

October 19, 2017

Dear Dr. Kalonde:

Walmart operates under Four Basic Beliefs: "Respect for the Individual," "Service to our Customers," "Strive for Excellence," and "Act with Integrity." These four pillars embody Walmart's expectation that all associates treat their colleagues and customers with respect and dignity at all times. When necessary, Walmart holds associates accountable for conduct inconsistent with these beliefs and the related policies, and the Company does not tolerate discrimination of any kind.

This unfortunate incident was inconsistent with Walmart's Basic Beliefs. It was unacceptable for a Walmart associate to improperly enter Professor Gilbert Kalonde's occupation as "clean toilets" on his fishing license. As soon as the matter was brought to management's attention, the Company promptly reviewed the situation and took appropriate steps to help ensure that this would not happen again.

On behalf of Walmart Stores, Inc., the most sincere apologies are again extended to Professor Gilbert Kalonde and his family for this incident. Walmart regrets the impact this may have had on Professor Kalonde and his family.

We value and respect all of our customers, and we will continue to undertake measures to help safeguard against this type of incident in the future.

Sincerely,



Jeremy Huckleberry