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### A MESSAGE FROM KATHLEEN MCLAUGHLIN

Business exists to serve society.

More than 50 years ago, Sam Walton created Walmart to bring affordable products to people in small towns. He put the customer first, building a strong company with dedicated associates and deeply rooted values of service, excellence, integrity and respect for the individual.

Today, Walmart continues that mission by helping customers save time as well as money; providing good jobs, training and advancement opportunities to millions of associates; and working on a range of business initiatives to reduce waste, lower greenhouse gas emissions and enhance the sustainability of food and other products.





Philanthropy enables Walmart to go even further in addressing some of the world's toughest social and environmental challenges. Likewise, being able to draw on Walmart business strengths - not just funding, but Walmart's reach, relationships, associates, logistics, technology, products and stores, to name a few – enables our philanthropy to deliver greater societal impact. We believe this ability to bring private-sector capabilities to bear on social problems makes corporate philanthropists important collaborators in social change.

I'm excited to present Walmart's Giving Report for Fiscal Year 2016 (FY2016), which highlights the strategic giving programs of Walmart and the Walmart Foundation. With our grantees and collaborators from the private sector, civil society and the public sector, we pursue large-scale systems change in three priority areas:

- Opportunity. We are using philanthropy to accelerate mobility in retail and related sectors, enhance economic empowerment of women around the world, support small business development and help U.S. veterans reintegrate into civilian life.
- Sustainability. We complement and extend Walmart business initiatives focused on alleviating hunger, educating people about nutrition, and enhancing the social and environmental sustainability of product supply chains.
- Community. We are working to strengthen local communities, including strengthening community resilience in the face of natural disasters.

In FY2016, Walmart and the Walmart Foundation donated more than \$1.4 billion in cash and in kind. Associates also contributed more than 1.25 million hours of their time outside of work to volunteer causes.

I am honored to work alongside hundreds of thousands of generous and passionate Walmart associates, as well as many suppliers and others in business, civil society and government. Thank you especially to our outstanding, forward-thinking grantees who work diligently to realize ambitious social and environmental goals. Together, we're helping people around the world live better.

Sincerely,

Kathleen McLaughlin,

President, Walmart Foundation

Karthen Manghlin

Chief Sustainability Officer, Walmart

### **OUR PHILANTHROPIC PROGRAMS**



### **Opportunity**

### INCREASING ECONOMIC OPPORTUNITY

### **Upward economic mobility**

Enhance economic mobility in retail and related industries

### **Inclusive business development**

Promote growth in supply chains, local manufacturing and small business



### **Sustainability**

### ENHANCING THE SUSTAINABILITY OF GLOBAL SUPPLY CHAINS

### **Sustainable food systems**

Help create a more accessible, affordable and healthy food system

### **Sustainable supply chains**

Enhance the sustainability of product supply chains



### **Community**

### STRENGTHENING LOCAL COMMUNITIES

### Disaster response and preparedness

Enhance disaster resilience in communities

### **Community development**

Help develop communities through engagement of associates and customers

# our approach: BUSINESS AND PHILANTHROPY Working Together to drive change

Walmart and the Walmart Foundation use philanthropy to complement Walmart business initiatives and the efforts of others in civil society, business and government to drive systemic improvements in economic opportunity, supply chain sustainability and community resilience.

We begin by engaging Walmart customers and other stakeholders (for example, associates, grantees, investors, suppliers, government and community leaders) to help us understand the societal issues Walmart and the Walmart Foundation should address. We prioritize issues that complement Walmart's retail mission, where we have the capabilities to make a difference. Hunger relief as an issue in sustainable food systems is a good example.



We then work with leaders in the system in question to set aspirations for improved social and environmental outcomes, such as reduction in food waste or enhanced food security. We identify the changes needed to achieve those outcomes, and determine which ones can be enabled through business initiatives, such as lowering the price of food or putting stores in food deserts. We also identify those changes that are best accomplished through philanthropy, such as food donations or donations of refrigerated trucks to strengthen the capacity of the charitable meal system. While business can address many societal issues — and we are passionate advocates for creating shared value — we find that philanthropy is often required to catalyze or advance solutions for large-scale systems change.

For our giving programs, we seek out grantees and other collaborators who can play key roles in driving transformational change. Some are system architects while others are idea generators and innovators. Some are large-scale service providers while others are catalysts for change. Some are known for scaling proven solutions. We aim to assemble a portfolio of grantees with a broad set of talents and skills that collectively can help transform systems.







### **GRANTEES**

We shape our grants and our goals in collaboration with our grantees. In each interaction, we aim to learn, to improve our approach and to strengthen impact. We look for grantees that can help us to do just that. We know that different challenges require different solutions and different roles. Each of our grantees brings a unique strength that is particularly suited for the challenge being addressed. The Aspen Institute, for example, has been an architect in opportunity. Feeding America is a leading change agent and infrastructure expert in building a more resilient system for relieving hunger. We also aim to be better partners to our grantees. Last year, in collaboration with the Grantwell program at Brigham Young University, Walmart and the Walmart Foundation conducted a grantee perception survey. Respondents to the survey included grantees in state, national and international giving portfolios. Through this anonymous survey, grantees provided feedback on their relationship with Walmart giving and the Walmart Foundation, including the dynamics of working with their program officer. While the survey results underlined our need to continue efforts toward greater clarity and transparency with grantees, the overall results were strong. Ninety-eight percent of respondents who have an assigned grant manager agree or strongly agree that the grant manager was respectful and professional in his/her interactions with the grantees. Ninety-seven percent agree or strongly agree that the grant manager was easy to work with.



### WALMART CUSTOMERS

Walmart engages its customers in philanthropy in several ways. First, through research, we seek their input in shaping our philanthropic priorities and programs. Second, we aim to inspire social action by engaging customers through social media and cause campaigns. For example, through Mano a Crucer in Mexico, Walmart Mexico encouraged customers to support small producers. In the U.S., Walmart engaged customers in two major annual cause campaigns: "Fight Hunger. Spark Change." (FHSC) and Children's Miracle Network Hospitals (CMNH). In FY2016, in collaboration with our suppliers and customers, the FHSC campaign raised \$10.7 million in funds for hunger relief. Through the CMNH campaign, our U.S. and Canadian associates, customers and members raised over \$60 million to support local children's hospitals. Walmart Argentina's annual campaign, "With a little we do a lot," invites customers to round up their change and donate to worthy causes. The campaign is in 86 stores around the country. In FY2016, it raised AR\$900,000, which was donated to Caritas National Commission and four other organizations.



