

# Weekly Newsletter

THE KENT COMPANIES

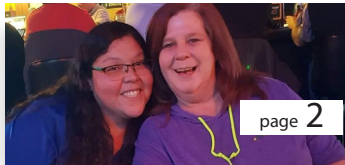
Making your life



Oct 29, 2020

Period 11, Week 4

Mr. Payroll



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Kent Kwik/Car Wash



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Safety News



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## HR NEWS

### 2021 OPEN ENROLLMENT UNDERSTANDING YOUR BENEFITS

PLEASE JOIN US FOR ONE OF THE OPEN ENROLLMENT MEETINGS EITHER  
IN PERSON AT A LOCATION NEAR YOU OR VIRTUALLY ON SELECT DAYS TO  
ENROLL IN MEDICAL, DENTAL, VISION, LIFE INSURANCE,  
AND ADDITIONAL BENEFIT OFFERINGS.

AN EMAIL WITH ADDITIONAL INSTUCTIONS AND INFORMATION WILL BE  
SENT TO ALL BENEFIT ELIGIBLE TEAM MEMBERS.

#### 2021 Open Enrollment Schedule

| Monday                                                                 | Tuesday                                                                | Wednesday                                                        | Thursday                                                                                             | Friday                                                                  |
|------------------------------------------------------------------------|------------------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| <b>Nov 2:</b><br>Midland/Odessa<br>Corporate Office<br>8:30am - 3:30pm | <b>Nov 3:</b><br>Midland/Odessa<br>Corporate Office<br>8:30am - 3:30pm | <b>Nov 4:</b><br>Monahans - 8:30am<br>Kermit - 1pm               | <b>Nov 5:</b><br>No Meetings                                                                         | <b>Nov 6:</b><br>Virtual Meetings<br>Non-Corp - 9am<br>Corporate - 2pm  |
| <b>Nov 5:</b><br>No Meetings                                           | <b>Nov 10:</b><br>Fort Stockton<br>9am - 3pm                           | <b>Nov 11:</b><br>Virtual Meeting<br>Non-Corp - 9am              | <b>Nov 12:</b><br>Big Spring - 8:30am<br>Colorado City - 11:30<br>Big Lake - 1:30pm                  | <b>Nov 13:</b><br>Virtual Meetings<br>Non-Corp - 9am<br>Corporate - 2pm |
| <b>Nov 16:</b><br>Haskell - 8am<br>Tye - 1pm                           | <b>Nov 17:</b><br>Waco                                                 | <b>Nov 18:</b><br>Waco                                           | <b>Nov 19:</b><br>Gun Barrell City -<br>8am<br>Virtual Meetings<br>Non-Corp - 9am<br>Corporate - 2pm | <b>Nov 20:</b><br>Alamogordo - 10am                                     |
| <b>Nov 23:</b><br>Virtual Meeting<br>Non-Corp - 9am                    | <b>Nov 24:</b><br>No Meetings                                          | <b>Nov 25:</b><br>No Meetings                                    | <b>Nov 26:</b><br>Happy Thanksgiving                                                                 | <b>Nov 27:</b><br>Happy Thanksgiving                                    |
| <b>Nov 30:</b><br>No Meetings                                          | <b>Dec 1:</b><br>Houston                                               | <b>Dec 2:</b><br>Tennessee<br>Virtual Meetings<br>Non-Corp - 9am | <b>Dec 3:</b><br>Tennessee                                                                           | <b>Dec 4:</b><br>No Meetings                                            |

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Making your life



# MR. PAYROLL NEWS

|                                                                                                                                                                                                                                                        |  |                                        |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|----------------------------------------|--|
| Agent Name: Kent / Mr. Payroll                                                                                                                                                                                                                         |  | Action Completion Date: N / A          |  |
| Agent Number: HQ / Network                                                                                                                                                                                                                             |  | Agent Email/Fax: jhuckabee@kentoil.com |  |
| Agent Instructions: Items checked below identify corrective actions that are required to be taken to reinforce knowledge and maintain an effective Compliance Program. Please refer to the Global Agent Compliance Program Manual and Anti-Fraud P&P's |  |                                        |  |

