of the way. Her department manager, Lisa Shuler, kept in contact during Trina’s hospitalization and treatment. “She was a trouper,” Lisa says.

Today, Trina takes medicine to keep the cancer from returning and is screened once a month for any recurrence. She also has a different perspective now. “I take things day by day,” she says, and she knows her fellow associates are right there beside her.

Drive of a Lifetime

“IT’s been overwhelming.” That’s how Mike White describes being crowned the Bendix Grand Champion at the American Trucking Association’s 2016 National Truck Driving Championships, making him the top truck driver in the U.S.

On the first day of the two-day competition, Mike scored twice the class average on his written exam and pre-trip inspection test. Those results placed him among the top five competitors. In the driving competition the following day, “I had the drive of my life—literally!” he says.

As Grand Champion, Mike will receive a custom-designed truck with the national title emblem painted on the side. He was also invited to a Saturday Morning Meeting in Bentonville, Ark., where Doug McMillon, president and CEO of Wal-Mart Stores, Inc., recognized him for his accomplishments.

“We have the best drivers in the business,” wrote Doug on Instagram, in a post about the driving competition and Mike’s award.

“Mike upholds Walmart’s safety reputation by always helping other drivers with safety,” says Tim Schumpe, general transportation manager at TO 6817.

“He’s a linchpin of our organization.”

MIKE WHITE
Truck Driver
Transportation Office 6817
Seymour, Ind.
Laura Bembenek loves a challenge. She found the ultimate one in 2013 with the Warrior Dash, an obstacle course race that she ran with a few fellow associates as a way to lose weight. “I’d never done those types of obstacles before,” Laura says. “But we worked together as a team to complete the course, and we even finished together.”

The event ignited a new passion: racing. Laura has since participated in more than 10 obstacle course events, racing once a month during the warmer months in obstacle course races, color runs, and other events. “I don’t look the racing type,” she says. “But if I can do it, anyone can.”

She’s even inspired others in the store, like 67-year-old jewelry associate Sandra Collelo, to participate. “We had so much fun,” Sandra says. “I was glad to have Laura beside me to encourage me.”

The other great result: Laura has lost 70 pounds through racing. These days, she tracks her improvements with the ZP Challenge app. Her goal is to keep improving. “It’s about being better today than you were yesterday,” she says.
A Greater Role

When James Johnson heard about the movie Greater, he knew he needed to be a part of it. Greater tells the story of Brandon Burlsworth, a University of Arkansas football legend who earned his starting place as a walk-on offensive lineman and later became an All-American. Tragically, in 1999, he died in a car accident less than two weeks after being drafted by the Indianapolis Colts.

James joined the Razorback football team as a player in 2001, but Brandon’s legacy still “had a huge impact on me,” he says. To this day, James keeps Brandon’s memory alive by practicing “the Burls way” in his work for Walmart. “It’s about doing everything to the fullest extent,” he explains. “Never compromise. Give your all, and you’ll be successful no matter what you do.” “The Burls way” also helped James land a role in the movie. Much like Brandon, James was also a “walk-on”—for open auditions. He came very close to landing the lead role. Ultimately, the directors chose actor Chris Severio to play Brandon, but they were so impressed with James that they offered him another role, as a Colts player. He accepted it gladly. “It was an honor to be able to be a small part of telling Brandon’s story.”
I can call my own.
I can belong to a big family that grows as a professional and presents and baskets of food and efforts to give back. We visit homes for the elderly and bring good works Walmart does in his community.

I’m very happy and proud to be a part of the Walmart family in Puerto Rico. The company plays an important role in our community by offering the best service to customers and by looking for the best products from our local suppliers. I also enjoy being part of Walmart’s efforts to give back. We visit homes for the elderly and bring presents and baskets of food to the residents, for example.

Walmart has offered me the chance to learn and grow as a professional and to belong to a big family that I can call my own.
winter. I share my tips on saving butter to have through the apple butter, and pumpkin my own produce. This year, save, whether it's finding deals having to spend a lot of money. People live better lives without Walmart is about helping money in their pockets. Her co-workers keep more Jean's savvy advice helps Saving All About

