



Hello All,

I'm writing to you again for two reasons. First, I simply want to say thank you for everything you do for New Seasons Market, your fellow staff, our customers, and the communities we serve. As always, your contributions are noticed, appreciated, and valued. I work hard to make sure that everyone knows this as I spend time in stores, in Coffee Talks, and through my newsletters, but it's also worth reiterating in writing.

It's been a difficult few months following a challenging couple of years, and I also recognize the heavy impact felt by staff, particularly those in stores, serving the important function of delivering high-quality, local food to our customers. While some recent challenges resulted from the COVID-19 pandemic, there are other contributing factors—some within our control and some not—that have affected our staff, like staffing challenges, supply chain shortages, and inflation. **We mean it when we say that we're always listening and continuously looking for ways to support our staff and improve their lives.** Most recently that meant making a change to the attendance policy based on staff feedback. Whether it's taking staff suggestions on how to address sustainability in our stores or creating action plans for change based on Staff Survey results, we are committed to cultivating good for generations and that starts with our staff.

The second reason I'm writing is to share my expanded thoughts with you about the recent interest from some staff in certain stores in forming a union. This topic isn't new. Over the past five years or so, there've been times when one or more staff members in some stores have expressed an interest in bringing in a union to represent staff. Each time, staff have critically considered the question of whether to join a union and ultimately decided that it wasn't in their collective best interests. I truly feel that staff will make the same decision here.

The decision to join a union is a staff decision, just as it's always been and always will be. New Seasons respects this decision and will respect the process. **I think it is essential that the process is fair and transparent and that you have complete and accurate information upon which to make this important decision.** I am concerned that misinformation is already being shared in some stores, particularly around claims that joining the union is the only way to protect or increase the pay and benefits you currently enjoy. I urge you to compare our compensation program with leading unionized grocers in our area. I urge you to look at our track record on proactive wage increases and adding benefits for all staff to enjoy. I believe you'll find that we regularly beat unionized grocers holistically and likely within every category.

As staff consider this decision in the weeks and months ahead, I also wanted to share a bit about what to expect, what MY commitments are to you, and most importantly, why it's important for all New Seasons staff to be fully engaged in making sure we have a fair and transparent process.



Letter to Staff from Nancy Lebold May 26, 2022

I have personal work experience in companies that were non-union (WinCo Foods) and unionized (Kroger, the parent company of Fred Meyer). I've also been a union member in the past, as I'm sure many of your colleagues have. I have knowledge and experience that we can lean on to help navigate what's ahead. Going forward, I intend to share my personal experience and opinions that I've formed over the years about why I believe a union is unnecessary for staff at a progressive and independent grocer like ours. I also encourage you to talk to your co-workers and peers about this, fact check, do your own research, ask questions, and Speak Up.

At this time, we haven't been directly contacted by anyone from the union or from New Seasons staff on behalf of the union. As I mentioned earlier, this has happened in the past and although we don't know exactly what will occur next, we do know that the coming months may be turbulent with emotions running high. With that said, I'm committed to supporting you from the beginning, and I'd like to state those commitments clearly right now, so you know where I stand:

1. **I'll always be honest, transparent, and work with a spirit of collaboration.**
2. **I'll respect you, your perspectives, and your opinions.**
3. **I'll make myself available to you for questions, comments, or concerns.**
4. **I'll use our vision, mission, and values to guide our actions.**
5. **I'll stand on the foundation that New Seasons Market was built on.**
6. **I'll always Speak Up when you've been given false or misleading information.**

My intention is to provide you with the information you need to make informed and educated decisions. Similar to the newsletters I write every week, I'll provide you with content and context about the situation and the impact of the decisions you may need to make. You have a right to be informed and weigh your thoughts without coercion or undue pressure. **I urge you to make sure that you carefully read for yourself anything that you may be asked to sign. Just like you would in your personal life, it is always in your best interest to make certain that you know definitively what your signature means on any document before signing.**

Besides the upcoming Coffee Talks and informal times in the stores each week, I'm available to staff for direct 1:1 conversations in person or on the phone. I welcome your questions, comments or concerns, and encourage you to engage with me and others about what matters most to you.

With gratitude,
Nancy