



To: Walmart Corporate Management for Exterior Services

WalMart is reportedly in the process of making a number of exterior maintenance changes. The biggest, which will continue to affect sweeping contractors if it is maintained, was a move at a number of Walmart locations from nightly cleanup to a reduced number of sweeps per week. However, for at least some of the stores with sweeping rates previously changed to 3x/week, it has been reported that the frequency was boosted back to five nights on Saturday, March 12th.

In an attempt to get more information directly from the source, I reached out to Courtney Paynter, Walmart's Director of Facility Services on March 11th. Her position was the following:

Ms. Paynter said she was not in a position to make broad sweeping statements, since the company was, at the moment, being "...quite surgical about the changes we are making. We're treating each store and vendor combination uniquely to be sure that our changes are unique to them. At the point we're able to make broad sweeping statements we would be happy to connect to do that (discuss them with me), but right now our focus needs to be on ensuring that our vendors are fully supported and our stores are fully supported."

However, Ms. Paynter suggested that if I had a list of questions to email them to her because that "would be a fast way to provide answers." I then sent all but the last three of the following questions on March 11, 2022. Unfortunately, as of March 22nd, two days prior to my pre-planned article publication, March 24th, I have not received any response to the questions.

After leaving several messages and sending several emails, I had not heard back from Ms. Paynter until today, March 22nd. In this morning's email queue was an email from Ms. Paynter requesting that I contact Walmart via its media email portal, which I am doing same day.

The questions I previously posed to Ms. Paynter are the following. In the event I do not receive answers from Walmart in the next 48 hours, which is my monthly publication deadline, I will go ahead with an article that provides an overview, the list of questions, and a promise to provide a follow-up article in our April issue with whatever answers have by then been provided by that time.

2778 Barrel Springs Road, Bow, WA 98232 • editor@worldsweeper.com • 360.724.7355

**EARTH'S LARGEST POWER SWEEPING RESOURCE** <sup>SM</sup>

**The following are the questions that have been posed to me recently by power sweeping contractors contacting me with concerns about their Walmart accounts:**

- When Walmart moves from daily sweeping to a lesser frequency there is much more likelihood of slip-and-fall events and accompanying lawsuits. Is Walmart willing to reduce the liability position of sweeping contractors for less frequent sweeps?
- Given the fast-rising cost of fuel, is Walmart okay with having a fuel surcharge added as an additional contract expense, based upon change in fuel cost since the last contract was signed?
- I have been told that CityFM, which self-performs @300 Walmart locations in Florida and manages @1,000 others around the east coast area, reportedly put their entire portfolio of WalMart locations out to bid again recently. If so, can you verify and provide a timeframe in which that either happened or is scheduled to occur?
- Is CBRE being phased out of the locations where it currently represents Walmart as a third party vendor, in favor of Walmart Insource management or other? If so:
  - When will that be occurring?
  - Do you anticipate on-boarding current contractors or sending out another RFP?
- Do you anticipate that new RFPs will be (are being) sent out to all, or a segment of, Walmart contractors that do parking area sweeping?
- Do you expect to be sending out work orders for power washing in April?
- Sweeping contractors have been asked to provide photos of the Walmart properties they service to show that it was all swept. Given the nature of the work this is not a feasible request. Plus, any photos would have to be taken at night typically with a cell phone. Isn't it reasonable to have contractors log in/out via your portal and/or GPS to show they were there and for how long? If there is a service complaint from management it could be handled on an individual basis.
- A contractor indicated he had been told that Walmart expects to return to its current/previous schedule on May 1st. Is that correct to expect?
- Walmart requires reclamation for power washing; yet, he said that many contractors doing power washing for Walmart in his area do not reclaim their dirty wastewater.

If the Walmart power washing contract requires reclamation of power washing water, as I've been assured it does by several contractors who have lost bids and then reported the winner doesn't reclaim, the question is: if Walmart was provided documentation about a contractor so doing, what subsequent action would be taken?

- Another report I received involves at least one Walmart location that is being hand-picked by the hired sweeping company. I.e., the sweeping contractor does not use a machine of any type in sweeping. This, I'm told, also goes against Walmart's standard contract. The question is: Does Walmart's sweeping contract require that a machine sweeper be used and, if so, when a contractor is shown to be just hand-picking would they be replaced?
- The last question involves a contractor who has not been paid by one of your third party vendor companies. As of this writing — despite numerous attempts to get the past due monies owed them — the vendor company is approximately \$6,000 in arrears on a total of \$12,000+ of invoices presented to them in a timely manner, yet expects the contractor to keep working for them. In addition, the contractor reported to me that the third party vendor told them the holdup in payment was that the vendor company had had difficulties being paid by Walmart. The questions are:
  - In a situation like this will Walmart step in to make sure the money owed is paid to the contractor?
  - If the third party contractor defaults on bona fide invoices derived from working for Walmart, will Walmart guarantee payment?

Sincerely,



Ranger Kidwell-Ross, M.A.  
Editor, [WorldSweeper.com](http://WorldSweeper.com)  
Director, World Sweeping Association