DELAWARE

20 years

Joy Shuder

WM 3426 Seaford

FLORIDA

30 years

Glenda Blewins

WM 1512 Jacksonville

Jacqueline Hascher

WM 1513 Palm Harbor

Theresa Moore

WM 3415 Tarpon Springs

Cheryl Peterson

WM 1512 Jacksonville

Debra Poo

WM 1985 Port Richey

Virginia Sanchez

WM 1985 Port Richey

Carolyn Saylor

WM 1987 Fort Myers

John Schriner

WM 1987 Fort Myers

Cindy Shall

WM 1994 New Port Richey

25 years

Caroline Baptiste

WM 1590 Hahira

Troy Buck

WM 2221 Orange Park

Thomas Caretto

WM 1988 Port Richey

Debra Davison

WM 3418 Wesley Chapel

Sarah Drake

WM 3811 Panama City

Sonya Edwards

WM 5118 Hollywood

Annelore Furlow

HD 8081 West Palm Beach

Jimmy Garcia

WM 1960 Homestead

Shella Gilling

WM 1517 Pompano Beach

Debra Haywood

WM 956 Melbourne

Caridad Heras

WM 1988 Homestead

Onner Holloway

WM 5489 Quincy

Farida Jamal

WM 1588 Kendall

Catherine Mathews

WM 1590 Hahira

Anna Ludwig

WM 1529 Kissimmee

Evoni Walker

WM 5845 Miami

Maria Mell

WM 5831 Boynton Beach

Della Marechel

WM 2122 Florida City

Glena McNeal

WM 1484 Hernando

Iriss Melanson

WM 1079 New Smyrna Beach

James Mortensen

WM 1782 Melbourne

Sonya Payette

WM 1590 Hahira

Terri Peterson

HD 8881 Kissimmee

Ididikis Portella

WM 3445 Tarpon Springs

Lisa Smith

WM 1750 Pineola Park

Shirley Vanover

WM 5482 Key Largo

Marianne Wettberg

WM 1384 Bradenton

Michael Williams

WM 4161 Miami

Carla Andrus

WM 705 Mount Dora

Tonya Beem

WM 4942 The Villages

Steven Blake

GM 3230 Homestead

Karen Bush

WM 1368 Orange City

Susan Chaknis

WM 1362 Destin

Joyce Cross

WM 1243 Gulf Shores

Larry Dollar

HD 1418 Fort Cove

Betty Evans

WM 1733 Jacksonville

Teresa Fenn

GM 1783 Auburndale

Jeannie Fischer

WM 1709 New Smyrna Beach

Francis Garner

WM 1309 Cottonwood

Mark Goodluck

WM 1701 Gainesville

Joan Hendle

WM 1584 Orlando

Carmen Henry

WM 1544 Jacksonville

Gloria Jimenez

WM 1460 Miami

Karen Kulp

WM 817 Kissimmee

Jorge Maldonado

LG 1607 Winter Haven

Rigoberto Martinez

LG 1790 Fort Lauderdale

Barry Mcconmas

LG 1679 Jacksonville

Louis Mcintire

LG 128 Braden River

Bang-Thanh Nguyen

WM 1501 Tampa

Greg Opfer

WM 988 Lutz

Leopoldo Paredes

WM 5451 Cape Coral

Joseph Pierre

WM 6034 Fort Myers

Leon Pratt

WM 685 Sandburg

Buffy Steele

WM 765 Mount Dora

Lisa Thomason

WM 1501 Winter Haven

Jeffery Vanderbilt

WM 1917 Venice Beach

Matthew Wachs

WM 1590 Hahira

Kurt Williamson

WM 2515 Gulf Breeze

Christine Wilson

WM 1502 Lynn Haven

Darlene Wright

WM 563 Orange City

GEORGIA

30 years

Steve Beecher

GM 4102 Douglas

Marita Edwards

GM 3118 Decatur

Beverly Phillips

GM 5120 Rockdale

Bunita Smith

WM 607 Forsyth

Marlon Smith

GM 610 Douglas

25 years

Bekky Beavers

WM 7588 Aline

Renonda Gable

WM 727 Cedartown

Marlin Macpherson

WM 066 Savannah

Georgia

30 years

Desiree Agans

GM 2475 Milledgeville

Claudine Loo

GM 2473 Milledgeville

Elizabeth Walker

GM 1223 Milledgeville

Jason Watkins

LG 1747 Milledgeville

Illinois

30 years

Consuelo Bland

WM 1390 Decatur

Marina Cantu

WM 8819 Sterling

Iena Demis

WM 8819 Sterling

Susan Gould

WM 8819 Sterling

Marilou Hohnen

WM 8819 Sterling

Katherine Marrufo

WM 8819 Sterling

Jodi Ranjeal

WM 8819 Sterling

Esther Rocha

WM 8819 Sterling

Nancy Smith

WM 603 Pekin

Marjorie Walker

WM 8819 Sterling

Connie Weatherby

WM 8819 Sterling

Bonnie Young

WM 1000 Pekin

25 years

Deanna Auer

WM 4516 Chicago

Lara Clay

GM 1096 Aurora

Maria Garcia

GM 5008 Plainfield

Tom Gerber

GM 9974 Danville

Elizabeth Hennie

GM 4398 Montgomery

Joanne Mah

GM 1733 Wheaton

Patrick Schultz

WM 8819 Sterling

Jeannie Thomas

GM 1016 Aurora

Freda Warr

GM 1734 Champagne

Tracey Williams

GM 1618 Chicago

Connie Winters

