



Toolkit: Meet with a Costco Warehouse Manager

IN THIS TOOLKIT:

[Summary](#)

[Campaign Background](#)

[Tone and Our Core Values](#)

[Goals for this Tactic](#)

STEP 1: [Make a Plan](#)

STEP 2: [Print Materials](#)

STEP 3: [Submit Feedback Form](#)

STEP 4: [Speak to the Manager](#) (talking points here!)

STEP 5: [Send a Follow Up Email](#)

STEP 6: [Report Back and Post Photos](#)

[Checklist](#)

[Resources](#)

[Take More Action](#)

SUMMARY

This Toolkit is to support Costco members who want to encourage Costco to clean up its credit card partnership with dirty Citibank. Costco cares about the concerns of its members and shareholders. Speaking to Costco warehouse managers and having them pass the concerns up to leadership will show leadership that a growing number of Costco members and shareholders are concerned about Costco's credit card partnership with Citibank (see [Goals](#))

In this Toolkit, you'll find everything you need to meet with a Costco warehouse manager, including: materials to print (letter and sample scripts), instructions for photos and videos, tips, and other resources.

Timeline: Anytime! We recommend going at a time that's not super busy: during the day on a weekday is good. But, even during a busy time is ok and will still work.



Here's how to do it: Read this Toolkit, gather 2-4 people to join you (ideally at least 1 Costco member), make a plan, print your materials, practice your talking points, go to a Costco warehouse, fill out a Costco feedback form (in-person or online), speak to a manager, and then take a photo, debrief, upload your photos and fill out the report back form.

If you want to go above and beyond: check out the [Extra Credit Section](#).

CAMPAIGN BACKGROUND

The Costco: Clean Up Your Credit Card Campaign launched in September 2023 with the goal of getting Costco to use its leverage as a large client of Citibank and encourage Citi to stop financing fossil fuel expansion. And if Citi doesn't, Costco should get a new, cleaner credit card partner.

Since our launch, we have put friendly pressure on Costco to clean up its credit card partnership by petitioning at warehouses, submitting feedback forms, meeting with Costco warehouse store managers, posting on social media, emailing and calling Costco leadership, posing questions from shareholders at the Costco annual meeting, and more! After protesting at Costco's HQ in August 2024, [Costco's CEO agreed to meet with us](#). Since October 2024 we have been engaging with leadership and they have remained curious and open to hearing our concerns. In February and again in May 2025, Costco leadership requested a meeting with Citibank and committed to communicating our concerns to them. This is real progress towards accomplishing our campaign goals. But we need to keep the drumbeat going and demonstrate that a growing number of Costco members and shareholders are concerned about Citi's fossil fuel financing. In June 2025, the [Banking on Climate Chaos report](#) was released and revealed that Citibank is the second largest funder of fossil fuels in the world since 2021. Now, Costco needs to take concrete steps to clean up its credit card partnership with dirty Citibank.



tone & core values

Our Tone: We want to put friendly pressure on Costco by showing leadership and store managers that Costco members and the broader public appreciate Costco and also are calling on Costco to do better on climate change. We're **not** asking people to stop shopping at Costco or to cut up their Costco credit card (though Costco members can [use #AnyOtherVisa card at Costco](#)). Citibank and its egregious fossil fuel funding is the bad guy here, and we want to make visible to Costco how it is associated with these environmental impacts via its partnership with Citi. We are creating friendly, firm, and visible pressure, encouraging Costco to "do the right thing" by leveraging Costco's power and leadership to pressure dirty Citibank to clean up its act.

Our Core Values: We are to remain friendly and respectful towards Costco members, Costco workers, and the general public. In fact, we actually need these people on our side to win and want to encourage them to join the movement and take action on this issue. We are not trying to disrupt Costco workers or prevent them from doing their jobs, and we are not disrupting Costco shoppers. We also do not want to waste our time with climate deniers or fossil fuel supporters.

goals for this tactic

(1) Create an Echo-Chamber of Concern about Citi amongst Costco

leadership + staff: In order to get Costco to escalate pressure on Citi or find a new credit card, we are pulling on many different levers: we are organizing members, shareholders, retail clients, publicizing the issue in the media, building a movement of thousands of people by growing our petition, and more. Getting Costco employees to act and become internal advocates on this issue, is one of the many levers that we can use to put pressure on Costco to act. The more employees that take action and make their concerns known - the more likely Costco is to act.

(2) Build Relationships with and Move Costco Employees into Action: While it's important to educate Costco employees on why Citi is such a terrible business partner for Costco, the most important thing they can do is act so



that Costco actually hears their concerns and feels the pressure. These are some of the ways that Costco employees can act:

(a) Passing these concerns up the chain to their Regional Manager and then asking their Regional Manager to do the same

(b) Submit these concerns through Employee Feedback channels

(3) Gather information and feedback from Costco Employees: Costco employees will know a bit more about the way Costco functions and how change might be made at the company. We want to hear from these employees to get a better sense of both what they think: (1) **we** can do as Costco members and the general public, and (2) **they** can do as Costco employees in order to encourage Costco to take action.