### WALMART ASSOCIATES

Representing more than 10,000 communities, Walmart's 2.3 million associates are a powerful local force, helping to support important causes around the world. In the U.S. alone, associates volunteered over 1.25 million hours and helped generate over \$12 million in contributions to nonprofit organizations around the country in FY2016. From serving meals at local food banks to pitching in at cleanups at local schools, our associates give their support to organizations that serve their local community.



### **ADVISORS**

The giving team engages in conferences and conversations throughout the year for feedback and to learn about key issues. We also create advisory boards in areas of our grant making that may be new or require specific expertise beyond our staff's. For instance, last year we formed a Workforce Advisory Board made up of workforce policy experts, nonprofit practitioners and established workforce funders to help guide the team's recommendations relating to the \$100 million investment in retail and related sector economic mobility. These external experts have already deepened our impact by providing insight, feedback and critiques of our work.





Below are some examples of how our philanthropy complements business initiatives to drive systemic change. In the pages that follow, we provide highlights of the activities we funded and impact through each of our giving programs in FY2016.





### ECONOMIC MOBILITY FOR WORKERS IN RETAIL AND RELATED INDUSTRIES

**System change:** Shifting the practices of employers and training providers, placement agencies and others to help workers advance more quickly.

**Related business initiatives:** Walmart helps train retail workers around the world. In the U.S., Walmart is creating opportunity for associates by investing \$2.7 billion in training, education and higher wages. These investments are aimed at building new skills to meet the demands of customers who have everything at their fingertips and more shopping choices than ever before. Last year, Walmart promoted over 200,000 associates.

**Philanthropy:** As a complement to Walmart's associate-focused initiatives, Walmart and the Walmart Foundation launched a \$100 million, five-year commitment to improve tools and practices for hiring, training and advancing people in frontline retail jobs across retail and related industries.



### **HUNGER RELIEF**

**System change:** Strengthening the charitable food system by building capacity and providing greater access to healthier food.

**Related business initiatives:** Since 2011, Walmart helped increase access to healthier food by opening 442 stores in USDA-designated food deserts and by lowering prices. In FY2016, we saved customers \$1.36 billion on fresh produce, for a total savings of \$6 billion over the last five years.

**Philanthropy:** In 2015, we committed to helping provide 4 billion meals by 2020. To date, Walmart has donated 1.2 billion pounds of food from our Walmart facilities, and Walmart and the Walmart Foundation have donated \$122 million in grants to strengthen the charitable meal system. In FY2016, Walmart worked with suppliers, customers and associates to raise \$10.7 million for Feeding America as part of a cause-marketing campaign. Additionally, our associates donated more than 130,000 hours to U.S. hunger relief programs.





# **Community**



### **DISASTER RESPONSE AND PREPAREDNESS**

System change: Providing relief to communities when natural disasters strike and building preparedness for disasters in the future.

Related business initiatives: Walmart has established global business continuity procedures for operations, provided disaster preparedness training to our associates and stocked distribution centers with essential products needed during disasters. In preparation and after disaster strikes, Walmart mobilizes the Walmart Emergency Operations Center in Bentonville, Arkansas, to rapidly restore business operations, replenish our supply of needed products and support local associates.

**Philanthropy:** In the past year, Walmart and the Walmart Foundation helped 87 communities, from Texas to Nepal, respond to floods, hurricanes, earthquakes and other disasters through cash and in-kind donations of water, cleaning supplies, food and other products. Walmart and the Walmart Foundation made grants to invest in tools to enhance the speed and focus of response.

### **OUR FINANCIALS**

\$1.4 billion+ total giving by pillar



\$58 million+



\$1.18 billion+
Total sustainability giving



\$180 million+



\$1.4 billion+
Total global giving



\$1.1 billion+
Total global in-kind giving





\$300 million+ Total global cash giving

### **OUR GOVERNANCE**

Overall, giving by Walmart is overseen by a committee of Walmart executives, consisting of President and CEO Doug McMillon and his direct reports, in consultation with a committee of the Walmart board of directors. Walmart giving includes the company's donation to the Walmart Foundation, other cash donations and in-kind donations.

The Walmart Foundation is one of the major recipients of Walmart's corporate global giving. The Walmart Foundation is a separately incorporated 501(c)(3) private foundation. The Walmart Foundation has a self-perpetuating board of directors, made up of Walmart executives. The Walmart Foundation board meets regularly to shape the Foundation's global giving strategy, oversee the Foundation's financials and approve major grants. The Foundation's financial statements are audited independently each year.

A team of Walmart associates supports both Walmart's corporate giving as well as the Walmart Foundation's grant making. Walmart's Chief Sustainability Officer also serves as President of the Walmart Foundation, overseeing the team that supports our philanthropy, and reporting to those who oversee Walmart's corporate giving as well as the Walmart Foundation board of directors.

Our operations in Mexico and the U.K. also have their own charitable foundations, wholly funded by Walmart Mexico and Asda respectively. These foundations have boards that include Walmart executives and external members.

# Opportunity



## **ECONOMIC MOBILITY**

Our economic mobility program aims to enhance the upward job mobility of workers in retail and related industries around the world — especially women and people of color, who may face particular barriers to advancement. In addition, we support programs that help U.S. veterans transition to the civilian workforce.





Walmart and the Walmart Foundation made a five-year

\$100 million

commitment aimed at enhancing upward mobility of workers in U.S. retail and related industries

# **MOBILITY IN RETAIL AND RELATED INDUSTRIES**

We believe the retail sector can become a workforce incubator a place where the barriers to getting a job are low and people can quickly develop the skills to advance, whether in retail or beyond. We want to make rapid upskilling and upward mobility the norm for the millions of people working in retail around the world. Improvements in retail-career pathways can expand opportunities for many low- and moderate-income workers, with positive implications for the economy overall.

In 2015, Walmart and the Walmart Foundation made a five-year, \$100 million commitment aimed at strengthening the skills of the U.S. retail workforce and making it easier for entry-level workers to advance their careers more quickly. In the first year of the program, we invested \$39 million and collaborated with leading nonprofits, employers, government agencies and educational institutions to identify and implement innovations in retail workforce development. Our investments focus on five workstreams: developing, assessing and validating skills; improving the general perception of retail jobs and advancement opportunities; enhancing the workforce development practices of employers; developing new tools and technology to be used by employers, employees, training providers and others in the system; and piloting new practices in local workforce ecosystems.





