At Walmart, we have a saying, “The only thing constant is change.” It helps us remember that as a company, we must always be thinking about what’s next. Technology is changing at an unprecedented pace how we live, work and shop, and customer expectations are higher than ever. To better serve them, retailers have to be innovative and agile, and we need a diverse workforce that is representative of those customers.

With this in mind, we have set a vision for diversity and inclusion at Walmart:

- Develop a high-performing, diverse and inclusive associate base that mirrors our customers and communities.
- Offer items that excite our diverse customers and provide economic opportunity for diverse suppliers.
- Foster inclusion in our communities through our jobs and giving.

This vision aligns with one of Walmart’s core values, respect for the individual. Respect for the individual also means treating everyone fairly, understanding and accepting everyone’s unique differences, and leveraging unique perspectives. It also means listening to feedback, following up and taking action.

Walmart has made a great deal of progress in terms of inclusion. Here is some of our work:

- In 2016, we launched the President’s Inclusion Council to advise and guide on enterprise efforts to build an inclusive environment.
- I signed three external diversity and inclusion commitments — Catalyst CEO Champions for Change, CEO Action for Diversity & Inclusion, and Paradigm for Parity.
- We have incorporated unconscious bias mitigation into our training offerings to help leaders develop an awareness of their initial reactions to information and situations in order for them to instead respond with decisions based upon our values.

We want everyone to be a part of how we are changing retail, and we are committed to creating inclusive environments in every store and in every part of our business. I’m confident that if we continue to listen to our associates, improve on the diversity of our talent and stay out in front of change, we have a bright future ahead of us.
In 2017, Walmart and the Walmart Foundation completed a five-year commitment, with funding in place, to train 1 million women around the world, with the aim of improving their access to markets and enhancing their career opportunities.

Last fall, as part of Walmart’s Inclusion Summit, we hosted a Town Hall to give leadership a chance to engage with associates and hear what was on their minds. An associate named Michelle shared her concern that Walmart’s maternal and paternal leave policies could be improved — especially for adoptive parents. At that time, adoptive parents were not given the same amount of paid parental leave as birth parents, and we granted only two weeks’ leave for new fathers. It took a lot of courage for Michelle to tell us that we had fallen short in this way. But she was right: We had not managed to keep up with the way in which families were changing.

I’m happy to say that we listened to that feedback and made a change. Earlier this year, Walmart announced we would expand paid parental leave to be available to all full-time associates (who have been at the company at least a year) for bonding time due to the birth, adoption or foster care placement of a child. This includes fathers, nonbirthing mothers and adoptive parents, so that all families feel included and supported.

I’m encouraged by our efforts, but we must not become complacent. We must stay curious and open minded when it comes to ways we can improve. As leaders, we must encourage open dialogue and listen when associates such as Michelle call things to our attention.

Another saying we have at Walmart: “Our people make the difference” — and that means all of our people. No matter who you are, you have a place at Walmart. We want everyone to be a part of how we are changing retail, and we are committed to creating inclusive environments in every store and in every part of our business. I’m confident that if we continue to listen to our associates, improve on the diversity of our talent and stay out in front of change, we have a bright future ahead of us.

www.corporate.walmart.com/RoadToInclusion