

From: Charles Crowson [<mailto:Charles.Crowson@walmart.com>]
Sent: Friday, June 24, 2016 3:04 PM
To: Gardner, Lynnsey <lgardner@wjxt.com>
Subject: Walmart Response

Lynnsey:

Below is our statement regarding your inquiry earlier:

Our stores are located within 10 miles of 90% of the U.S. population, and we're proud to serve 140 million customers each week. We know how important it is to maintain a safe and secure environment for our customers and associates, and we continually evaluate and work to strengthen our safety measures.

No retailer is immune to the challenge of crime. That's why we invest in robust technologies and crime prevention efforts while also working closely with law enforcement, security professionals, and community leaders. We are moving aggressively to address these issues – most recently with expanding More at the Door, which bolsters a presence at the front of stores – and we will do more.

We are continuing to work with law enforcement in the Jacksonville area and across the country, as part of a concerted effort to make investments and deploy the right processes and procedures needed to meet our customer and associate expectations of a safe and enjoyable shopping experience.

The importance of this issue is recognized at the highest levels of the company. No level of violence is acceptable in our stores. We are confident in the work done so far. But we know we can do better, and we will.

We have a very strong relationship with Jacksonville law enforcement. We have worked together on initiatives, including a theft deterrent program aimed at teaching teens about the dangers of criminal behavior.

We're currently expanding our More at the Door effort to the majority of our Jacksonville stores. We're also continuing our Restorative Justice program in the majority of our Jacksonville area stores, which allows first time offenders to complete an educational program as opposed to being arrested and charged, and helps reduce police calls to our stores.

Thanks,
Charles

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