### Developing, assessing and validating skills

We believe that entry-level retail jobs — which are widely accessible — can be a first step up the career ladder. We're committed to enabling that opportunity by investing in interventions that help incumbent workers develop and acquire skills. This includes the development of credentials and assessments to verify that skills have been attained and to enable transferability across employers.

- Invested in the National Retail Federation Foundation to launch the Retail Industry Skills and Education Initiative. This effort supports the analysis of the retail industry's learning and development needs through a comprehensive research study. And, established a Retail Learning and Development council, a community of senior leaders in retail learning and development, to provide input and insight on addressing industry workforce trends in the long term.
- Invested in Goodwill to test a suite of new and incumbent worker training interventions aimed at moving entry-level retail workers and experienced workers in other industries into supervisory and management positions. The program aims to reach 1,500 individuals in eight locations over two years.



### Improving perception of retail jobs and advancement opportunities

We believe that hiring managers, incumbent and potential workers, and the general public often underestimate the potential for acquiring skills through frontline retail jobs. By working to reframe these jobs as opportunities for people to earn and learn, the retail sector can become a destination for skill attainment.

- Supported FHI 360's research and testing work related to the value of foundational job skills in front-line retail employment. FHI 360 is also using communications campaigns to stress the value of those skills for job advancement in retail and related industries. Test markets are Baltimore and Chicago.
- Worked with Opportunity Nation, the Aspen Institute, the National Association of Workforce Boards and other thought leaders to build dialogue around the role retail jobs play in upskilling and enhancing economic mobility.



### Enhancing employer practices

A stronger, more highly skilled workforce benefits the entire community. The philanthropic efforts we support are designed to engage retail and related industry employers as change agents who help support stability and mobility for the workforce, while recognizing that employers may also see positive returns from their work.

- Walmart became a founding member of 100,000 Opportunities coalition, a group of over 45 employers committed to developing and spreading best practices that lead to better outcomes for Opportunity Youth, youth who are 16-24 years old and not engaged in the workforce or education system.
- Invested in Innovate+Educate's (I+E) place-based systems change model aimed at improving the economic mobility of front-line retail workers in Dallas. I+E works with a group of 10 employers to define and articulate competencies for successful advancement in the retail sector, as well as creating tools like online assessments and career pathways maps that are being piloted by both employers and retail workers.





### **KEY GRANTEES**

- → Center for the Future of Arizona
- → Chicago Cook Workforce Partnership
- → China Social Entrepreneurship Foundation
- → FHI 360
- → Goodwill Industries International, Inc.
- → Innovate+Educate
- → McKinsey Social Initiative
- → Opportunity Nation
- → National Association of Workforce Boards
- → National Immigration Forum
- → National Retail Federation Foundation
- → The Aspen Institute



### Developing tools and technology

To achieve scale and speed, we're working to support the development of a set of high-quality, validated tools that can be used by nonprofits, employers and other workforce stakeholders. With the right tools and technology, we can create greater opportunity faster, both across the retail sector and in adjacent sectors.

- Made a \$1.2 million grant to the National Immigration Forum to increase English language skills among retail workers for whom English is a second language, piloting a program in Miami with Miami-Dade Community College.
- Invested in the ACT Foundation to develop a sector-wide Retail Services Competency Model.



### Piloting practices in local ecosystems

Ultimately, workforce systems are local. Healthy ecosystems rely on a range of actors, from local governments and Workforce Investment Boards (WIBs) to employers and training organizations. Philanthropic investments in local communities are designed to support collaboration across sectors to increase mobility, develop strong employer practices and shape a healthy ecosystem for the long term.

- Invested in the Aspen Institute to launch "Re-imagining Retail Jobs and Worker Advancement," an initiative focused on retail workforce systems change, worker advancement strategies and new business models. This initiative is designed to help workers secure a job with a future while sustaining a thriving retail industry. The initiative will pilot in five regional communities.
- Invested in Chicago Cook Workforce Partnership to launch the Careers in Retail Initiative. Through this work the Chicago Cook Partnership, one of the nation's largest WIBs, will manage the selection and distribution of 10 re-grants to leading WIBs across the U.S. to build innovative career pathways for retail. This will build the capacity of these WIBs to provide strong retail services and develop models that promote career advancement in retail.



### Building language skills



Gilberto Velazco Brea, a baker at the supermarket in Hialeah, Florida, joined dozens of his colleagues earlier this year to improve his English communication skills at work. Gilberto is originally from Cuba and a native Spanish speaker who has worked at the supermarket for more than six years. Learning English in the context of his job allowed Gilberto to more easily interact with customers and others. After graduating from the pilot course in March, with perfect attendance, Gilberto reports that his increased English skills have helped him attain advancement from part-time to full-time work within his store's bakery department. "Learning English means that I can get a better job, increase my pay, and make my life and my family's life better," Gilberto told us.

### **COLLABORATING TO ACCELERATE IMPACT**

Given the magnitude of the improvement we are seeking in retail workforce development, the complexity of the retail workforce development system and the speed with which the work is moving, we have joined with Hope Street Group to create a Community of Practice for our Retail Opportunity grantees. Through the Community of Practice, grantees are able to do joint problem solving, share insights that enable rapid innovation, develop strong measurement models and push the group's thinking to deeper levels. By coming together to share difficulties and insights, our grantees are accelerating progress for themselves and for the retail workforce development system. Additionally, in order to help shape our strategy and enhance our work, we have developed a Workforce Advisory Board (WAB) made up of national workforce experts. Together, our grantees and the WAB are helping us to refine and develop a stronger strategy.

### WALMART RETAIL COMMUNITY OF PRACTICE



Our grantees in the retail economic mobility initiative are working to strengthen systems in local communities around the U.S. Below is a set of grants that illustrates the work underway

### **O** Goodwill Industries International

### **Retail Middle Management**

Developing and testing a flexible training and assessment model that seeks to produce qualified candidates for middle skill positions in the retail industry in eight cities.

Chicago Cook Workforce Partnership

### National Workforce Development Board Lead for Careers in Retail Initiative

Aims to increase the economic mobility of workers in retail and related industries by working with nonprofits, educational institutions and government agencies in 10 cities to make it easier for frontline workers to move faster into middle skills roles. **O** Center for the Future of Arizona

### **Phoenix Regional Retail Career Pathways**

A retail sector strategy for Maricopa County that helps the community leverage the fact that retail serves as the largest employer in the region.

