

Good afternoon. My name is Jane St. Louis. I am a scan coordinator and have worked for Safeway for 33 years. I am also a proud member of the UFCW Local 400. Today I am speaking on behalf of grocery workers across Maryland and across this country.

I want to share what pricing looks like **from the worker's side**, because it is very different from how it is often described.

Customers assume that prices are the same for everyone, unless you use a coupon or discount card, in which case the discounts are the same for everyone. But with the introduction of retail apps, customers using the app may get a different discount than the person standing next to them buying the exact same product.

This happens even on advertised items. Customers don't understand why they are paying more. They feel frustrated and embarrassed, and they turn to employees for answers.

Workers are then put in the impossible position of trying to explain why **one customer qualifies for a price and another does not**. We are expected to explain technology, data collection, and pricing systems that we don't control. This confusion is happening in **almost every retail store today** where customers can use an app to receive lower prices.

These systems collect customer data—what people buy, how often they shop, and how they use the app—to decide who gets better deals. While retailers may call this personalized savings, from the worker's point of view, it creates **unequal pricing, confusion, and stress on the front line**.

Electronic shelf labels will make this problem even worse, because every customer in the store will be impacted, whether they use an app or not. Customers will have no way of knowing if they're getting a deal or if they're getting squeezed.

To be clear: this bill does nothing to stop retailers from offering discounts. This bill simply protects customers from their personal information—such as their race, gender, family status, or even whether or not they're pregnant—being used against them to individually charge them more for their purchases.

But this bill is not just about pricing. It is about **fairness, transparency, and protecting workers and consumers**.

As pricing becomes more automated and digital, **jobs are disappearing**. Electronic shelf labels and automated pricing systems are replacing work that trained employees once did. Across Safeway stores nationwide, scan coordinators who once worked **full-time—40 hours a week with benefits—are now being cut to just 8 to 10 hours a week**, causing workers to lose healthcare, financial stability, and dignity after decades of service.

I have given 33 years of my life to this company. Many of my coworkers have done the same. We are not data points or algorithms. We are people trying to support our families.

I urge you to support the Protection from Predatory Pricing Act and stand with grocery workers and the communities we serve.

Thank you for listening.