



DISCLOSURE MATERIALS

Certified B Corporations must complete a Disclosure Questionnaire to identify potentially sensitive issues related to the company (e.g. historical fines, sanctions, material litigation, or sensitive industry practices).

This component does not affect the company's score on the B Impact Assessment. If the company answers affirmatively to any items in the Disclosure Questionnaire and B Lab deems them to be material, the company must:

- 1) Be transparent about the disclosure issues identified on the company's public B Impact Report
- 2) Describe how the company has addressed this issue.
- 3) Demonstrate that management systems are in place to avoid similar issues from arising in the future.

In all cases, the Standards Advisory council reserves the right to refuse certification if the company is ultimately deemed not to uphold the spirit of the community.

In addition to the voluntary indication of sensitive issues in the Disclosure Questionnaire, companies pursuing Certification also are subject to background checks by B Lab staff. Background checks include a review of public records, news sources, and search engines for company names, brands, executives/founders, and other relevant topics.

Sensitive issues identified through background checks may or may not be within the scope of questions in the Disclosure Questionnaire, but undergo the same review process and are subject to the same possible review by the Standards Advisory Council, including ineligibility for B Corp Certification, required remediation, or disclosure.

This document contains a copy of the company's completed Disclosure Questionnaire and related disclosure documentation provided by the company.



DISCLOSURE QUESTIONNAIRE

Company Name: Grand Central Bakery
Date Submitted: 05/19/2023

Industries & Products	Yes	No
Please indicate if the company is involved in production of or trade in any the following. Select Yes for all options that apply.		
Animal Products or Services		✓
Biodiversity Impacts		✓
Chemicals		✓
Company Explanation Of Disclosure Item Flags		✓
Disclosure Alcohol		✓
Disclosure Firearms Weapons		✓
Disclosure Mining		✓
Disclosure Pornography		✓
Disclosure Tobacco		✓
Energy and Emissions Intensive Industries		✓
Fossil fuels		✓
Gambling		✓
Genetically Modified Organisms		✓
Illegal Products or Subject to Phase Out		✓
Industries at Risk of Human Rights Violations		✓
Monoculture Agriculture		✓
Nuclear Power or Hazardous Materials		✓
Payday, Short Term, or High Interest Lending		✓
Water Intensive Industries		✓
Tax Advisory Services		✓

Supply Chain Disclosures	Yes	No
Please indicate if any of the following statements are true regarding your company's significant suppliers.		
Business in Conflict Zones		✓
Child or Forced Labor		✓
Negative Environmental Impact		✓
Negative Social Impact		✓
Other		✓

Outcomes & Penalties	True	False
Please indicate if the company has had any formal complaint to a regulatory agency or been assessed any fine or sanction in the past five years for any of the following practices or policies. Check all that apply.		
Anti-Competitive Behavior		✓
Breaches of Confidential Information		✓
Bribery, Fraud, or Corruption		✓
Company Explanation Of Disclosure Item Flags		✓
Company has filed for bankruptcy		✓
Consumer Protection		✓
Financial Reporting, Taxes, Investments, or Loans		✓
Hazardous Discharges Into Air/Land/Water (Past 5 Yrs)		✓
Labor Issues	✓	
Large Scale Land Conversion, Acquisition, or Relocation		✓
Litigation or Arbitration		✓
On-Site Fatality		✓
Penalties Assessed For Environmental Issues		✓
Political Contributions or International Affairs		✓
Recalls		✓
Significant Layoffs	✓	
Violation of Indigenous Peoples Rights		✓
Other		✓

Practices	True	False
Please indicate if the following statements are true regarding whether or not the company engages in the following practices. Check all that apply. If the statement is true, select "Yes." If false, select "No."		
Animal Testing		✓
Company/Suppliers Employ Under Age 15 (Or Other ILO Minimum Age)		✓
Company Explanation Of Disclosure Item Flags		✓
Company prohibits freedom of association/collective bargaining		✓
Company workers are prisoners		✓
Conduct Business in Conflict Zones		✓
Confirmation of Right to Work		✓
Does not transparently report corporate financials to government		✓
Employs Individuals on Zero-Hour Contracts		✓
Facilities located in sensitive ecosystems		✓
ID Cards Withheld or Penalties for Resignation		✓
No formal Registration Under Domestic Regulations		✓
No signed employment contracts for all workers		✓
Overtime For Hourly Workers Is Compulsory		✓
Payslips not provided to show wage calculation and deductions		✓
Sale of Data		✓
Tax Reduction Through Corporate Shells		✓
Workers cannot leave site during non-working hours		✓
Workers not Provided Clean Drinking Water or Toilets		✓
Workers paid below minimum wage		✓
Workers Under Bond		✓
Other	✓	