| #  | Issue                                             | REMEDIAL ACTIONS                                                                                                                                                     | FINDING                                                             | RESPONSE REQUIRED?                                                  |
|----|---------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|---------------------------------------------------------------------|
| 1  | GENERAL                                           | Data errors are required to be reduced to display no or minimal Data Integrity issues                                                                                | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|    |                                                   | Quality Assurance program to be implemented                                                                                                                          | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|    |                                                   | Program to be enhanced to include Independent Testing of the AML/CFT & fraud controls                                                                                | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|    |                                                   | Documentation of Independent Testing is required                                                                                                                     | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| 2  | CONSUMER PROTECTION                               | An effective Consumer Protection program is required                                                                                                                 | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|    |                                                   | Fraud Awareness materials are required to be:                                                                                                                        |                                                                     |                                                                     |
|    |                                                   | Distributed to FLAs                                                                                                                                                  | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|    |                                                   | Displayed at Point of Sale                                                                                                                                           | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| 3  | COMPLIANCE OFFICER/ DELEGATE                      | The Compliance Officer/Compliance Delegate is required to be:                                                                                                        |                                                                     |                                                                     |
|    |                                                   | Designated in writing                                                                                                                                                | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|    |                                                   | Trained                                                                                                                                                              | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| 4  | POLICIES & PROCEDURE                              | The Policies & Procedures are required to be:                                                                                                                        |                                                                     |                                                                     |
|    |                                                   | Read/reviewed and approved annually                                                                                                                                  | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|    |                                                   | Available and retained at each location                                                                                                                              | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|    |                                                   | Created/Updated to meet key Compliance Requirements                                                                                                                  | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| 5  | AML/ANTI-FRAUD TRAINING (INCLUDING FLA INTERVIEW) | (i) employees need to receive initial training                                                                                                                       | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|    |                                                   | (ii) employees need to receive ongoing training                                                                                                                      | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|    |                                                   | Initial training records are required                                                                                                                                | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|    |                                                   | Ongoing training records are required                                                                                                                                | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| 6  | REPORTING                                         | Process implemented for all employees, including FLAs, compliance personnel and management to report suspicious activity                                             | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|    |                                                   | All locally required reports (including referrals of unusual or suspicious transactions to Western Union) are to be completed and submitted as required              | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| 7  | TRANSACTION MONITORING                            | Monitoring is required to be:                                                                                                                                        |                                                                     |                                                                     |
|    |                                                   | Performed                                                                                                                                                            | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|    |                                                   | Documented                                                                                                                                                           | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|    |                                                   | Enhanced to detect suspicious activity                                                                                                                               | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| 8  | RECORDKEEPING                                     | Records are required to:                                                                                                                                             |                                                                     |                                                                     |
|    |                                                   | Include the collection and maintenance of FLA identity records                                                                                                       | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|    |                                                   | Comply with the recordkeeping requirements under local regulation and according to WU standards                                                                      | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|    |                                                   | Be secured safely and for the requisite retention period                                                                                                             | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| 9  | KYC                                               | A comprehensive "Know Your Customer" program is required to:                                                                                                         |                                                                     |                                                                     |
|    |                                                   | Assure acceptable ID is always current (not expired) and ID photo resembles the customer                                                                             | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|    |                                                   | Assure FLAs enter consumer information completely and correctly in the WU system                                                                                     | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|    |                                                   | Assure FLAs understand and follow the Enhanced Due Diligence and Large Principal Money Transfer procedures                                                           | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| 10 | SUB-AGENT MANAGEMENT & OVERSIGHT                  | Sub-agent management requires:                                                                                                                                       |                                                                     |                                                                     |
|    |                                                   | Performance of periodic on-site visits reviews of selected Sub-agent locations or network headquarters to review the adequacy of the Sub-agent's compliance programs | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|    |                                                   | Ensure employee ID/user codes/passwords are up to date and unique                                                                                                    | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| 11 | OTHER SPECIFIC REQUIREMENT                        | Ensure state/country-specific requirements are followed                                                                                                              | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|    |                                                   | Ensure employee is trained using/checked F2Zoom or F3 Country Information                                                                                            | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |

COMMENTS/OTHER  
Great Compliance program! No findings

**WESTERN UNION**  
Agent Action Li:



Help us wish this beautiful little girl, Braidynn (daughter of Maranda from 2318) a happy 5th birthday today!



