

Memo

702 SW 8th Street
Bentonville, AR 72716
Phone 123.456.7890
Fax 123.456.7892
www.walmart.com

To: Doctor's of Optometry

Cc: Dr. Priti Patel

From: Tim D. Johnson

Date: March 25, 2010

RE: OD Remodel Information

As an Independent Doctor of Optometry, your understanding, involvement and communication during the remodel process is vital to the success of the project. Although the remodel period is challenging, the end result is a comfortable, professional office for you and your staff allowing you to continue to provide top quality eye care that your patients have come to expect.

Remodel Overview:

The company remodels stores on average every 5 - 7 years. Duration of time between remodels is driven by sales and profit volume, condition and needs of the store and what remodel option will be completed in a store. The company has announced an aggressive remodel schedule for the next few years. With this aggressive approach to bring stores "on brand", there will be a larger number of Vision Centers that will be remodeled to the current shadow box fixtures, signing and lighting.

Remodel Options:

For the company, there are three remodel options dependant on the scope of work for a project. In a RM-1 and RM-2 the Vision Center will go through a complete remodel. In a RM-3, a limited scope of work will be performed in the store and Vision Center.

Wal-Mart Vision Center remodel scope of work RM-1 and RM-2:

- All fixtures will be replaced with the shadow box style fixtures
- Fixture color will be Kensington Maple which is a light blonde wood grain color
- Flooring replaced with wood plank tile
- Lighting updates to the sales floor highlight merchandise in the shadow boxes
- Vision Centers in 2 door states that do not have a vestibule will have one added
- New signing for the Vision Center sales floor that enhances the area with vivid colors
- All walls will have a knock down texture applied and are painted "Gardenia" which is a light creamy yellow
- Ceiling grid is replaced throughout the Vision Center
- Patient chairs and Optician stools replaced
- Adjustment hand tools replaced
- Exam and pretest equipment are not replaced during a remodel. If your equipment needs to be repaired, report this need to your Vision Center Manager so that they can contact Tech Support for repairs. If you feel equipment needs to be replaced, contact your Health & Wellness Regional Director who will evaluate the request

RM-3 scope of work:

- A Facelift project will have the flooring replaced, walls patched and painted and the ceiling tile cleaned

Remodel Timeline:

- The Remodel program runs from January through October
- Store remodels are based on a 12 week schedule for a RM-1 and RM-2
- Vision Centers remodels are based on a 17 – 21 day schedule for a RM-1 and RM-2
- Store facelifts are based on a 4 week schedule for a RM-3 with the vision center based on a 3 – 5 day schedule
- A temporary vision center will be built for the sales floor and Doctors located in one door states
- Doctors located in two door states will either remain in their office in order to maintain access to an exterior door or may have their office closed for a period of time to complete the scope of work. If the Doctors office remains open, work will be performed at night so that the Doctor may see patients during the day
- A Pre-Construction meeting will be held at the store approximately 6 weeks prior to the start of the remodel. This meeting will be conducted by the Wal-Mart Remodel Construction Manager and will cover timeline of events for the project, scope of work location of temporary Vision Center, Store Planning Contacts and will address concerns and answer questions. Project plans will also be available at this meeting for review
- The Health & Wellness Market Director will be notified of the time and date of the Pre-Construction meeting and is to communicate this information to the Doctor so that they can attend

Project Resources:

Communication is the lifeline of a remodel. Success is determined by the quality of the conversations among all people involved in the process. The following Associates are key resources and are responsible for the completion of the remodel. All issues and questions are to be handled through the following resources:

- **Store Planner:** There will be a number of Store Planning Associates at the store to support the remodel project. Store Planning is responsible for the over all remodel, including the Vision Center, sets systems throughout the store and trains all store Associates. Store Planning will remain at the store throughout the remodel until Re-Grand Opening.
- **Field Manager:** Supervises multiple projects at once and will visit the store weekly to give direction, and help resolve any outstanding issues.
- **Remodel Construction Manager:** Supervises multiple remodels at once and will visit the store frequently to give direction, and help resolve outstanding construction issues.
- **Health & Wellness Market Director:** The Health & Wellness Market Director is responsible to assist Store Planning with setting the vision center. Utilize your Health & Wellness Market Director for communication with Store Planning concerning opportunities and questions.
- **Vision Center Remodel Reference Guide:** Is an overview of the remodel process and is located on the WIRE. Please have your vision center Manager print a copy for you. Path: WIRE>Knowledge Center > Facility Support > Store Planning > Health & Wellness Construction

2010 Remodel Plan Additions:

- Cat 5 cabling for future Electronic Medical Record (EMR) systems and an outlet are being added. The cabling will be run through conduit and will be installed to code. The cat 5 cabling and outlet will be added to both exam rooms, pretest room, contact lens room. If your location has office space and/or a record retention room, then cat 5 cabling and an outlet will be added into these areas as well.

- Both exam rooms will receive an additional outlet on the back wall at 78" to be used by a future digital projector.
- The Café Option program was continued for 2010 with options being designed into protos for consistency instead of designing one offs

2011 Remodel Anticipated Additions:

Sound testing of the exam rooms has been completed with the following items anticipated to be added to the 2011 Remodel program.

Per the American Institute of Architects "Architectural Graphics Standards" and the "Sound and Vibration Design Guidelines for Hospital and Healthcare Facilities" by the Joint Subcommittee on Speech Privacy of the Acoustical Society of America (ASA) (Technical Committees for Architectural Acoustics and Noise), the Institute of Noise Control engineering (INCE), and the National Council of Acoustical Consultants (NCAC) the industry standards/recommendations for exam rooms are 35 - 45 dB levels. Testing showed all exam rooms, regardless of adjacencies, had a sound level reading of 50dB or less.

The following items where tested to determine any net reduction in sound level in the room.

- Replace hollow metal door with solid-core door in the exam rooms
- Add door sweeps and gaskets to the exam room doors
- Add sound bat insulation above the ceiling of the exam rooms

Although the sound level readings of the current exam room conditions indicated that the levels were below 50dB which would put the sound levels close to or within the range of the recommended industry standards, it is apparent from analyzing sound level readings that the sound attenuating modifications decrease the dB levels across all frequencies by 5 to 10db, which is a noise level reduction easily recognizable by the human ear.