

NEW SEASONS MARKET

From Wendy: Doing Our Research on Unions Together
Friday, November 17, 2017



Hi everyone,

Last week, I sent you a message about [the value of our Speak Up culture](#). I reminded us that we work here because we share the same values. Today, I want to give you an update about the union activity we've seen the last few weeks and share how important it is that we discuss what is happening, together.

On November 1st, the United Food & Commercial Workers union (UFCW) organized a protest outside of our Williams store in Portland. They, along with some former and current members of our staff, have spoken to the media, sharing their take on what it's like to work at New Seasons Market, and how we treat our staff. They arrived in the lobby of our Portland Store Support offices, asking that I allow them to speak on behalf of all staff regarding your working conditions. **We always want our conversations to be directly with you.** They also reached out to a handful of our staff at several stores to encourage them to organize a union at New Seasons. This union would seek to speak, act, and make decisions on your behalf. **Right now, there is no union at New Seasons Market because the majority of our 3,200 staff in the Northwest have not authorized any outside organization to speak for them.**

It's important to me, and to everyone at New Seasons, that we talk to each other and have the necessary and accurate information to know what's happening and what's at stake. You have rights. The right to ask questions, to get involved, to share your opinion, experiences, and to speak on your own behalf about your working conditions and employment. This situation would involve federal laws, possible secret ballot elections, and a majority vote by staff to authorize a union to act on your behalf. Again, none of this is happening right now, but it's possible. Everyone has the right to their own opinion, so we encourage you to educate yourself and engage in the conversation. As always, we

NEW SEASONS MARKET

want to be transparent. Therefore, we're planning face-to-face meetings in our locations, similar to our small group store meetings.

I want to be very clear about this: Your right to speak directly to me or to anyone at this company is a New Seasons Market sacred value. I am committed to protecting and upholding that right.

The only voices important to the conversation about what goes on at our company, about the way we run our business, and about the decisions we make together are ours. We have always run this company together. We own who we are and how we show up to each other, to our customers, and to our communities.

We are a team. We want to continue to engage staff in the decisions that affect them most, as we always have. And, you are always welcome to talk to anyone in the company about what we're doing, where we're going, and why. We are not perfect, and learning how to evolve in this highly disruptive, quickly changing time in our industry and society. Your involvement is what makes us strong.

I know many of you are getting questions from our customers, vendors, and fellow staff about what's going on. It's important that you feel comfortable and confident when you have those conversations. With that in mind, we have created an apron card for staff to help you with those conversations. It's attached at the bottom of this post, and your location leadership teams have copies. Secondly, we have a handout for customers in case they want to learn more about us. It will be at our Solutions counters. And after we have helped our customers enjoy incredible meals for their Thanksgiving tables, we'll have more conversations about this together.

Some of you may have been approached by the union. Please know that while it is your right to talk to them, it is also your right not to if you don't want to. They are painting a picture of New Seasons that serves their purposes, and you have the right to the full picture. We believe in using the power of our business for good, and that includes having open doors, open minds, and open discussions with our staff any time.

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Use your voice to speak up. Ask questions. Seek out the facts. We want to help and we want you to have honest answers.

Thank you for all you do

Wendy

Handwritten notes in pencil, including the word "CUSTOMER" written vertically and other illegible scribbles.

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