

From: Greta McCaughrin  
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To: Mr. Jeff Newcomer  
District Manager

(540) 772-3892

Mr. David Glass  
President and CEO  
WalMart Stores  
Attn: David Glass's Office  
702 Southwest 8<sup>th</sup> Street  
Bentonville, AR 72716

Date: November <sup>Dec 5</sup> 29, 1999

Gentlemen:

I am a professor at Washington and Lee University who was called by the Lexington Police Department to translate Russian-English. Because of this involvement I have become aware of information that is rather disturbing about the relationship of the Super WalMart store on the outskirts of Lexington with the local community, and in particular about the haughty attitude of its current manager Jason Taylor. I assume that you too will find this information disturbing, and feel sure you will want to rectify the situation in some generous manner. I will summarize below what I believe to be totally accurate, and you can feel free to call me if any of the details seem to you to be incorrect.

It appears that WalMart contracts out its cleaning service to <sup>IMC - Intensive Maintenance Care, Inc.</sup> ~~its~~ which in turn contracts out to a company previously owned by Stanislaw Kostek (Tel. 518-745-5186, 518-796-4492) based in the Albany, NY area, recently transferred to Miroslaw M. Dryjak, 356 N. 3<sup>rd</sup> Street, Lebanon, PA 17046, whose cell phone is also out of the Albany area, 518-791-1279. Both these gentlemen employ Russian and (Russian) Georgian people who came to this country apparently on a tourist visa for a week or a month "to attend a relative's wedding." They have no permit to work in the United States, and in fact, some if not all have expired visas. As the managers of WalMart surely know, most of them do not speak English, but are good workers, working seven days a week, eight hours per day, walking 20 km. per day mopping the WalMart floor, etc. They are given one day a year off. Although strangers to one another, they are housed in Willow Spring Apartment Complex, E-33.

The manager of the Lexington WalMart prior to the arrival of Mr. Taylor from <sup>TN</sup> ~~Texas~~ was a congenial manager who interacted with the janitors and even sometimes helped them work. On the other hand, Mr. Taylor has not interacted with them, perhaps because he has not been here very long yet. He was not aware of the thievery that seems to have taken place on a daily basis by two of the current Russian workers. However, due to police action (and my three hours of translation and other assistance), Mr. Taylor was on hand when merchandise purportedly stolen from Walmart and valued at \$8,000 was uncovered in the Willow Spring Apartment on the evening of Friday, November 19. He said to me on that same evening (rather flippantly, I thought) that his own career with Walmart should not suffer even though the theft was substantial, since these janitors, although illegal workers of which he was well aware, were legally not *his* employees but the employees of the cleaning service; and that it's impossible anyway to keep track of all shoplifting which is normally expected to occur, *he said.*

Mr. Taylor was well aware that the only reason this substantial amount of merchandise was returned to WalMart was because of the altruistic honesty of one of the five Russian janitors. If it were not for this individual, the thefts would have continued. In fact, other stolen merchandise has already been shipped out and could not be retrieved. One of the innocent three janitors asked him politely, in my presence, whether they should report to work that evening for their normal night shift (10 pm - 6 am). Mr. Taylor, without turning his face to look at this young man, while walking away, and with his back towards him, uttered (rather pompously) words to the effect that "you will never again set foot in my store, or in any other Walmart store." The Walmart female employee in charge of inventory control uttered similar words, adding that it is "company policy," also while walking away with her back towards us. (I don't know what precisely the "company policy" is, but I am told that one of the three innocent janitors is in fact again working at the Lexington Walmart, yet the altruistic and possibly naively kind janitor has to depend on the generosity of Lexingtonians to as much as feed himself.)

I was offended both by Mr. Taylor's haughty manner and his ingratitude. Quite a few people (including myself and the honest Russian janitor) put themselves out (and even in some physical danger) so as to help him retrieve his store's merchandise. Not once did he turn to me or to any one else who had helped to say a simple 'thank you.' The young woman who came with him (the inventory cost specialist who took photos of the merchandise), similarly walked away without thanking anyone. I had given her information regarding similar thievery occurring at the Covington Walmart store by Russian-Georgian janitors. She noted the information down on a pad without glancing at me or thanking me.

On the very next day, Mr. Taylor called the same cleaning service that brought him these five janitors, and five additional Russians and Georgians were put on a bus from NYC, arriving in time to work in his store the very next day, Saturday Nov. 20. All TEN Russians are now housed in the same apartment E-33 at Willow Springs. There are no beds, only mattresses and carpeting. (The first five had paid up to January 1, 2000 in apartment rent, the apartment being rented out in the name of their New York 'boss,' Mr. Kostek or Mr. Tridjak.

I am writing to you for several reasons.

- 1) I strongly believe that you owe the individual who helped you retrieve the merchandise a substantial award, such as 20% of the retrieved value of stolen merchandise, plus an apology for Mr. Taylor's rudeness in repaying him for his kindness by haughtily firing the whistleblower.
- 2) There are people who think that WalMart injures small towns in America. In Lexington almost all our hometown stores have died since Walmart moved in to our outskirts. Most of those stores probably hired local residents as cleaning personnel, rather than contracted to illegal immigrant labor. The least Walmart can do in this community is to make a good neighbor and be sensitive to the people who live here.
- 3) If Walmart were a good neighbor to our community, it would not turn a blind eye to the plight of poor illegal immigrants. Your manager cannot be oblivious to the fact that they work in his store for seven days a week, 364 days a year. The fine for being aware that illegal personnel are working in your store is \$20,000 per day per person. Other establishments in Lexington strictly abide by this law. Walmart unfairly competes with them for many reasons, one of which is the cheap illegal labor in their stores. Lexington is a community with a heart; yet our neighbor Walmart seems to have dollar signs in place of a heart.
- 4) Mr. Taylor as manager of a superstore is the most important representative of WalMart in Lexington. He behaved rudely and uncharitably. I don't know what his background is, perhaps he is still young or immature in his people skills, but he would benefit from attending a seminar on common courtesy and etiquette..

I would very much like to hear from the supervisors of Mr. Taylor and of the cost-inventory specialist who were present at the 3-hr search of the apartment, whose own careers may have benefitted by the return of the merchandise. I would like to hear of an apology and of a *monetary reward*. Otherwise, the message

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you are sending us is that it is OK to shoplift at Walmart, and, by all means, should we ever observe shoplifting at your store, the last thing you want us to do is to inform the manager or the police.

~~only~~

I am writing you as an appalled citizen, one who is appalled enough to take the time to inform my community. I have lived in this community for twenty years, and know a great many people here. I have taught at the university for 15 years, my husband for 20 years. We raised four children here, with a large circle of friends in their own right; they attended the local school system to go on the graduate degrees at Harvard, Berkeley, and other good universities. I am also a tax accountant with a clientele of over 800. What I am saying is that I believe that I am well respected by many people in this town. I feel strongly enough about this issue to do my best to make it public. If you feel you can morally and charitably respond to the issues I have raised, I hope you contact me. You may reach me at (540) 463-8826 during work hours or - 6661 in the evenings.

Sincerely,



Greta McCaughrin