McKinsey Social Initiative (MSI)

### **Generation Retail**

An expansion of MSI's flagship program, Generation U.S., this project seeks to bridge the gap between unemployed young adults and the entry-level needs of employers by developing a wrap-around retail training program in six communities nationwide.

National Immigration Forum (NIF)

### Increasing English Language Proficiency of Retail Sector Workers in the U.S.

Will create a scalable, sector-wide Contextualized English Language (CEL) learning program that uses blended learning to teach English to incumbent retail workers.





# WOMEN'S ECONOMIC EMPOWERMENT

Women play a crucial role in retail supply chains around the world — and in the economic well-being of families and communities — but they face serious barriers. Studies show that while women invest 90 percent of their incomes back into their families and communities, worldwide they earn 10 to 30 percent less than men. They also make up a disproportionate share of the workforce in parts of our value chain. According to Business for Social Responsibility, women in China represent 44 percent of the overall workforce, but 60 percent of the workers who migrate from rural areas to cities to work in factories. Women make up 57 percent of Walmart's own global workforce. In 2011, we committed to training nearly 1 million women in agriculture, factories and retail by year-end 2016. Also as part of this commitment, we are helping low-income women in the U.S. prepare for employment.





### Improving livelihoods of women in agriculture

• Worked with the German Development Corporation to support a rice initiative in Nigeria and Ghana that will train 22,500 women.



### Strengthening life skills of women in factories

· Worked with CARE, Business for Social Responsibility, World Vision and Swasti, to refine the Women in Factories program. The curriculum was released to the public and can be downloaded through Walmart's corporate website. Since the program's inception, 103,000 women in Asia and the Americas had received training in life and work skills by the end of 2015.



### **762,000** women

to be trained since the inception of the Women in Factories program



### Helping women get their first job in retail

- Supported training for women from emerging markets as they prepare for their first jobs in retail. By the end of 2015, Walmart and the Walmart Foundation had provided funding to train 92,000 women.
- Since 2010, Walmart Brazil has invested in Instituto Alianca and has helped the organization develop three types of retail training programs. In 2015, a total of 83,092 young people were trained across all three programs.
- Continued a three-year collaboration in China, started in 2014 to support Future Retail Star Training. The program aims to train 200 teachers and 20,000 vocational school students for future positions in retail. Walmart China has pledged nearly \$780,000 to the program.



### Spreading empowerment through knowledge



Asia Khatun started working in a Bangladeshi garment factory at age 20, as a way to supplement her family's income. Although she was bringing in a paycheck, work did not bring her respect or independence. Like too many women around the world, Khatun suffered mental and physical abuse from her spouse. The effects of that abuse on her health and her job performance lingered, even after her husband left. But in 2014, the factory where she worked offered her training through the Women in Factories Initiative. She received instruction in personal finance, health and hygiene.

The effects have been far reaching. Since the completion of the training, Khatun has opened her own bank account and taken charge of her finances. She reports that she has a sound budget and is able to pay her own bills and put money aside in savings. Her health has improved, as well as her performance on the job, where she's been given additional responsibilities. And the benefits don't stop with her. Khatun has taught the lessons she's learned to other women in her family, passing on skills for empowerment and resiliency.

### **KEY GRANTEES**

- → Business for Social Responsibility
- → CARE
- → China Social Entrepreneurship Foundation
- → Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH
- → Swasti
- → Washington Area Women's Foundation
- → World Vision



Committed to an additional \$20 million through 2019 to support veterans

# **U.S. VETERAN** REINTEGRATION

As U.S. veterans transition to civilian life, they sometimes face challenges in finding the necessary resources to aid them in job placement, housing, education and training. Veterans bring so many important strengths to our communities, which is why, in 2011, Walmart and the Walmart Foundation committed \$20 million by 2015 to support veterans and their families with assistance from programs for job training, transition help and education. Walmart and the Walmart Foundation renewed this commitment in 2014. announcing an additional \$20 million through 2019 to support veteran job training, education and innovative public/private community-based initiatives that help veterans with the tools they need for a smooth transition back to civilian life

Targeting states with high rates of veterans in the midst of military-to-civilian transition, Walmart and the Walmart Foundation funded collective impact models in North Carolina. By bringing together nonprofits, businesses and government agencies to jointly plan, implement, monitor and evaluate veterans' programs, communities produce stronger systems to support veterans' successful reintegration.

STRATEGIES AND HIGHLIGHTS



### Strengthening public/private initiatives

 Made a \$1 million grant to the Institute for Veterans and Military Families (IVMF) at Syracuse University to find ways for nonprofits, public providers and others to work together to provide services. The grant helped start a three-year pilot in North Carolina to help cross-sector groups coordinate services to better meet the needs of local veterans.



### Job training, education and transition programs

- Awarded a \$500,000 grant to Hire Heroes USA to help increase the organization's capacity.
  Hire Heroes has built a national reputation for excellence for its success in helping
  unemployed veterans find jobs.
- Made a grant of \$190,000 to Blue Star Families for a tech train-to-hire project that will train
  military spouses for high-demand and high-growth careers in technology. This program
  addresses one of the greatest challenges of military life, which is a 58 percent rate of
  unemployment and underemployment among military families.



### Community awareness

- Walmart called on the general public to Sing to Salute Military Families during the holidays and donated \$1.5 million to Fisher House Foundation, which provides accommodations so families can be near loved ones undergoing medical treatment.
- In advance of Veterans Day, Walmart launched a campaign to raise national awareness of the importance of welcoming veterans back to civilian life through the Greenlight a Vet Campaign. The campaign resulted in 3.4 million online acts of support and widespread media coverage.





# Making services accessible to U.S. veterans

For returning U.S. veterans, adjusting to civilian life can be stressful. Adding to that stress is the task of trying to navigate among the multiple agencies offering job placement, medical care and other services. In FY2016, the Walmart Foundation announced a \$1 million grant to help launch a three-year pilot in North Carolina, a state with a high military population, to identify new ways in which the nonprofit, public and private sectors can work together to serve veterans.

Under the pilot program, more than 40 providers, ranging from the U.S. Department of Veterans Affairs and local Guard and Reserve Family Assistance centers to the community's best nonprofit organizations, are now operating as one seamless service network, with a single point of entry and "guides" who help veterans and their families make the connection between what they need and the community's resources. So far, more than 450 service members, veterans and/or family members have taken advantage of the program with more than 900 service requests.