B Corp Certification - Disclosure Questionnaire Documentation

PROVIDED BY: Grand Central Bakery

UPDATED AS OF: 05/19/2023

DISCLOSURE QUESTIONNAIRE CATEGORY	Significant Layoffs due to Covid
ISSUE DATE	March 2020
TOPIC	Significant Layoffs
SUMMARY OF ISSUE	In March 2020 Grand Central Bakery made the difficult decision to close retail cafes and severely curtail operations. Business pressures included customers not coming into retail locations and a severe and sudden loss of wholesale business, particularly to restaurant customers.
SIZE/SCOPE OF ISSUE (e.g. \$ financial implication, # of individuals affected)	The layoff account to 33% of the workforce at the time. As of 03/16/2022 GCB has not yet regained the staffing they had pre-pandemic and are at approximately 84% of their pre-pandemic headcount.
IMPACT ON STAKEHOLDERS	Primary impact was workers financially impacted by the loss of work.
IMPLEMENTED MGT PRACTICES	Employees who were laid off received a letter and a packet that contained helpful information and community resources regarding unemployment application, mental health, and EAP programs. However, due to the sudden loss of revenue, Grand Central Bakery was unable to provide additional benefits or severance to laid off employees.



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PROVIDED BY: **Grand Central Bakery** UPDATED AS OF: **05/19/2023**

DISCLOSURE QUESTIONNAIRE CATEGORY	Labor Issues
TOPIC	Labor Conditions (Wage and Hour violations)
SUMMARY OF ISSUE	In April 2019, an unscheduled audit was conducted by the Oregon Bureau of Labor and Industries (BOLI). This audit was conducted based on a random audit of the industry type and did not arise from a specific complaint against Grand Central Bakery. Grand Central Bakery cooperated with the audit and provided detailed timeclock records, copies of meal waiver forms for positions that were allowed to waive meal breaks, current employee lists, schedules, and handbooks. The audit found that certain violations had occurred. These issues were promptly rectified.
SIZE/SCOPE OF ISSUE (e.g. \$ financial implication, # of individuals affected)	No fines were levied against the company following the BOLI audit.
IMPACT ON STAKEHOLDERS	The primary impact was not being able to track and confirm that meal breaks were taken.
RESOLUTION	<p>1. Grand Central Bakery signed a Wage and Hour Compliance Agreement acknowledging break and meal requirements and agreeing to follow them.</p> <p>2. Prior to late 2019, 30-minute lunch breaks were automatically deducted for all hourly employees who worked 6 or more hours. Following the audit, Grand Central Bakery began requiring employees to clock in and out for meal breaks, creating a record of meal breaks taken. The exception was Delivery Drivers who, due to being away from the production facilities, continued to have automatic meal break deductions. A 'Missed Meal Break' form was made available for them to fill out in the instance they were unable to take a lunch break.</p> <p>3. The company enforced its timeclock policies.</p>
IMPLEMENTED MANAGEMENT PRACTICES	Grand Central Bakery has taken proactive measures including attendance management training for all managers. In 2020 the practice of automatic meal break deductions was abolished in favor of manually clocking in and out.
OTHER MANAGEMENT COMMENTS	Grand Central Bakery has taken the appropriate measures to resolve the above issues and prevent recurrence.



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UPDATED AS OF:

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DISCLOSURE QUESTIONNAIRE CATEGORY	Labor Issues
TOPIC	Labor Conditions (Unionization)
SUMMARY OF ISSUE	In December 2019, a group of bread bakers and dishwashing employees working at the company Northwest Portland Production Facility voted to unionize their department. They stated concerns about the rate of on-the-job injuries, understaffing, the handling of sexual harassment complaints, and compensation.
SIZE/SCOPE OF ISSUE (e.g. \$ financial implication, # of individuals affected)	<p>The union campaign involved approximately 45 employees who work as bread bakers and dishwashers at Grand Central's Northwest Portland Production Facility. At the time, Grand Central had approximately 400 employees total in Portland and Seattle; this campaign affected about 11% of the workforce.</p> <p>Safety concerns were listed as a driver for the Portland Bread Baker and Dishwasher unionization. Reportable injuries were included on OSHA logs, which are publicly posted each year. Grand Central Bakery disclosed that in 2020 there were a total of 100 accidents reported across the company's 11 cafes and 3 production facilities. The majority of the reported incidents required the administration of basic first-aid. One reported injury resulted in an emergency room visit. Grand Central Bakery actively engages with its Oregon Workers Compensation company, SAIF and its Washington Retro Group, Archbright, on injury prevention and response.</p>
IMPACT ON STAKEHOLDERS	The main potential impacts reported during the unionization campaign were negative impacts on workers' safety, health (physical and mental), well-being, and compensation.