MAKE A PLAN

- **Recruit buddies:** Get 1-3 more people to go with you. Ideally, include at least one Costco member in your group as this will make it easier for you to meet with the Costco store manager. While you could totally do this alone, we highly recommend you recruit at least one buddy to go with you for a few reasons: (1) it's more fun! (2) you'll have someone to debrief and reflect on the impact of the petition delivery with (3) you'll have someone to take a picture of you.
 - **Decide on roles:**
 - A spokesperson
 - Someone to take a photo/video out in front of the store before and/or after your petition delivery
 - Moral support
 - If you do not have a Costco member in your group, you may still be able to ask the security guard at the front that you'd like to speak to the store manager because you are interested in becoming a Costco member.
- **Pick a date and time:** Consult with your buddies on a time that works for them. We recommend going at a time that's not super busy: during the day on a weekday is good. But, even during a busy time is ok and will still work.
- **[Choose which Costco Store\(s\) to Visit](#)**



- **Review [the Talking points](#):** practice and role play with your buddies ahead of time.

PRINT THIS LETTER

Download this file and print it: [Letter to Warehouse Manager](#)

SPEAK TO THE MANAGER

Ask to speak to a warehouse store manager (or assistant manager) and use these talking points to help you in your conversation. The primary purposes of this conversation are to: keep this campaign visible to store managers and to get their business card and email so that you can follow-up with them after this meeting and over time.

You are more than welcome to print out these materials and bring them with you for reference.

- [Talking Points](#)
- [Common Rebuttals Doc](#)

SEND A FOLLOW UP EMAIL

Subject: Concerns about Costco's credit card partnership with dirty Citibank

Body:

Dear {{**Costco Employee First Name**}},

Thank you so much for meeting with me today and hearing my concerns about Costco's credit card partner, Citibank.

I want to reiterate: we love Costco, but we are concerned about Costco's credit card partner, Citibank. Citibank is the second largest funder of fossil fuels in the world and so it is literally bankrolling the environmentally racist impacts, pollution, and climate damages caused by the fossil fuel industry.



Here is the [Banking on Climate Chaos report](#) which outlines Citi's fossil fuel funding. Please feel free to share this report with your networks and fellow employees.

Please let me know once you have passed these concerns along to the Regional Manager.

With gratitude,
{{Your Name}},

P.S. If you'd like to know more about our efforts, you can check out our Instagram at <https://instagram.com/costcocleanupyourcreditcard>

REPORT BACK and POST PHOTOS/VIDEOS:

We want to track our impact and learn from people's experiences delivering these invitations.

- [Please fill out this form](#) once you are done. If you go to multiple Costco stores, please fill out the form separately - one time for each store.
- **Did you take photos or a 45 sec or shorter video?** Please post your content on social media and tag us @costcocleanupyourcreditcard and @stopthemoneypipeline
 - **Sample caption:** I am a Costco member and I want Costco to clean up its credit card partnership with dirty Citibank, the world's 2nd largest funder of fossil fuels. #CostcoDropCiti Love Costco but hate climate change? Join us and sign the petition: <https://stmp.link/CostcoPetition> @costcocleanupyourcreditcard @stopthemoneypipeline

CHECKLIST:

Speak to a Costco Warehouse Manager: 

- ☐ Read this Toolkit



- ☐ Recruit 2-4 buddies, ideally including a Costco member
- ☐ [Find Costco near you](#)
- ☐ Pick a date and time
- ☐ Review the [Talking Points](#)
- ☐ [Make a Plan](#)
- ☐ [Print Letter](#)
- ☐ [Speak to the Manager](#)
- ☐ Take [photos](#) or [short video](#)
- ☐ Debrief with your buddies
- ☐ [Send a Follow Up Email](#) to the Store Manager
- ☐ [Report Back](#)

RESOURCES

Blog: [Why Should Costco Clean Up Its Citi Credit Card](#)

Blog: [Bill McKibben on Costco's Carbon-Backed Credit Card](#)

Blog: [FAQs](#)

Blog: [Campaign Update \(Jan 2024\): Costco Petition Delivery Success - CEO Responds](#)

Blog: [Campaign Update \(Oct 2024\): We Met With Costco Leadership](#)

Blog: [Costco Needs a Better Bank \(June 2025\)](#)

Link to Petition: [Tell Costco to Clean Up Its Credit Card](#)

Read about Citi funding fossil fuels: [Banking on Climate Chaos Report](#)

More on Citi's ties to fossil fuels: [Fossil Free Citi Learn More Page](#)

Guide: [How to take a good photo](#)

Guide: [How to take a good video](#)

Need more support? Email Sarah at sarahlasoff@stopthemoneypipeline.com

OTHER ACTIONS YOU CAN TAKE

- ☐ [Costco Members: give your feedback toolkit](#)
- ☐ [Anyone: Host a Petitioning Table](#)
- ☐ [Anyone: Post #AnyOtherVisa video or graphic on social media](#)