### **America Serves**

### **KEY GRANTEES**

- → American GI Forum National Veterans Outreach Program, Inc.
- → Blue Star Families
- → Henry M. Jackson Foundation for the Advancement of Military Medicine, Inc.
- → Hire Heroes USA
- → Institute for Veterans and Military Families (IVMF) at Syracuse University
- → Swords to Plowshares

# **INCLUSIVE BUSINESS DEVELOPMENT**

Walmart and the Walmart Foundation support the growth of local businesses.





**SMALL BUSINESS GROWTH** 

Small businesses play a major role in global economic growth. In the U.S. alone, small businesses account for nearly half of the U.S. gross domestic product (GDP) and have provided 66 percent of all net new jobs since the 1970s. Securing capital and other resources to survive and grow can be a challenge, however, especially for small businesses. To help, Sam's Club and the Sam's Club Giving Program launched the Small Business Access to Capital initiative in 2015 to help mission-driven lenders such as Community Development Financial Institutions (CDFIs) increase their ability to lend to small, underserved businesses. The program also supports educating small-business owners about best practices on obtaining financing. This initiative aims to enable 5,000 loans from CDFIs to underserved businesses, unlock \$100 million in new capital, and reach 1 million small-business owners to help educate them about best practices in lending and borrowing.



### **KEY GRANTEES**

- → Accion, the U.S. Network
- → Community Reinvestment Fund USA
- → Association for Enterprise Opportunity
- → National Association for Latino Community Asset Builders
- → Opportunity Finance Network





### Access to capital

- Through funding from Sam's Club and the Sam's Club Giving Program, multiple grants made in FY2016 enabled loans from CDFIs to underserved small businesses, particularly those owned by women, minorities and veterans.
- Accion, the U.S. Network received \$3 million for its Driving Small Business Success program to expand their capabilities around online lending while driving efficiencies across its network.
- Community Reinvestment Fund USA received over \$2 million for its online loan platform for businesses seeking capital over \$50,000 and Small Business Administration guaranteed loans.



### **Educating borrowers**

 Awarded Opportunity Finance Network a \$3.6 million grant to launch a national campaign and tools to help business owners make smart financing decisions. Venturize.org and #borrowconfidently are two key channels being used to reach entrepreneurs.



### Southern Girl Desserts' sweet business

For Catarah Coleman, baking a cake is an expression of love. She grew up in Florida, where family time was often spent in the kitchen. "Desserts are special to my family," says Coleman. "It wasn't the turkey or the ham on the table that was the star of the dinner; it was the desserts."

Coleman never lost that sense of joy that comes from a well-baked cake. She and her business partner Shoneji Robison started Southern Girl Desserts, a Los Angeles baking company, in 2007 with their personal savings. Southern Girl thrived. When they found an opportunity to develop a new location in a high-traffic mall, they were ready to jump on it but could not find a bank willing to finance the move. Instead, they signed up with a broker willing to make a high-rate loan. For a while everything flowed, but when business slowed in the down season, the entrepreneurs could not keep up loan payments and payroll. "The feeling of knowing that you are stuck financially while everyone else sees this beautiful place is heartbreaking," recalls Coleman. In desperation, they signed up for yet more high-priced loans, making the hole they were in even deeper.



Then they got a letter from the Opportunity Fund, a California-based CDFI and a Sam's Club Giving Program grantee. The organization offers reasonable interest rates and works with businesses to match the right loan product to the needs of the business. It was exactly the backing and the wisdom Southern Girl needed. "Opportunity Fund helped us refinance the bad debt. We have our cash flow again, and we are better managing our business overall. We are so grateful—they helped save our business," says Coleman.

# LOCAL MANUFACTURING

In the U.S., Walmart supports renewal of local manufacturing through its commitment to purchase an additional \$250 billion in products made, sourced or grown locally by 2023. By investing in products that support American jobs, Walmart plays a role in accelerating growth in U.S. manufacturing, though navigating the complexities of locating or expanding factories in the U.S. remains a top challenge for suppliers.

Our philanthropy supports American renewal by funding research to drive innovation in U.S. manufacturing. Launched in 2014, the Walmart U.S. Manufacturing Innovation Fund seeks to advance technologies in the production or assembly of consumer products. The fund will provide a total of \$10 million in grants through the year 2019. To date, more than \$7 million has been awarded.



STRATEGIES AND HIGHLIGHTS



In FY2016, the Walmart Foundation awarded \$2.84 million to five leading research and academic institutions for work focused on innovations in textile manufacturing with an emphasis on sustainability. The fund supports applied research projects that advance cost-cutting solutions to current manufacturing challenges, such as reducing the amount of water needed to dye fabric and limiting shipping distances. The five winners are:

- Clemson University for energy and effluent reduction through innovative dyeing of polyester fabrics.
- Oregon State University for environmentally conscious dyeing of fabrics using continuous digital printing and drying of biopigment inks.
- University of Texas at Austin for on-loom fabric defect inspection using contact image sensors.
- North Carolina State University for developing a nonstop tying-in process to improve weaving efficiency.
- Cornell University for recycling post-consumer textile waste and a raw material substitute for new textile.





### Textile manufacturing

### The shirt off our back

Most of us are used to separating glass from plastic and putting the papers out for recycling. There are other often-discarded goods, however, that never see the inside of a blue recycling bin. Textiles are a great example.

According to experts in the field, the average person throws out an astonishing 82 pounds of shirts, sheets, pants and towels every year. Only a mere 15 percent of that is recycled. We think it's time to do better. Last year, the U.S. Manufacturing Innovation Fund made grants to five universities for research into new processes that have the potential to bring manufacturing jobs back to the U.S.

One of the recipients, Cornell University, has been doing research in the area for two years. Researchers there started by working with a factory in Haiti that creates new garments from old textiles. Working together, the researchers and factory workers found ways to use a higher percentage of the discarded fabrics, turning them into bow ties, purses and other items.

With the grant, the Cornell researchers are working to solve one of the biggest challenges: separating the fibers in blended fabrics like cotton-polyester, to turn last year's shirts into pillows, vases, particle board and other sustainable composites. A lot of work remains before there's a scalable process, but Cornell's work is an important step along the way.