Help me wish this couple a happy 6 year wedding anniversary coming up on November 1st! This is Tisha from Mr. Payroll 2316!



So most of y'all recognize this lovely lady right here. Her name is Jeanette, and she has been with the company for many years. I was so upset when she left last year because she was just the sweetest lady I have ever meet! Well Kristi called me one day and said, "Can you please revise the schedule because we have someone coming back to work for us" and I

replied yes ma'am, who is it? She said, "Jeanette is coming back." It took me a minute to process what she was telling me but then I got SO EXCITED! I couldn't wait to see her again.... So with that being said, I would like to ask for y'all to help me welcome her back to the company and for becoming the Manager of Mr. Payroll 2212! We love you Ms. Jeanette!



I just want to give a BIG THANK YOU to Kristi for everything she does for Mr. Payroll. From making sure we are taken care of no matter what it is she always has our backs. Also, for giving me a chance to learn and grow with this Company! The girls and I couldn't have asked for a better boss. WE LOVE YOU KRISTI!!! -Love always, Tisha

# KENT KWIK NEWS



Our new Team Members getting ready to start their in-store training!

A Guest called to compliment Katyn, Team Lead at store 318, for doing a GREAT job on handling the business. He claims that she was taking care of the drive-thru just as good as the front. She was greeting Guests as she was moving from the front to the drive-thru without losing her cool. Way to go, Katyn.



Marina is following procedures while checking in a vendor! Great job!



I want to thank Sheila for helping us out at store 905. She has been very helpful from day 1!



Great job cleaning this pump! Thank you for all the hard work, Sabrina!

-Michael



Congratulations to Devon and his Team at store 315 for leading the race in the most money raised so far. Every store is raising money for their local charity, don't be the store that raises the least amount. It's simple, ask the Guest if they want to round up their transaction total to the nearest dollar amount, it's that easy. All You Have to Do is ASK!! If you need some ideas on how to do it, do not hesitate to call stores 315, 262 or 212 which are the top stores. Set a GOAL and Fight to Reach IT!!!

# KENT KWIK NEWS



Happy birthday to Wanda at store 901!

*wishing you a*  
**HAPPY BIRTHDAY**



Our the Team taking a picture with the chicken outside store 905!



36

TESTS COMPLETED

100%

OVERALL SCORE

0

ACTIONS REQUIRED

Great job to stores 401, 402, 262, 273, 308 and 319 for scoring a 100% on their Safety Inspections!

# KENT CAR WASH NEWS

Awesome job to the following stores for having Increases on their merchandise sales over last year!

Store 616 154.6%  
Store 402 128.1%  
Store 801 120.3%  
Store 440 118.9%  
Store 610 114.7%  
Store 804 111.2%  
Store 501 109.7%  
Store 214 106.4%  
Store 317 105.8%  
Store 320 104.5%  
Store 308 103.7%  
Store 215 102.3%  
Store 208 100.5%



**THANK YOU  
FOR YOUR  
HARD WORK  
AND DEDICATION**

We want to recognize Kent Car Wash Team Member Justin Montoya. Justin works full time for the car wash and plays soccer as a hobby! Thank you for your hard work and your cheerful personality you bring to the wash!!

# FOOD SERVICE NEWS



Baskin-Robbins 1493 is ready for a spook-tacular week!

Rissah making Polar Pizzas at our Baskin-Robbins 1491.



Baskin-Robbins 1492 in Odessa showing off their creations, today!! Great job Team, cakes look amazing!!

Rustic 440 has had several power outages over the last couple days. But every time they have picked right back up to serve our Guest. Great job Team!!!



