
From: Brooke Mueller <Brooke.Mueller@walmart.quorum.us>
Sent: Wednesday, October 19, 2016 11:47 AM
To: Haley, Nikki
Subject: Recent News on Walmart's Associate Investment

Dear Governor Haley,

Just wanted to take this opportunity to share a story featured this weekend in the NY Times, highlighting our \$2.7B associate investment in training, education and higher wages. Please feel free to let us know if you have any questions.

Sincerely,

Brooke R. Mueller
Director Public Affairs & Government Relations
North Carolina, South Carolina & Virginia
Cell 202.340.8998

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NYTimes --- [How Did Walmart Get Cleaner Stores and Higher Sales? It Paid Its People More](#)

By NEIL IRWIN

Can the answer to what ails the global economy be found in the people in blue vests at your neighborhood Walmart?

BENTONVILLE, Ark. -- A couple of years ago, Walmart, which once built its entire branding around a big yellow smiley face, was creating more than its share of frowns.

Shoppers were fed up. They complained of dirty bathrooms, empty shelves, endless checkout lines and impossible-to-find employees. Only 16 percent of stores were meeting the company's customer service goals.

The dissatisfaction showed up where it counts. Sales at stores open at least a year fell for five straight quarters; the company's revenue fell for the first time in Walmart's 45-year run as a public company in 2015 (currency fluctuations were a big factor, too).

To fix it, executives came up with what, for Walmart, counted as a revolutionary idea. This is, after all, a company famous for squeezing pennies so successfully that labor groups accuse it of depressing wages across the American economy. As an efficient, multinational selling machine, the company had a reputation for treating employee pay as a cost to be minimized. Read [more](#):