### **KEY GRANTEE**

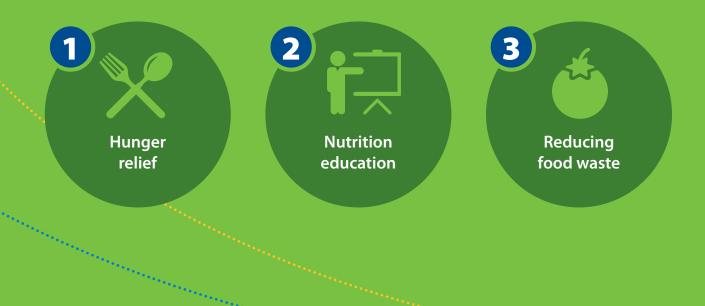
- → Clemson University
- → Cornell University
- → Oregon State University
- → North Carolina State University
- → University of North Texas





# SUSTAINABLE FOOD SYSTEM

Walmart and the Walmart Foundation are helping to create an affordable, accessible, sustainable and healthier food system.



# **HUNGER RELIEF**

Hunger is a reality for many families around the globe. Even where food is plentiful, it can remain inaccessible due to lack of income, poor distribution or geographic barriers. According to the latest USDA reports, in the U.S. alone, more than 42.2 million people face food insecurity. In the U.S., we're working to strengthen the charitable hunger relief system and connect children and families with meals and federal benefit programs that address hunger. Walmart and the Walmart Foundation have committed to helping provide 4 billion meals between 2015 and 2020 to those who need them, through a combination of grants to charitable organizations and hunger relief programs and through food donations from our stores, Sam's Clubs and distribution centers. In FY2016, we contributed more than \$61 million in funding to organizations working to alleviate hunger. In Canada, Walmart has been a supporter of Food Banks Canada and its local food bank partners since 2011, donating more than \$1.1 million, including \$630,000 in 2015, while in Brazil, our stores donated more than 200 tons of food, benefiting more than 300,000 people in 2015.







#### Strengthening the charitable hunger relief system

Drawing on Walmart's strengths, logistics know-how and associate passion, Walmart and the Walmart Foundation are committed to help strengthen the charitable system and increase access to fresh fruits and vegetables by expanding the cold chain, providing expertise in logistics, and donating funds to purchase food trucks and support food bank efficiency modifications.

- Donated more than 611 million pounds of food to organizations that distribute it to people in need in the U.S., while reducing food waste.
- Worked with suppliers and customers to donate \$10.7 million to Feeding America (see graphic).
- Enabled U.S. associates to donate more than 130,000 hours to hunger relief programs through Volunteerism Always Pays.



#### Connecting children with meals

Child hunger programs, such as the school breakfast program and after school and summer meal programs, provide children with meals when and where they need them most. By helping to improve access to these programs and encouraging participation, Walmart and the Walmart Foundation are working to alleviate food insecurity among children.

- Provided a \$1.5 million grant to Breakfast Clubs of Canada, who will help provide 27 million school breakfast meals to low-income children in Canada.
- Donated over \$7 million to the YMCA to provide meals and snacks over the summer to 480,000 children in the U.S. who qualify for free or reduced-price meals during the school year.
- In South Africa, our Massmart stores sponsored a school mobile kitchen program to prepare 40 million meals supplied through the National School Nutrition Program.

Worked with suppliers and customers to raise
\$10.7 million
for Feeding America and donated more than 611 million pounds of food

#### **Retail store donation program**

Since 2009, the Foundation has provided funding to secure more than 225 trucks and 37 retail store donation coordinators to distribute food donated from Walmart and other retailers across the United States.





#### **SNAP outreach and application assistance**

Since FY2013, the Foundation has helped FA provide funding so local food banks can assist clients as they apply for SNAP benefits. FA has also piloted a program which connects those searching for SNAP benefits on the internet to local food banks that can assist them with their application.

#### **Community awareness**

We worked with our suppliers and customers to raise \$10.7 million for FA, allowing us to create awareness of the issue of hunger in the local community and drive engagement through the "Fight Hunger. Spark Change." campaign.



# Walmart and Feeding America (FA)

Walmart and the Walmart Foundation are working to support a sustainable food system that is not only affordable, healthier and safe, but also accessible to everyone. Through our collaboration with FA, we are able to draw on its national scale and local community presence to expand the capacity to deliver fresh, healthier food, improving the quality and nutrition of food in the charitable-meal system, while also reducing food waste. Here are some of the highlights of this collaboration.

#### **Food donations**

Donated more than 611 million pounds of food to organizations that distribute it to people in need in the U.S., while reducing food waste.



#### Food-bank efficiency

Walmart logistics associates offered suggestions on ways for food banks to increase their efficiency; some food banks have received grants to implement the suggested changes.



#### **Education**

The Foundation helps fund the Anti-Hunger Policy Conference, which gathers advocates to discuss policy issues relating to federal nutrition programs and tax policy.





#### Connecting families with benefit programs

Solving complex problems like food insecurity requires action on many fronts. Part of our work in this area involves efforts to connect families who are eligible, but not enrolled with available benefits..

 Helped scale access to federal nutrition programs in the U.S., such as the Supplemental Nutritional Assistance Program (SNAP), through \$15 million in donation to organizations including Center on Budget and Policy Priorities and Benefits Data Trust.

- → Breakfast Club of Canada
- → Catholic Charities USA
- → Feeding America
- → Food Banks Canada
- → Food Research & Action Center, Inc.
- → National Council of Young Men's Christian Associations (YMCA)
- → National League of Cities Institute





Rates of obesity and nutrition-related illnesses are rising around the world. According to the World Health Organization, in 2014 nearly 2 billion adults qualified as overweight and more than 600 million as obese. When people make healthier choices about food, the entire community benefits. Walmart and the Walmart Foundation are helping to educate families about healthier food and lifestyle choices through investments in programs that are designed to build cooking and shopping skills and nutrition literacy. Since FY2015, Walmart and the Walmart Foundation contributed \$14.9 million toward our goal of reaching 4 million people with nutrition education by 2020. So far we have reached almost 1.9 million people.

# STRATEGIES AND HIGHLIGHTS



- Donated \$1.2 million to FoodCorps to teach children in 500 schools about nutrition, including tending school gardens and bringing locally sourced food to school cafeterias
- Supported Share Our Strength with a \$5.75 million grant to provide eight-week cooking courses and Cooking Matters at the Store shopping tours to 153,000 participants and created and piloted a self-guided nutrition education mobile application that aims to serve 25,000 people.
- Funded innovative approaches to increase consumption of healthier food; for example, a \$350,000 grant to Chef Ann Foundation for a tasting program that introduces 35,000 children to new fruits and vegetables, educates them on nutrition and encourages them to pass on what they have learned to the rest of the family.





