



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

PROVIDED BY:

New Seasons Market

UPDATED AS OF:

04/02/2021

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		✓
Other		✓
Supply Chain Disclosures		
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		✓
Other Disclosures		
		✓

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		✓
Penalties assessed regarding company's product safety	✓	
Practices		
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:

New Seasons Market

UPDATED AS OF:

04/02/2021

DISCLOSURE QUESTIONNAIRE CATEGORY	Penalties assessed regarding company's product safety
ISSUE DATE	2016 - 2020
TOPIC	3 different occasions of environmental, staff, and product safety issues.
SUMMARY OF ISSUE	<p>In the past 5 years, New Seasons Market has had 3 incidents related to the above:</p> <ol style="list-style-type: none">1. September 2018: The San Mateo County Health Environmental Health Services conducted an audit which showed deficiencies related to EPCRA (Emergency Planning and Community Right to Know Act) reporting requirements.2. August 2019: After a VOI (Voluntary Action Indicated) inspection of the Central Kitchen Facility, the FDA issued a Form 483 with three observations, including deficiencies in controlling metal hazards, sanitation controls, and environmental monitoring.3. In the past 5 years, NSM has received 37 OSHA complaints. Many of these complaints were resolved without citations. Total, these complaints resulted in 20 serious citations, and 21 other citations. The specific complaints and fines from OSHA were for:<ul style="list-style-type: none">- May 2020: Failure to provide proper training on chemical use- May 2018: Failure to lockout tagout hazardous energy- July 2016: Failure to lockout tagout hazardous energy, storage of ladders, pallet jacks- December 2015: Slipping hazard due to floor remodel
SIZE/SCOPE OF ISSUE (e.g. \$ financial implication, # of individuals affected)	37 OSHA complaints, 1 FDA penalty, and one environmental penalty.
IMPACT ON STAKEHOLDER(S)	Potential for injuries or health hazards and environmental issues
RESOLUTION	<ol style="list-style-type: none">1. Training issues were identified and resolved as of October 2018, and in 2019 NSM submitted Emergency Response, Training Plan, Facility Information which were all accepted by the county.2. The Central Kitchen Facility ceased operations in December of 2020.3. These complaints were all resolved to OSHA satisfaction (barring one currently open complaint)
IMPLEMENTED MGT PRACTICES	For each of the incidents described above, New Seasons Market has been proactive and taken corrective actions.
OTHER MANAGEMENT COMMENTS	Company has taken the appropriate measures to resolve the issues and prevent them from occurring again in the future.

DISCLOSURE QUESTIONNAIRE CATEGORY	Alcohol
TOPIC	Company sells alcohol products
SUMMARY OF ISSUE	New Seasons Market is a grocery store that earns a material amount of revenue from the sale of alcohol



SIZE/SCOPE OF ISSUE (e.g. \$ financial implication, # of individuals affected)	In the previous fiscal year, 7.5% of New Seasons Market's revenue was earned from the sale of alcohol
IMPACT ON STAKEHOLDER(S)	Alcohol may have a negative impact on the health and well-being of individuals and their communities
IMPLEMENTED MGT PRACTICES	<p>The company complies with all of the regulations and laws related to the sale of alcohol in the jurisdictions in which it operates.</p> <p>All wine & beer staff are required by law to have an OLCC "Alcohol Service Permit". To earn the permit, one has to pass a virtual class which includes extensive instruction on whom not to sell alcohol to.</p> <p>All staff and those who operate registers are required to complete a training prior to selling alcohol. Additionally, we conduct an annual re-training, both which are stored in employee's files</p>
OTHER MANAGEMENT COMMENTS	As a way to incentivize staff to follow guidelines, we recognize staff who pass alcohol stings with \$100 gift cards.

DISCLOSURE QUESTIONNAIRE CATEGORY	Recalls
TOPIC	Recalls due to quality control matters
SUMMARY OF ISSUE	24 recalls in the last 5 years related to quality control matters
SIZE/SCOPE OF ISSUE (e.g. \$ financial implication, # of individuals affected)	23 recalls due to undeclared allergens, 1 due to foreign materials, 1 due to E. coli contamination
IMPACT ON STAKEHOLDER(S)	<p>None of the recalls were mandated by any regulatory agency, and all were voluntary and initiated by NSM/NLCM. We had 27 total recalls between 2017 and 2020. Of the 27 recalls, 11 were classified by FDA, 2 were classified by USDA (see detail on the Recall Summary sheet). All others were conducted with Oregon Department of Agriculture.</p> <p>Illness were reported only for the E.Coli recall on 11/9/2019</p>
IMPLEMENTED MGT PRACTICES	<p>NSM & NLCM continue to create checks at critical points, such as labeling. The company systematically clears out data in its system that contains discontinued or inactive PLU codes, so incorrect labels cannot be printed. The company has updated (and continues to update) its existing scale data through targeted audits to correct ingredient and allergen issues. The company has implemented a pack list which requires a final check of the label before the product is merchandised. The company continues to train staff on the importance of correct labeling and allergen awareness.</p>

DISCLOSURE QUESTIONNAIRE CATEGORY	Litigation and Arbitration
ISSUE DATE	Ongoing
TOPIC	Pending lawsuit by a vendor
SUMMARY OF ISSUE	A vendor was injured in a loading area. New Seasons Market is currently disputing liability and damages.
SIZE/SCOPE OF ISSUE (e.g. \$ financial implication, # of individuals affected)	.03% of revenue
IMPACT ON STAKEHOLDER(S)	The lawsuit alleges workplace injuries.
RESOLUTION	This matter remains ongoing.
IMPLEMENTED MGT PRACTICES	Discouraging any vendor to step in voluntarily and requesting them not to assist in any unrelated activities of store operations that are outside the course and scope of their vendor relationship



RELATED INCIDENTS	Other lawsuits, but not related. See below.
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DISCLOSURE QUESTIONNAIRE CATEGORY	Litigation and Arbitration
ISSUE DATE	2017
TOPIC	Lawsuit alleging workers' comp retaliation and age discrimination.
SUMMARY OF ISSUE	A suit was filed against New Seasons Market
SIZE/SCOPE OF ISSUE (e.g. \$ financial implication, # of individuals affected)	The total settlement amount for the lawsuits represents .015% of revenue
IMPACT ON STAKEHOLDER(S)	Plaintiff claimed financial and reputational harm.
RESOLUTION	Lawsuit settled in October 2017.
IMPLEMENTED MGT PRACTICES	Procedural retraining of HR staff member to ensure clarification.

DISCLOSURE QUESTIONNAIRE CATEGORY	Litigation and Arbitration
ISSUE DATE	2020
TOPIC	Ongoing Class Action Lawsuit
SUMMARY OF ISSUE	A wage and hour class action was filed in the California stores.
SIZE/SCOPE OF ISSUE (e.g. \$ financial implication, # of individuals affected)	Potential damages of .76% of revenue
IMPACT ON STAKEHOLDER(S)	Alleged financial harm.
RESOLUTION	This matter is ongoing.
RELATED INCIDENTS	See above.