

LETTER OF UNDERSTANDING AND AGREEMENT RE: WEDGE LINDEN HILLS “FRESH FLOW” REMODEL:

1. The Employer agrees that the implementation of self-checkout (SCO) is intended to enhance customer service and operational efficiency, not to eliminate front-end positions or reduce labor hours allotted to the Front End. The Employer is not considering reducing current Front End staff’s scheduled hours due to the implementation of SCO.

The Employer agrees to meet with the Union as requested by staff at 3, 6, and 12 months after implementation to review the SCO program and address any impact on employees. Affected Front End employees may attend these meetings.

If, during the current contract period, a current Front End employee experiences a reduction in scheduled hours that is reasonably attributable to SCO, management will help the employee maintain hours within the Front End whenever feasible.

If additional hours are not available within the Front End, management will evaluate cross-training opportunities in accordance with business needs. Any cross-training or scheduling in other departments will occur at management’s discretion, subject to Article 6 of the CBA regarding scheduling.

2. Full-service registers will operate during all store hours.

3. The Self-Checkout role is not a distinct classification, but rather a regular variation of cashier duties within the existing Front-End classification. The work performed at the self-checkout station is comparable in skill, responsibility, and accountability to work already performed by cashiers. Staff in this role provide general customer assistance and monitor transactions; they do not perform the higher-level functions associated with the Customer Service Desk, such as returns, refunds, complaint resolution, or account adjustments. Those functions continue to be handled by FCs and managers.

The Employer will schedule and rotate cashiers through both full service and self-checkout registers within the current classification and wage structure.

4. For products that require ID verification, employees may take all the time needed to check IDs appropriately. If needed, employees may request additional support from other cashiers, customer service, managers and/or MODs.

5. The Employer will provide ear plugs and KN95 masks as needed throughout construction.

6. Employees who feel ill due to remodel-related substances, irritants, or allergens may be reassigned to other areas by management. If unable to continue working, they may leave without attendance infractions after notifying their department manager and may use PTO

for lost hours. In the event of an actual health hazard confirmed by management and the general contractor, the Employer will compensate affected employees for documented lost wages incurred during the period the health hazard is confirmed to exist.

7. Current or better levels of bicycle parking for staff shall be maintained.