

Who We Are

Hi, my name is _____ and I am here talking with Walmart associates about a new smartphone app called “WorkIt” - developed by and for Walmart associates to help with problems at work.

Describing WorkIt

Have you ever had a question about Walmart policy but couldn’t get an answer from the *Wire because you weren’t at the store?

- Yes of course

Frustrating right? Well “WorkIt” is designed for you to get an answer to any Walmart related question immediately.

- No, never.

Well have you ever had any Walmart related question you couldn’t find the answer to? Maybe even needed legal information about your workplace rights?

Download the App

To download the app all you have to do is text “WorkIt” to 202-791-4108. Here all the information is on this card. You’ll get a direct link to download the free app and then boom – ask away!

Tough Questions

1) Will Walmart know I’ve downloaded the app?

No, Walmart will not have access to the app or any questions you’ve asked in the app.

2) Are you with OUR Walmart?

OUR Walmart members, who are Walmart associates across the country, developed this app. I’m here helping OUR Walmart make sure that all Walmart associates have an easy way to access knowledge and information that Walmart was not making easily available to us.

3) Can I be fired for downloading this app?

No, it is illegal for employers to fire workers for protected activity, like discussing workplace concerns—whether online or in person. Walmart will not know you have downloaded the app, and if you do not publically identify yourself, not even other employees will not know you are a user.

**The Wire is where Walmart workers can access Walmart policies, though it is difficult to use and only accessible on work time.*

Best Practices guide to a store visit!

Do

- Be friendly and nice
- Observe for management around and pick and choose the people it looks like you'll have a good conversation with without disrupting their work or interfering with customers
- Buy a small item you may need to have an opportunity to talk to a cashier
- Talk to Department managers – they make a little more money but are not considered management and are often the most overworked people in the store
- Have your phone and out ready to take down a phone number
- If you've gathered any contact information, leave the conversation with how the associate can expect a follow up contact from us

Don't

- Don't prevent the Associate from continuing to work on their task – keep talking with them while they work
- Don't approach people in button down shirts – they are managers
- Don't be rude or disrespectful in front of Walmart associates
- Don't get into arguments in front of Walmart Associates – not a positive first interaction

What to do if a store manager approaches you?

Be polite and don't immediately run away.

Thank the Associate for their time and help if the manager is far enough away for you to end the conversation without being suspicious.

If a manager asks why you're there, ask them if they have a comment card to give an Associate a good review.

Best places for conversations

Parking lot

Smoke areas

Fast food restaurants near the Walmart

Bus stops

Best times

Shift changes

630 am to 730 am

3 – 5 pm

930 to 1030 pm