



DOUG MCMILLON

PRESIDENT AND CEO OF WALMART

NationalJournal

Life in Brief

Born: October 17, 1966

Hometown: Jonesboro, AR

Current Residence: Bentonville, AR

Religion: Christian

Education:

- MBA, University of Tulsa, 1991
- BA, University of Arkansas, 1989

Family:

- Wife, Shelly
- Two Sons

Work History:

- President & CEO, Walmart, 2014-Present
- President & CEO, Walmart International, 2009-2014
- President & CEO, Sam's Club, 2005-2009
- Various Buyer & Manager Roles, Walmart, 1991-2005
- Assistant Manager, Walmart, 1990
- Summer Associate, Walmart, 1984

Professional Affiliations

- Chairman, Business Roundtable
- US-China Business Council
- Consumer Goods Forum
- Crystal Bridges Museum of American Art

Quick Summary

As one of America's top CEOs, McMillon has made waves with both his employee-first policies and political stances

- Has worked for Walmart for more than three decades
- As CEO, gradually raised employee wages up to \$10 per hour from 2014 to 2016
- Emphasizes Walmart's online shopping and grocery delivery platform, promoting online sales especially in the wake of COVID-19
- Has gradually removed assault weapons and ammunition from Walmart stores in response to the Walmart El Paso shooting and the Charleston church massacre
- Became a core member of Trump's economic transition team in 2016, and has maintained his relationship with officials involved in Coronavirus response

Approach and Motivations

Having served at all levels within Walmart, McMillon emphasizes the concerns of his employees

- Has worked with Walmart since high school, moving from unloading trucks to running major divisions; draws on these experiences to make employee-first decisions like raising wages
- Spends much of his time travelling, visiting Walmart stores and meeting employees to praise them for their efforts and get feedback
- Combining his experience with listening to front lines employees to produce corporate policies that benefit all Walmart employees
- Uses his experience as an executive running Walmart International to bring growth back to the formerly sluggishly expanding U.S. stores
- Has taken public political stances when they relate to company values, like protecting LGBTQ+ rights and halting the sale of assault weapons

Policy Positions and Areas of Focus

A principled leader that cares about his employees and community safety, boosting wages and restricting dangerous goods

Internal Policy: *Improving the online experience and investing in labor*

- Steadily raised minimum wages for Walmart workers to \$10 per hour; many were at the Federal minimum wage when he became CEO
- Visits stores often, even during the COVID-19 outbreak, to learn from employees about best practices
- Boosted website sales and developed the digital platform to increase viability against Costco and Amazon, Walmart's major competitors
- As head of Walmart's international division, oversaw a massive expansion in stores

Public Platform: *Has taken public political stances for employee health and public safety*

- Spoke out against Arkansas' 2015 religious freedom bill which critics attacked as anti-LGBTQ, citing Walmart's values of diversity & inclusion
- Following the church shooting in Charleston, South Carolina, McMillon announced Walmart would stop selling confederate flags and cease sales of automatic weapons in 2015
- After a shooting in an El Paso Walmart, McMillon barred the sale of handgun and military style ammunition in Walmart stores
- Removed e-cigarettes from Walmart Stores

Responding to COVID-19: Investing in safety and expanding staff to meet demand

- Implemented safety protections, like daily sanitation and expanded sick leave
- Made parking lots available for drive-through tests in coordination with the White House
- Announced 150,000 more hiring positions to meet demands created by the COVID-19 crisis

Core Communities

Works with top business leaders inside and outside of Walmart Inc.

Walmart Corporate Leadership: *A long career in the company has given him close ties to top officials*

- Has met thousands of Walmart employees from his high school summer jobs at Walmart headquarters to his tours as CEO
- Rob Walton, son of Walmart Founder Sam Walton, is close with McMillon
- Mike Duke, previous CEO of Walmart, chose McMillon to replace him
- Bill Simon, former president and CEO of Walmart U.S., has been in leadership with Doug McMillon and was his main competition in the bid for the CEO position
- Dacona Smith, U.S. Chief Operating Officer of Walmart, often tours stores with Doug McMillon

Elite Business Leaders: *Sat with other corporate leaders on Trump's economic advisory transition team after his election*

- Trump advisory team focusing on economic transition included Bob Iger, then-CEO of Disney; Mary Barra, CEO of General Motors; Jamie Dimon, CEO of JPMorgan