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DISCLOSURE QUESTIONNAIRE CATEGORY	Labor Issues Cont .
TOPIC	Labor Conditions (Unionization Cont.)
RESOLUTION	<p>Grand Central Bakery has continued its employment practices and policies to support all workers. Grand Central Bakery continually reviews and implements best practices in order to support all employees.</p> <p>Workplace Safety</p> <p>1.The company's Employee Handbook mentions its Accident Prevention Program (APP) which highlights general safety instructions, responsibilities, the definition of "work-related accidents," surveillance, reporting, and monitoring mechanisms. The APP is provided to each employee as part of the Safety Orientation.</p> <p>2.Grand Central Bakery provides Safety Orientation to all new hires and provides additional training for each new piece of machinery that is learned by workers. Retraining is provided as needed.</p> <p>3. Grand Central Bakery carries worker's compensation insurance to cover medical expenses incurred and time lost as a result of a work-related injury.</p> <p>4.All injuries, big or small, that are sustained while at work must be reported immediately, and an in-house "Accident Report" must be filled out. Even if the employee does not feel that needs to see a doctor, they should report it anyway as soon as possible after the incident. This is necessary both to ensure that any possible hazards in the bakery are eliminated and to ensure that any medical attention that may become necessary will be covered. Injuries are reviewed by the Safety Committee, trends identified, and appropriate action taken to prevent future injuries.</p> <p>Mental Health/Wellbeing</p> <p>1.The company conducts an annual employee engagement survey.</p> <p>2. To connect with employees and increase employee engagement with its mission, community impact and financial performance, Grand Central Bakery conducts in-person All Hands meetings so employees could have an opportunity to provide feedback. The company maintains an open-door policy at all levels.</p> <p>3. Grand Central Bakery provides access to a free, confidential Employee Assistance Program (EAP) which includes six free counseling sessions per employee, per incident. EAP coverage beings on the first day of employment.</p> <p>4. All new managers are provided with training in leadership expectations including team management and coaching.</p>



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DISCLOSURE QUESTIONNAIRE CATEGORY	Labor Issues Cont .
TOPIC	Labor Conditions (Unionization Cont.)
RESOLUTION	<p>Staffing</p> <p>1.Related to the allegations of understaffing the company stated that low staffing has occurred at times due to turnover or callouts, but Grand Central Bakery continually works to provide appropriate staffing levels in all departments.</p> <p>2. The company reported that Grand Central Bakery is a Food & Beverage (F&B) organization split between retail (café workers) and manufacturing (wholesale bread) and has experienced the same turnover problems that other F&B companies have in the last several years. The company reported that its turnover rate has trended down over the last 15 months.</p> <p>3. The company has well-defined job descriptions which list out the KSAs (Knowledge, Skills, and Abilities) for each position. The company utilizes Individual Development Plans (IDP) for employees that are interested in developing their careers.</p> <p>Management of Sexual Harassment Complaints</p> <p>1.The company's Employee Handbook outlines the Harassment Prevention policy, which defines these terms and provides a complaint procedure for employees who believe they have been the victims of prohibited conduct. Among prohibited conducts, Grand Bakery Central highlights physical, verbal, nonverbal, visual, sexual harassment, and sexual assaults.</p> <p>2. Managers are expected to always be alert and ready to spot and respond to harassing behavior directed toward or affecting their team members.</p> <p>3. Any employee aware of or experiencing discrimination, harassment, or sexual assault in the workplace is expected to report that information immediately to Human Resources. There are different ways the employees can report those situations - by contacting the Human Resources Manager, using a confidential reporting line, a confidential online report, and verbally or in writing to any manager at Grand Central Bakery.</p> <p>4. After conducting an investigation, the individual found to have engaged in such conduct may face disciplinary action (e.g., apology, reassignment, counseling or training, written warning, performance improvement plan, or termination). Any suspected criminal activity (e.g., sexual assault) may be reported to law enforcement.</p>



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DISCLOSURE QUESTIONNAIRE CATEGORY	Labor Issues Cont .
TOPIC	Labor Conditions (Unionization Cont.)
RESOLUTION	<p>Compensation</p> <p>1.The company is currently paying more than the national average for the workgroup that unionized as benchmarked against salary surveys and BLS data.</p> <p>2.The company stated that it offers competitive wages above minimum wage (reviewed annually), as well as health insurance, paid time off, an employee assistance program, and 401k.</p> <p>3.The company reported that it increased wages year over year, increased paid time off, maintained benefit offerings over the last several years, and made additional investments for key positions to provide training and other support.</p>
OTHER MANAGEMENT COMMENTS	<p>The company is proud that its employees voted on this important issue. Grand Central Bakery values its relationship with all of its employees, whether they have chosen to engage with Grand Central through a union or directly without representation. The company respects the freedom of association of their employees who are free to join or belong to any association of their choice inside or outside the company.</p> <p>Grand Central supports its employee's rights to collective bargaining and after the vote to unionize, worked directly with the union to enter into a collective bargaining agreement. No significant changes to company practices occurred as a result of the CBA.</p>