

Weekly Newsletter

THE KENT COMPANIES

Making your life
easy

Period 4, Week 4

April 18, 2024

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BOUNTYLAND NEWS



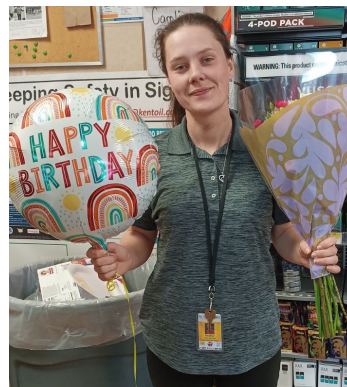
Offering great Guest services at 710! Stephanie helping to pump gas for a Guest and Bridget helping a Veteran get oil in his truck. Thank you both for going above and beyond for our Guests!



Congratulations to David Jr. and Heather on the arrival of a happy healthy baby girl! Miss Blakely Steele Land was born on 4.11.24 at 7lbs, 12oz and 20 inches.



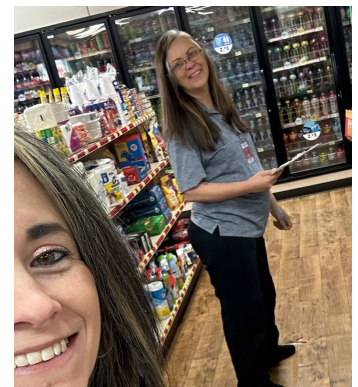
Evelyn doing double duty this day making breakfast and running a register.



Happy Birthday, Heather, at 706. We hope you had a very special day!



Congratulations to Lin, at 705, on becoming our newest store manager here in SC.



Little Bit and Maureen having fun while getting price changes done!

(Left): We are celebrating 11 years with Maureen on our Team! Thank you for your hard work and dedication!

(Right): Tryston, at 701, going above and beyond to make sure we had enough beer cut for the busy weekend. Thank you for stepping up, Tryston.



KENT KWIK NEWS



Alexia, daughter of our 903 Manager Krystan, attended her high school prom this past weekend. She has plans on going to college to become a traveling nurse.



Happy Birthday Maritza, from Rustic 315!



Joshua, from store 461, always has a smile and a story for his Guests. Thank you for your awesome Guest service, Joshua.



Congratulations Doug, from 317 who placed 3rd in shot put and 5th in the 50m run at his track and field competition.



Vera, at 302, making our delicious breakfast pizza.



Happy birthday, Britney! Thank you for all your hard work everyday!



Great job to the following stores for scoring 100% on their Period 3 Customer 1st Mystery Shop;
Stores 217, 273, 304, 319, 322, 326, 410, 412, 804 and 905.



It's all about learning. Our new hires go through office training and then we go all hands on in the different stores.





Welcome our new Kent Family Members; Jazmin, Mireya, Dylon and Elaine. We are thrilled to have you on the Team.



We learned about growing within the company and opportunities available from our Power Panel during our Training and Development Meeting! Communicating and taking a personal interest in your Team Members is the road to success.

TOM THUMB NEWS



Julia, 953 store manager, getting some deep cleaning done between Friday peak times.



Store Managers Magda (959), Lidia (958), Anthony (961) and Mercy (955) got together to assist Cynthia at 960 with merchandise resets. Great Teamwork! It's the Kent Way!



Team 962 celebrated Lina and Zulma's birthdays this week. We hope you had a great birthday, ladies!



957 Store Manager, Juan, posing for a group picture with the audit Team; Jose, Julio and Freddie (Advanced Inventory Services) after scheduled inventory audit. We want to thank AIS for their diligence and hard work. Much appreciated!



SAFETY NEWS

Keeping Safety in Sight

Nothing is too Small!

Safety Definition: to ensure safe and healthful working conditions for Team Members by setting and enforcing standards by providing training, outreach, education, and assistance.

De-Escalation

Know the warning signs of potential violence!

There are two types of people you cannot stop, maybe more, but these two are certain to be at the top of the list.

- A person willing to do anything for their cause
- A person that has nothing left to lose

Is someone struggling at home? Do you know of abuse or problems with a co-worker? Did you hear someone discussing that they would kill the whole damned bunch? Has someone said, I am tired of this I am going to buy a gun and take care of it?

