

From: Alex Gray [REDACTED]
Sent: 2026/04/13 5:00 PM
To: Scharback, Genevieve <Genevieve.Scharback@brampton.ca>
Cc: Santos, Rowena - Councillor <Rowena.Santos@brampton.ca>; Soliman, Sandy <Sandy.Soliman@brampton.ca>; McClure, Denise <Denise.McClure@brampton.ca>
Subject: [EXTERNAL]Walmart Shopping Cart Update

Good afternoon Genevieve,

Thanks to the City of Brampton for taking the time to meet with me and for bringing the concerns about shopping carts to my attention. We appreciate you advocating on behalf of your constituents and giving us the opportunity to address this issue.

We're proud to serve the Brampton community and do everything we can to offer the very best shopping experience for our customers.

In our stores across the area, we regularly corral shopping carts in and beyond our parking lots. We know that some shopping carts are taken off store property, which is unfortunate and frustrating because it reduces the number of carts for our customers and causes issues in the community.

To address this issue, Walmart is currently investing in and rolling out GPS-enhanced cart-containment technology across our locations. As we roll this out, we look forward to collaborating with the city.

Additionally, we have implemented contract cart collection services for our Brampton locations, with regular scheduled pickups to collect any unauthorized cart removals in the neighbourhood and help keep the community tidy. To ensure this process is as efficient as possible, we would welcome the opportunity to connect our retrieval partners directly with Brampton By-Law Enforcement to coordinate on specific operational routes and hotspots.

We take the concerns raised by residents in Brampton seriously and remain committed to being a responsible community partner.

Thank you for your time, consideration, and engagement. We welcome the opportunity to discuss any additional measures that could help address this issue.

Sincerely,

Alex Gray
Senior Manager, Public & Government Affairs

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Walmart