GM 1781 Granite City

Michael Young

GM 1440 Aurora

20 years

Matthew Feigl

GM 1001 Beatrice

Karen King

WM 2313 Belvidere

Connie Mcdaniel

LG 0659 Olive

Debra Rhymer

WM 1213 Arline

Sandra Stevens

WM 1125 Normal

Indiana

30 years

Mary Burris

WM 1026 Bedford

Suzanne Carpenter

GM 1026 Bedford

Gary Cunningham

GM 1411 Indianapolis

Yickey Franklin

GM 1010 Greenfield

Leta Oeding

WM 1000 Linton

Tammy Palacios

WM 30 15095

Nancy Pritchard

WM 1020 Linton

Donna Royal

WM 1013 Clinton

Lea Anne Thompson

WM 1013 Clinton

Teresa Whitaker

WM 995 Franklin

Angela Asher

GM 1141 Richmond

Harrison Baker II

LG 0017 Seymour

Bernadina Bell

WM 1175 Richmond

Wanda Brunker

GM 1161 Middletown

Bobbie Ebanks

GM 1502 Carmelville

Daniel Faust

GM 1506 Indianapolis

Tonya Glander

GM 1176 Richmond

Donna Royal

GM 1020 Linton

Mary F. Horn

WM 1026 Bedford

Julie Johnson

WM 1175 Richmond

Mark Herald

GM 1017 Seymour

Michael Horn

GM 3126 Bloomington

Connie Winters

GM 1781 Granite City

Pamela Jackson

GM 1781 Granite City

Pamela Kent

GM 1102 Terre Haute

Connie Winters

GM 1781 Granite City

All About Saving

Jean’s savvy advice helps her co-workers keep more money in their pockets. Walmart is about helping people live better lives without having to spend a lot of money. I’m always looking for ways to save, whether it’s finding deals in the store or going to yard sales on weekends. I also grow a garden and can my own produce this year. I made blackberry preserves, apple butter, and pumpkin butter to have through the winter. I share my tips on saving with other employees because we’re all here to help each other.

JEAN HUBER

CAP 2 Associate

Store 173

Potosi, Mo.

Hire Date

Jan. 13, 1977

Stores/Facilities Worked In

2 Positions Held

57

Walmartworld.com
Hello, Chile!

In January 2009, Wal-Mart Stores, Inc. began its efforts in Chile after acquiring a majority stake in the country’s leading food retailer.

---

**Massachusetts**

- 20 years
  - Joseph Kiley WM 1181 Glastonbury
  - Colleen Loter WM 1416 Davenport
  - John O’Hara WM 1416 Davenport
  - Linda McCoy WM 1416 Davenport

- 25 years
  - Jean Jones WM 1416 Davenport
  - Phyllis Kennedy WM 1416 Davenport
  - Mabel Tingle WM 1416 Davenport
  - Linda Turcotte WM 1416 Davenport

- 30 years
  - Isabelle Fournier WM 1416 Davenport
  - Peter Grotz WM 1416 Davenport
  - Josie Talcott WM 1416 Davenport

**Minnesota**

- 20 years
  - Rosalee Brod WM 1506 Litchfield
  - Robert Brod WM 1506 Litchfield

- 25 years
  - Mary Simonds WM 1506 Litchfield
  - Paul Simonds WM 1506 Litchfield

- 30 years
  - Linda Simonds WM 1506 Litchfield

**Missouri**

- 20 years
  - Dona White WM 2850 Hampstead

- 25 years
  - Martha Devlin WM 2850 Hampstead

- 30 years
  - Dona Markle WM 2850 Hampstead

---

**New Mexico**

- 20 years
  - Danny Israel WM 2744 Albuquerque

- 25 years
  - Icy Abner WM 2744 Albuquerque

**New York**

- 20 years
  - Ann Stanek WM 2784 Brooklyn

- 25 years
  - Keisha Johnson WM 2784 Brooklyn

**North Dakota**

- 20 years
  - Linda Breckenfeld WM 2784 Brooklyn

- 25 years
  - Linda Breckenfeld WM 2784 Brooklyn

---

**North Carolina**

- 20 years
  - muffie Caster WM 2784 Brooklyn

- 25 years
  - muffie Caster WM 2784 Brooklyn

---

**North Carolina**

- 20 years
  - muffie Caster WM 2784 Brooklyn

- 25 years
  - muffie Caster WM 2784 Brooklyn

---

**Ohio**

- 20 years
  - Amy Greer WM 2784 Brooklyn

- 25 years
  - Amy Greer WM 2784 Brooklyn

---

**Indiana—Ohio**

- 20 years
  - Carla Baker KY 1864 Xenia

- 25 years
  - Carla Baker KY 1864 Xenia

---

In January 2009, Wal-Mart Stores, Inc. began its efforts in Chile after acquiring a majority stake in the country’s leading food retailer.
friendly face