It is everyone's responsibility in society to try to alert the proper people or authorities if you believe someone is unstable enough to act on their emotions. The one thing we can do is notice the warning signs. We are all in this together; you can make a difference!

HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

QUICKLY DETERMINE THE MOST REASONABLE WAY TO PROTECT YOUR OWN LIFE. CUSTOMERS AND CLIENTS ARE LIKELY TO FOLLOW THE LEAD OF EMPLOYEES AND MANAGERS DURING AN ACTIVE SHOOTER SITUATION.

1. Run • Have an escape route and plan in mind • Leave your belongings behind • Keep your hands visible	2. Hide • Hide in an area out of the active shooter's view. • Block entry to your hiding place and lock the doors	3. Fight • As a last resort and only when your life is in imminent danger. • Attempt to incapacitate the active shooter • Act with physical aggression and throw items at the active shooter
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CALL 911 WHEN IT IS SAFE TO DO SO

HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES ON THE SCENE

1. HOW YOU SHOULD REACT WHEN LAW ENFORCEMENT ARRIVES:

- Remain calm, and follow officers' instructions
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as attempting to hold on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

2. INFORMATION YOU SHOULD PROVIDE TO LAW ENFORCEMENT OR 911 OPERATOR:

- Location of the victims and the active shooter
- Number of shooters, if more than one
- Physical description of shooter's
- Number and type of weapons held by the shooter's
- Number of potential victims at the location

RECOGNIZING SIGNS OF POTENTIAL WORKPLACE VIOLENCE

AN ACTIVE SHOOTER MAY BE A CURRENT OR FORMER EMPLOYEE. ALERT YOUR HUMAN RESOURCES DEPARTMENT IF YOU BELIEVE AN EMPLOYEE EXHIBITS POTENTIALLY VIOLENT BEHAVIOR. INDICATORS OF POTENTIALLY VIOLENT BEHAVIOR MAY INCLUDE ONE OR MORE OF THE FOLLOWING:

- Increased use of alcohol and/or illegal drugs
- Unexplained increase in absenteeism, and/or vague physical complaints
- Depression/Withdrawal
- Increased severe mood swings, and noticeably unstable or emotional responses
- Increasingly talks of problems at home
- Increase in unsolicited comments about violence, firearms, and other dangerous weapons and violent crimes

Contact your building management or human resources department for more information and training on active shooter response in your workplace.

LAST

LISTEN

- Make eye contact.
- Show you care through your body language and facial expressions.
- After listening, restate the customer's concern to make sure you understand.

APOLOGIZE

- Apologize without blaming others.
- Keep it simple: "I'm so sorry about this."
- Make it genuine. No one wants a half-hearted apology.

SOLVE

- Begin by saying something like, "Let's see what we can do to resolve this situation."
- Emphasize your store's values. "Our primary goal is to create a safe, enjoyable shopping experience."
- When possible, give options, such as, "We have free masks or could even shop for you if you'd prefer."

THANK

- After the resolution, thank the customer by saying something like, "Thanks for your patience as we worked through this."
- Sometimes, it's good to close with another apology and sign of gratitude. "Again, I'm terribly sorry for the challenges. Thanks for working through it with me."

PRINCE SIGNS NEWS



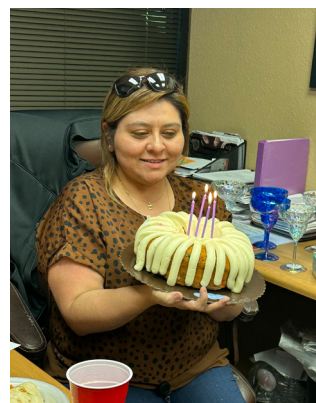
Barbara Griffey (Sales Mgr) and Tracy Swisher (Business Dev. Rep) attended the 2024 ISA Sign Expo in Orlando Florida last week. They visited with vendors from all over the country and were introduced to new products in the sign industry. They plan on sharing the new products and knowledge with their Prince team.

HUMAN RESOURCES NEWS



Join us in giving a huge congratulations to Rhonda's family! Her daughter was one of two students from Legacy chosen to play with the West Texas Symphony and her son received the MPD distinguished medal for saving a life.

Happy Birthday, Tiffany, HR manager. We hope you had a great day and are happy to have you as part of our Kent Family.