## Food for thought, food for life

It takes more than access to healthier food to have a healthy diet. You also have to know how to select the right items and how to prepare them once you get them home. Common Threads, a nonprofit focused on teaching kids from low-income families how to make healthier meals with the resources in their neighborhoods, is making a difference. With the support of the Walmart Foundation, the organization is teaching children at more than 500 schools and community-partner sites in eight cities how to make healthier snacks from ingredients available in their neighborhoods. Not only do the kids share what they learn in the classroom-based program named Small Bites with one another, they also take those lessons home. According to Edith Ballesteros of LA's BEST, "Parents are sharing that students encourage families to purchase more fruits and will go home and teach them how to make the recipes they learned. This is a surprise to some parents because they said their children would hardly consider eating fruits or veggies at home

before Small Bites." Other parents say their kids have started reading nutrition labels at the grocery store. Small Bites participant Xiaolin says he learned "that to be healthy, we need to eat the right proportion of grains, fruits, veggies and meat."

Common Threads also runs a program that works with parents, taking them on two-hour chef-guided Grocery Store Tours, in which participants learn how to economically buy healthy foods at a store within two miles of their children's school. As one parent noted, "High cost doesn't always mean more nutritious, so there are actually a lot of reasonable but healthy options."

The most important ingredient for healthy eating isn't in the pantry; it's in having an understanding of good nutrition and how to attain it.



- → Chef Ann Foundation
- → Common Threads
- → FoodCorps, Inc.
- → National 4-H Council
- → Share Our Strength



According to the United Nations, about one-third of the food the world produces goes uneaten, much of it lost in fields and transportation or thrown away by consumers, grocery stores or restaurants. To help reduce waste, we donate unsold food from our stores and fund efforts to scale promising practices related to food waste reduction.



STRATEGIES AND HIGHLIGHTS



#### Donating unsold food

 Donated more than 611 million pounds of food to hunger relief organizations that distribute it to people in need in the U.S.



#### Funding food waste reduction efforts

 Made grants of more than \$2.3 million to support 12 programs exploring innovative ways to reduce waste, from crowd sourcing solutions to recovering food directly through gleaning crops after harvest.





# SUSTAINABLE SUPPLY CHAINS

We collaborate with grantees and other stakeholders to address social and environmental issues in commodity supply chains around the world. We work with suppliers, consumer goods companies and other organizations to prioritize risks and identify areas where philanthropy will have the greatest impact on improving societal outcomes.



# **WASTE REDUCTION**

The World Bank estimates that the world produced 3.5 million tons of solid waste per day in 2010 and projects a doubling of that amount by 2025. That's not simply a lot of trash; it's a lot of lost value, as much as \$2.6 trillion annually in raw materials and residual worth. It's also a staggering waste of our precious natural resources. We cannot afford to use up water, forests, food, minerals and fossil fuels in this way.



#### **STRATEGIES AND HIGHLIGHTS**

• Continued our support of the Closed Loop Fund, which we helped launch in 2014 to help municipalities improve recycling infrastructure. The fund's goal is to invest \$100 million over five years to boost the amount of recycled materials available for manufacturing and to redirect food waste to beneficial purposes. The Walmart Foundation has committed to investing \$10 million over five years. In FY2016, the Closed Loop Fund closed three deals, with a total investment of \$7.8 million. This investment helped to unlock an additional \$17 million investment in recycling infrastructure.

#### **KEY GRANTEES**

→ Closed Loop Fund



# NATURAL RESOURCES

The natural world has come under increasing stress from the demands of a growing global population. Managing those resources responsibly is critically important for society, but it's also important to Walmart in other ways; for example, to ensure supply and manage commodity costs. That's why Walmart has become a leader in land conservation. Walmart also works with its suppliers and other stakeholders to help improve farming practices and manufacturing processes in ways that improve water quality and conserve supply.

- → Acres for America
- → Ducks Unlimited Inc.



**STRATEGIES** AND **HIGHLIGHTS** 



#### Conserving Land

• Committed to support Acres for America, a conservation organization we helped establish in 2005, with \$35 million in commitments over the next 10 years for habitat protection.



• Made a \$1 million grant to Ducks Unlimited to help U.S. rice farmers, representing 75,000 acres, and adopt water conservation and nutrient management practices.



We believe that in the pursuit of economic opportunity, all workers deserve safe, healthy working conditions that are free from coercion. Walmart is working to promote dignity and respect for the men and women who make the products sold by retailers around the world by promoting responsible sourcing practices. Our philanthropy focuses on giving workers a voice and increasing visibility of workplace conditions through data.



- Helped found a worker safety alliance in Bangladesh that trains workers in fire safety and provides a factory helpline for reporting safety violations. Walmart committed \$1.6 million toward fire safety in Bangladesh, of which \$1.2 million has been given.
- Awarded a grant of more than \$975,000 to Polaris, a nonprofit that works to disrupt human trafficking by building the capacity of a hotline to respond when people call in to report trafficking or suspected trafficking.
- Supported the Issara Institute with a grant of more than \$400,000 to increase the capacity of reporting hotlines, improve use of mobile technology for reaching workers, and to update information technology systems for better data processing and analysis.



- → International Justice Mission
- → Issara Institute, Inc.
- → Polaris Project





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# STRENGTHENING LOCAL COMMUNITIES

Walmart's 2.3 million associates live and work in more than 10,000 communities in 28 countries around the world. Over the years, we've realized that we can use our strengths to serve local communities in ways that go beyond our retail mission.



# **DISASTER RESPONSE AND PREPAREDNESS**

As the severity and frequency of disasters have increased, we're working to mitigate the loss of life and property in our communities. In the past year, Walmart and the Walmart Foundation announced a five-year, \$25 million commitment of cash and in-kind contributions for relief efforts and innovations to enhance the speed and focus of response and strengthen disaster preparedness.







#### Responding to disasters around the globe

- Donated over \$2 million for disaster response.
- Worked in 87 communities across the globe responding to crises that included floods, hurricanes and earthquakes.



#### Strengthening disaster preparedness

- Donated \$1.2 million to the United Nations to help Gulf Coast communities prepare for disasters by measuring disaster preparedness, creating preparedness plans and assessing the vulnerability of small businesses.
- Worked with Cities of Service to grant \$300,000 to help cities in the San Francisco Bay area address issues and hazards that could impede disaster preparedness and relief efforts.
- Granted \$1.5 million to the American Red Cross to help develop RC View, a data-tracking tool to help relief organizations focus their efforts, reduce waste and enhance situational awareness.
- Contributed \$1 million to Good360 for the creation of an online giving platform that connects donors to relief efforts on the ground. This improves the ability to get the right donations to the right place and reduces unneeded donations, which too often end up in landfills.