# FOOD SERVICE NEWS

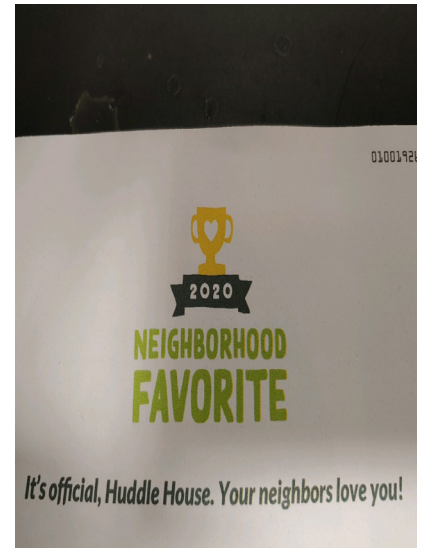
YOU ARE  
*Appreciated*



Brianna at Rustic Cafe 315 taking care of Guest needs with a smile underneath her mask, of course.



At Kent Kwik 319, Maria and New Team Member Deneen are helping fill and clean the coffee machines! Thank you for helping out, our Guest come in for the full experience so we have to do everything we can to make sure every visit is the BEST visit!



With Huddle House 930 in Lubbock coming positive all the time, it was no surprise that they got a Neighborhood Favorite Award! Great job Team.



Thank you to the Team at Tye Huddle House for driving in carefully and sliding into work yesterday!!



Jheri Taylor, thank you for your willingness to work any shift and helping out everywhere. It is very much appreciated! Jheri is even a handy man when needed around the store here in Gun Barrel Huddle House!



Kevin Meeks has taken the assistant position and ran with it at Huddle House 725. He has taken Jackie under his wing and has been pushing her to the top with him. They both possess great skill sets and together they are accomplishing great things.

## Safety Action for the Week - Don't do Beer Math!

As we close out our final week of “**Drive Safe October**,” it seems appropriate to emphasize the importance of NOT drinking and driving. The Holiday Season we are about to enter is the time of year when many will be hosting or attending parties or events where alcohol is served. Unfortunately, we typically see an increase in DUIs and DUI related traffic accidents and deaths during the Holiday Season.

To combat the increase in drivers hitting the road while under the influence of alcohol, both state and local law enforcement will likely use **unannounced DUI checkpoints** to nab DUI offenders before they are involved in an accident.



Here are a few tips to help avoid becoming a DUI statistic this Holiday Season:

**1-Don't do Beer Math!!** Beer Math = Having a couple beers (or other beverages containing alcohol), looking at your watch and reasoning (in your alcohol influenced brain) that you are safe to get behind the wheel of a vehicle. Beer Math can lead to involvement in a little fender bender that isn't even your fault, but still earns you the DUI when police get involved. Beer Math is a BAD IDEA! And remember, “cold beers are like tater chips!.....you can't just have one!” If you are going to drink, don't drive.

**2-Choose** a non-drinking designated driver if you plan on consuming any alcohol.

**3-Catch** a ride with someone who does not drink or already has a designated driver.

**4-Use** Uber, LYFT, or a cab (much cheaper solutions than paying for a DUI!!!).

**5-Have** a transportation plan **BEFORE** you have that first drink. Once you have consumed alcohol, your ability to reason has been affected (the more you drink..... the dumber you get).

Have fun this Holiday Season but don't drink and drive. We want every Kent Team Member to stay safe and sound (and out of jail)! If you witness any unsafe situations in your place of work or have recommendations for future safety topics, please send them to [safety@kentoil.com](mailto:safety@kentoil.com).

## Halloween Safety Tips!

- **Supervise** – All children should be accompanied by an adult when trick-or-treating.
- **Stand Out** – Wear bright colors if possible, or you can add reflective tape to dark costumes
- **Who Ya Gonna Call?** – Put emergency identification on costumes or on your child's wrist. Include name, phone number, and address in case they get separated.
- **Check It First** – Dangerous paint ingredients can cause serious harm to young children. Make sure you know exactly what's in your child's face paint.
- **Masked Dangers** – Young children shouldn't wear masks. Depending on the child's size, they could cause breathing problems or obstructed vision.
- **Treat Inspectors** – Make sure you look at all of your kid's candy first. Throw away any unwrapped or unsealed pieces.
- **911** – Teach your children the emergency number, just in case.
- **Don't Drive** – If you're able, avoid driving during trick-or-treating.
- **Be Alert** – If you're driving, always watch for children crossing the street. Likewise, if you're out with your kids, make sure the road is clear.

