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March 24, 2026

The Honorable Robert Britto  
Chairman, Senate Commerce Committee  
Rhode Island State House  
Providence, RI 02903

Chairman Britto and Committee Members,

The Northern RI Chamber of Commerce (NRICC) represents businesses in the communities of Burrillville, Central Falls, Cumberland, Foster, Glocester, Johnston, Lincoln, North Providence, North Smithfield, Pawtucket, Scituate, Smithfield and Woonsocket.

The Chamber wishes to be on record as opposing the passage of S.2342, An Act Relating to Labor and Labor Relations – Restrictions on Self Service Checkout Stations Act. This bill limits the number of customer self-checkout stations to eight; requires stores to maintain one manual check-out station for every two self-checkout stations in use; dictates that one employee cannot monitor more than two self-checkout stations and gives the Attorney General broad authority to enforce the law and to create penalties.

Businesses must continually adapt to the marketplace. Following the “great resignation,” our business community experienced difficulties finding employees, and it still continues to struggle in this area. One way for the retail industry to adapt is to provide customers with an opportunity to self-check their purchases. Many customers actually prefer this option. S.2342 discourages the use of such technology, thus placing a business in a difficult situation of being unable to serve the majority of its customers. Additionally, and perhaps more disturbingly, the state proposes to enter a particular business and mandate day-to-day operations that are not related to health and safety. From the business perspective, this is state overreach and creates an environment companies will not want to enter.

The Chamber asks the committee to oppose this legislation and to not create policies that micromanage a business’s choice of technology. Thank you for your consideration of the Chamber’s comments.

Respectfully,

Monika P. Zuluaga  
President & CEO