Coronavirus Task Force: *Collaborating with the U.S. government in maintaining consumer access to goods*

- Vice President Mike Pence, leader of the task force, commended McMillon on maintaining supply chains
- Sonny Perdue, U.S. Secretary of Agriculture, visited a rural Walmart facility with Pence to celebrate Walmart's efforts in combating the virus

Relevant Financial Information

Donates mainly to Arkansas Republicans

Political Donations

- Steve Womack (R), 2011-2013, \$4,600
- John Boozman (R), 2010-2013, \$1,000
- John Thune (R), 2002, \$500
- Tim Hutchinson (R), 2001, \$250

Publications, Media, and Speaking

Details his experiences touring Walmart stores on social media, with occasional commentary on CNBC

Media: *Appears often on CNBC but uses Facebook and LinkedIn as primary means of public communication*

- Preferred Outlets: CNBC, social media
- Favorite Subjects: Walmart employees, diversity & inclusion, firearm sales regulations at Walmart
- Social Media Habits: Active on LinkedIn and Facebook

Speaking: *As CEO, tours Walmart stores and speaks directly to employees*

- Favorite Subjects: Employee success, Walmart's future
- Preferred Audience: Mainly addresses Walmart associates and shareholders

Family and Personal Background

Entire life has centered around his career at Walmart, from growing up in the headquarters city to running the entire company

- Lived nearly his entire life in Arkansas, where Walmart is headquartered, and began working there in high school
- While in grad school, entered Walmart's buyer training program, and shortly after began his career
- Often ranked among Forbes' World's Most Powerful People and top executive lists
- Often draws on his Christian faith when making decisions, condemning hate and caring for his employees
- Talks often about his religious views, specifically on bringing faith into the workplace, and ensuring people feel comfortable expressing religion at work; McMillon tries to least at one verse daily, saying it centers him and keeps him focused
- Sports enthusiast, played basketball in high school

Criticisms and Controversies

Political actions as CEO have put McMillon in the center of some national debates

Walmart actions toward controversy have been seen as both too aggressive and not aggressive enough

- Walmart has taken more progressive stances on social issues, like removing certain types of ammunition and e-cigarettes from stores in recent years
- Conservative critics criticize Walmart's "unfair regulation," by removing these items
- Liberal critics have called these steps half-measures, as Walmart still sells cigarettes and will not ban open carry in its stores

McMillon has been the public face dealing with previous administrations' bribery scandals

- A New York Times expose alleged bribery due to Walmart's explosive growth in Mexico
- A follow-up report accused Walmart of the same in China, Brazil, and India
- The majority of the accusations stemmed from actions taken under Mike Duke's term as CEO of Walmart International, but the legal battle was drawn out well into Doug McMillon's terms as CEO of Walmart International and Walgreens
- Walmart cooperated with the Justice Department in turning over evidence, and was issued a \$282 million dollar fine in 2019

COVID-19 Response

A leader in the private sector response, extending compassionate policies to protect employees and the public

Relevant Positions

- Private sector leader during the COVID-19 crisis, running the US's single largest employer and a major grocery provider

Actions: *Using corporate leadership, government partnerships, and philanthropy to combat the COVID-19 crisis*

- Recruiting 150,000 employees to meet demands
- Implemented new daily sanitation in Walmart Stores, specifically targeting high-traffic areas
- Intolerant of price gouging of Walmart products, and is allowing store managers to limit the sales of some goods that are being bought in panic
- Emphasizes grocery delivery and curbside pickup, so that customers can avoid exposure
- Waived attendance requirements and expanded paid leave for those quarantined and offered bonuses for workers during the pandemic
- Expanded pay replacement options for up to 26 weeks for employees that test positive
- Cutting back hours to establish time for cleaning and restocking in stores
- Led the Walmart Foundation in contributing \$10 million to foodbanks, \$10 million to local efforts, and \$5 million to outbreak prevention
- Offered parking lots for drive through testing

Statements: *Focused on addressing employees and government workers*

- Is coordinating publicly with the coronavirus taskforce, inviting them to stores to show both the administration and the American public that supply chains are still intact
- Spoke at a White house press event announcing that Walmart parking lots would be available for drive through testing
- Has recognized employees domestic and abroad for their work even during a crisis, and announced Walmart would be offering bonuses to all employees