CHARITY GOLF TOURNAMENT

We are thrilled to announce that registration is open for our 36th annual charity golf tournament! As always, proceeds from the tournament go to local charities and organizations that make a difference in our community. If you know anyone or have any vendors that may be interested in participating in this year's tournament please have them go online to www.kentkwik.com/golf/ and fill out the registration form. The tournament fills up fast so don't wait!

THE KENT COMPANIES
THE 36TH ANNUAL CHARITY
GOLF
Tournament



THURSDAY
JUNE 13TH

ODESSA COUNTRY CLUB
8AM & 1:30PM SHOTGUN STARTS

EPT NEWS



Rooollllll ttttidddeeee!!!

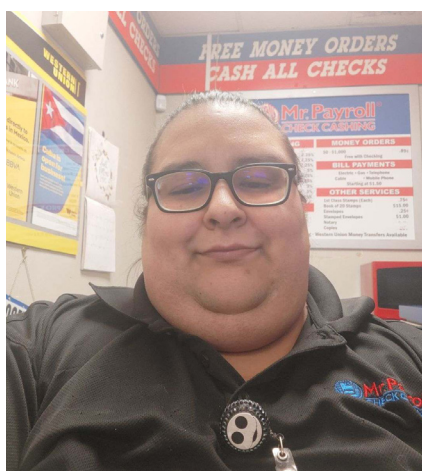
You heard right longhorn fans, Express Petro Transportation has made their way over to Birmingham, Alabama! After the recent acquisition of 12 Kent Kwik stores throughout Birmingham and minutes away from the University of Alabama, Express Petro did not hesitate to hit the ground running to make sure all stores get the fuel they need.

We are excited to introduce our newest Birmingham drivers. Please welcome Bobby Symonds (left) & Daniel Singleton (right)! Both guys joined the Birmingham market with an enthusiastic attitude and have brought their experience, determination, and most importantly willingness to maintain EPT's safety standards to the team. If you ever run into these men servicing our stores, give them a warm welcome to our Team. We are super excited to have these guys!

MR. PAYROLL NEWS



Its prom season! Here is Zac (Ms. Lisa) and Tylan (Ms. Nell) at their proms.



We would like to give a happy 2 year anniversary to Misty. We appreciate your hard work and dedication. Thank you for being a part of our Team.



Happy birthday to Ms. Rosa G., at 2302. We hope you had a fantastic day.



Ms. Vikki, at 2202, got her new Mr. Payroll sign!

WESTEX NEWS



Congratulations to our WesTex Urgent Care April years of service Team Members. From left to right; Sabrina, Clinical Manager 6 years; Brittany, Medical Assistant 7 years; Moises, Operations Manager 5 years; Andrea, Family Nurse Practitioner 1 year; Taylor, Family Nurse Practitioner 1 year.



Welcome our newest WesTex Urgent Care Team Member, Drew! Congratulations to Taylor FNP, and her husband.



REVIEWS OF THE WEEK! WESTEX 9104

"The staff is great. Fast and thorough. Check in is easy. Dr. Martinez is incredible! Always treats my son as if he is her own! Excellent bedside manner and very sweet, caring, and compassionate! Would highly recommend them to anyone!"

"This was a great experience. They took their time and talked with you to get what is best for the patient. Would recommend them every time."



Teresa Spotlight

Please meet one of our newest Family Nurse Practitioners!

Teresa attended Angelo State University for both her Associate Degree and her Bachelor's Degree in Nursing. She then attended Texas Tech Health Science Center for her MSN in Family Nurse Practitioner. As an RN and FNP, Teresa has always worked in rural areas. Rural health involves many challenges as a health professional. You work closely as a team and learn to juggle the ER, Floor, Clinic, OB, and Surgery. During her health career, Teresa got to serve as CEO for 18 years.

Teresa has four children, 3 boys who are spread out between San Angelo, San Antonio, and Castle Rock, Colorado. She has one daughter who recently convinced her to move to midland (Yeah!!). Her daughter and two of her seven grandchildren live right behind her house. Her house has 3 acres, which gives them lots of room to play. Her grandchildren are the joy of her life! Teresa also enjoys the companionship of her two dogs and cat.

Teresa enjoys working outside in her yard, traveling, fishing, and camping. Her favorite places to visit are Colorado and Alaska, both with beautiful scenery and abundant wildlife. Her future goal is to take her grandchildren on different travel adventures.

