



Motor Carrier Attachment 3:
Walmart Driver Handbook Excerpts
Cranbury, NJ; 06/07/2014
HWY14MH012
(3 pages)

Wal-Mart Culture, Values, Ethics, Traditions

Culture

We work hard to create a welcoming environment that is open and courteous. Look for the good in others, avoid gossip, pitch in and keep a positive outlook!

Most Associates find Wal-Mart's culture different from other companies. The foundation of our culture is our "Three Basic Beliefs".

Three Basic Beliefs

The "Three Basic Beliefs" are straight-forward and we work hard to embrace and balance them.

1) Respect for the Individual

Treat all Associates and Customers with respect and dignity. Maintain a workplace free of harassment and intimidation. Be honest and courteous toward others.

2) Service to our Customers

We exist to serve customers; satisfaction guaranteed! Without customers, our Company would not exist. Strive to serve and support each other throughout the organization.

Internal Customers

Associates must work with internal customers to improve business and make Wal-Mart a great place to work. Associates in the Transportation Office and Service Shop are your internal customers. They depend on you to provide accurate information on logs, trip sheets, customer service reports and vehicle inspection reports.

External Customers

As we work to meet and exceed expectations of Distribution Centers, Stores/Clubs, suppliers, and the public, we ensure we are constantly improving and reducing costs.

The Ultimate Customer

"There is only one boss, and whether a person shines shoes for a living or heads up the biggest corporation in the world, the boss remains the same. It's the customer. The customer is the person who pays everyone's salary and who decides whether a business is going to succeed or fail. In fact, the customer can fire everyone in the company from the chairman on down, and he can do it simply by spending his money somewhere else."

- Sam M. Walton

3) Strive for Excellence

We work to continuously improve and are never satisfied with past accomplishments. It's a belief that keeps us ahead of the competition. We want all Associates to explore how we can improve and communicate their ideas to Management.

The 10-foot Rule

If you are within 10 feet of another person, be sure to greet them with "Good Morning", "Good Afternoon" or "Good Evening."

Started in Wal-Mart stores, the "10-foot Rule" was put in place to ensure we are friendly and welcoming to each other and our Customers. (And it's OK to do the same if they are within 20 feet, as well!)