## Relief in Nepal

When a 7.8 magnitude earthquake struck Nepal on April 25, 2015, the Walmart Foundation teamed up with International Medical Corps to meet the urgent needs of families devastated by the disaster. Within hours, IMC deployed mobile medical teams by foot, car and helicopter to the rural epicenter of the guake, and conducted 4,547 medical consultations over the next four weeks. Mobile teams provided emergency health care for those suffering from injuries and trauma, conducted emergency evacuations, distributed hygiene kits to stop the spread of disease, and provided primary health care to meet ongoing needs. Teams also worked to rebuild health and hygiene facilities, ultimately providing care for more than 185,000 people. IMC continues to work with the government of Nepal and local partners to rebuild health and hygiene infrastructure and improve preparedness for the next disaster.



- → American Red Cross
- → Cities of Service, Inc.
- → Good360
- → International Medical Corps
- → Team Rubicon
- → UK Community Foundations
- → United Nations Office For Disaster Risk Reduction





"The Coalition's generous donation to the Flint Community School District and students is greatly appreciated as we continue to navigate educating young people during this unique time. We are grateful for the support of Walmart and the coalition partners to help ensure our kids have safe drinking water."

Bilal K. Tawwab Flint Community School Superintendent

## Flint, Michigan

When news broke that Flint, Michigan's water supply was contaminated with lead, Walmart assembled a coalition comprised of The Coca-Cola Company, Nestle Waters North America Inc., and PepsiCo and its Foundation to support the community. The group worked with 30 schools across the city, including the Flint Community School District, Genesee Intermediate School District, and various charter and private schools to ensure that children had access to safe drinking water. In the course of that work, other opportunities for supporting the community emerged. For example, when news spread of the crisis, the areas schools were flooded with donations of bottled water from across the country. These heartfelt gifts had the unfortunate side effect of severely straining the schools, which weren't equipped to warehouse or distribute bottled water. Since logistics is exactly what we do, Walmart quickly stepped in. Working with our coalition partners and the State of Michigan, we secured a warehouse to receive donations and worked out a system for regular deliveries to schools. Describing our support of the schools, Flint Community School Superintendent Bilal K. Tawwab stated, "Walmart's generous donation to the Flint Community School district and students is greatly appreciated as we continue to navigate educating young people during this unique time. We are grateful for the support of Walmart and the Coalition partners to ensure our kids have safe drinking water."

With the influx of bottled water into the area, Walmart realized it was important to increase sustainability programs in the Flint community. As a result, Walmart found another opportunity to apply our collective expertise to support those impacted. To help address the increase in plastic bottles, Walmart, alongside our coalition partners, worked with Keep America Beautiful to design a program to support sustainability education and school recycling programs. To launch the initiative, the coalition donated over 1,600 recycling bins to the partner schools for classrooms and common areas. "This is a great opportunity for us to make a meaningful difference in improving recycling throughout Flint and to teach the next generation of environmental stewards the benefits of recycling and how to recycle right," said Brenda Pulley, Senior Vice President, Recycling, Keep America Beautiful.

# COMMUNITY DEVELOPMENT

Walmart and the Walmart Foundation are active in the communities where we live and work. We also invest in communities through local grants, customer engagement, associate volunteer efforts and associate scholarships and hardship funds.



STRATEGIES AND HIGHLIGHTS



#### Local grants

- Invested over \$46 million in local grants in the U.S., supporting causes such as hunger relief, youth activities and other community needs.
- Invested more than \$10 million in grants in our headquarter regions. In Northwest Arkansas, grants supported local organizations enhancing hunger relief systems, public health programs and access to arts and recreation. In the San Francisco Bay area, funds supported organizations enhancing disaster preparedness, education and diversity in technology.
- Continued to donate 1 to 2 percent of profits annually from Massmart, our South African business, to support local communities with projects promoting early childhood development and school maintenance and repairs.



#### Customer engagement

- Walmart customers, members and associates in the U.S. and Canada raised over \$60 million for Children's Miracle Network Hospitals in 2015.
- Worked together with participating suppliers and customers to donate \$10.7 million to Feeding America foodbanks through the "Fight Hunger.Spark Change." campaign.

#### Supported more than

# **800** scholarships

to U.S. Walmart associates and their dependents



#### Associate volunteerism

- Encouraged associates to volunteer by matching their hours with charitable contributions. In FY2016, U.S. associates volunteered more than 1.25 million hours, generating \$12 million in Walmart donations to nonprofit organizations.
- Helped communities in Central America by performing 230 volunteer days with participation of 8,406 volunteers who donated 39,713 hours.



#### Associate scholarships and hardship funds

- The Walmart Foundation funded more than 800 scholarships for U.S. Walmart associates and their dependents, with support totaling nearly \$4.7 million.
- Provided Walmart Canada associates and their family members the opportunity to apply for college scholarships, while Walmart Mexico is supporting scholarships for MBA programs.
- Supported hardship funds for associates in crisis in several markets, including the U.S., Canada, U.K. and Brazil. For example, Walmart, the Walmart Foundation, associates and alumni in the U.S. supported the Associates in Critical Need Trust (ACNT), which awarded more than \$8 million in FY2016 to associates facing unexpected hardships.





## **Standing Together**

As floodwaters swirled around her South Carolina home, Rhonda felt a fear unlike any other. She watched the waters rise to five feet outside and then pour directly into the house. In the end, her home was uninhabitable. She and her family lost nearly everything, including their car.

What helped her get through was her unfailing sense of humor and much-needed support from her Walmart family. A grant from ACNT helped her pay a rental deposit on a new home, fill her refrigerator with food and purchase some clothing.

"My supervisor, store manager — everyone at Walmart was really helpful," she says. "The funds made all the difference."



- → American Cancer Society
- → American Diabetes Association
- → American Heart Association
- → Arkansas Children's Hospital Foundation
- → Associates in Critical Need Trust
- → Boys and Girls Clubs
- → Children's Miracle Network Hospitals
- → Crystal Bridges Museum of American Art
- → Feeding America
- → Northwest Arkansas Food Bank
- → Scott Family Amazeum
- → Scholarship America
- → Silicon Valley Education Foundation
- → United Way

This report covers the philanthropic activities supported by Walmart and the Walmart Foundation for fiscal year 2016, which ran from February 1, 2015 to January 31, 2016. For readers' convenience, we refer to this fiscal time period as "2015" or "FY2016" throughout the report, unless otherwise noted.



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