Melba’s friendliness—and beauty advice—helps her shine at customer service. I really enjoy working in cosmetics. People will often ask me what makeup will look good on them. I like helping pick out colors that help them look their best. Sometimes I think people just need someone to talk to, which is why it’s important to make time for our customers. No matter what we have to do in our day, the customer always comes first.

I tell other associates: Treat customers the way you want to be treated. I just love people, and I’m lucky my job lets me help others.

MELBA MITCHELL
Department Manager, Cosmetics
Store 282
Franklin, Ky.
Hire Date: Jan. 25, 1977
Stores/Facilities Worked In: 1
Positions Held: 7
Susan loves sharing what she’s learned to help others on the job. Even after 40 years with Walmart, I am constantly learning new things, and I think it’s important to pass on what you learn. I teach the people in my department the basics of what I do every day so they can fill in when I’m on vacation. It also helps them know what to do when we have the opportunity to transfer to another position. I once had a manager call me, after she had moved to another store, to ask how I prepared my department for inventory. The more I can teach someone, the better our stores and the company will be.

**Texas**

- **30 years**
  - William Arnold
  - Lorenzo Castaneda
  - Teresa Hernandez
  - Betty Hull
  - Maria Juarez
  - Melva Jurado
  - Lila Lear
  - Rhonda Gubatun
  - Teresa Hernandez
  - William Arnold

- **25 years**
  - Charles Alderete
  - Patricia Alvarez
  - Millie Caldwell
  - Elena Callender
  - Tami Chaffin
  - Linda Clark
  - Rosemary Dixon
  - Tito Garcia
  - Maria Hernandez
  - Katrina Hicks
  - Richard Kalseva
  - Mary Key

- **20 years**
  - Gina Adams
  - Lee Almendarez
  - Maria Barrett
  - Daniel Palm
  - Jerri Simon
  - Edgar Solis

**Utah**

- **25 years**
  - Trent Fletcher
  - Pat Nuttall
  - Louis Cervantes
  - Juan De La Garza
  - Samantha Delao

- **20 years**
  - Gail Welch
  - Vonnie Mcarthur
  - John Pruss
  - John Pruss
  - Lisa Rhea

**Wisconsin**

- **25 years**
  - Patricia Carroll
  - Terri Koudelka
  - Lisa Rhea

- **20 years**
  - John Ferba
  - Mary White

**Washington**

- **25 years**
  - Patricia Carroll
  - John Fursa

**West Virginia**

- **25 years**
  - Mary White

- **20 years**
  - Mary White

---

**SUSAN MARSHALL**

Department Manager, Infants and Girls

Store 389  |  Edmond, Okla.

**Hire Date:** Jan. 28, 1977

**Stores/Facilities Worked In:**

- 3 Positions Held

---

**SUSAN MARSHALL**

Department Manager, Infants and Girls

Store 389  |  Edmond, Okla.

**Hire Date:** Jan. 28, 1977

**Stores/Facilities Worked In:**

- 3 Positions Held

---

**40 years**

Always Teaching
Made in the Shade

Sharp mind time! Compare the one silhouette image to the five full-color images below. Which version matches the shadow?

1. 
2. 
3. 
4. 
5. 

NOVEMBER’S GAME

Find the answer at walmartworld.com/MadeInTheShade.

Put your VPI strategy to work, and you can win extra cash.

Sign up for VPI on The WIRE between the 10th and 20th of each month. Visit walmartone.com/VPI to see an interactive leaderboard and advice from winning associates.
She Saved the Cake!

Every customer matters to Madison Ocken. For example, Madison called a customer to let her know Walmart had the cake kit her son wanted for his birthday in stock, just in time for the big day. “If I could make the little guy happy, I knew Mom would be happy, too,” Madison says.

Store Manager Travis Shively says, “She never lets a customer go by without speaking up and seeing how she can help.”

Read more about Madison’s outstanding customer service and how to earn a Happy to Help pin at walmartworld.com/HappyToHelp.