The Kent Companies

NEWSLETTER

Period 12, Week 3 November 19, 2026

FROM OUR SUPPORT TEAMS

HR News



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FROM OUR SUPPORT TEAMS

HR News

LAST CHANCE!
OPEN ENROLLMENT ENDS TOMORROW!



Friday, November 20, is the final day of Open Enrollment! This is your opportunity to enroll in new benefits or make changes to your existing coverage for the upcoming year.

Don't miss your chance to review your options and make any necessary updates before the deadline!

Questions about enrollment? Contact Alyssa Dunivant for assistance.

Email: adunivant@kentoil.com

A Warm Welcome to Our New Tennessee Team!

Our HR Team recently hosted a successful hiring event for our newest Kent Kwik location, 905, in Ardmore, Tennessee! We're excited to welcome so many new Team Members as we prepare to open our doors.

A big thank-you to our HR Team for their hard work in bringing this event together. We can't wait to see our newest Team Members grow and succeed with The Kent Companies!







A Look Back at Kent Lube: Nearly 50 Years of History!

As construction continues on our newest Kent Lube location in Midland, we're taking a look back at where it all began!

The story started in **1976**, when Buck Kent, Tom Kent, and Arthur Sparks formed a partnership to establish **Kent Lubrication Centers**. In **October 1977**, the first location opened, becoming **one of the first ten-minute oil change operations in West Texas!**

In **1979**, Bill Kent took over operations alongside Arthur Sparks, and together they expanded the business beyond Midland and Odessa. By **1988**, Kent Lube had become **Avis Lube** through a franchise agreement that allowed the existing centers to rebrand without major changes to their operations.

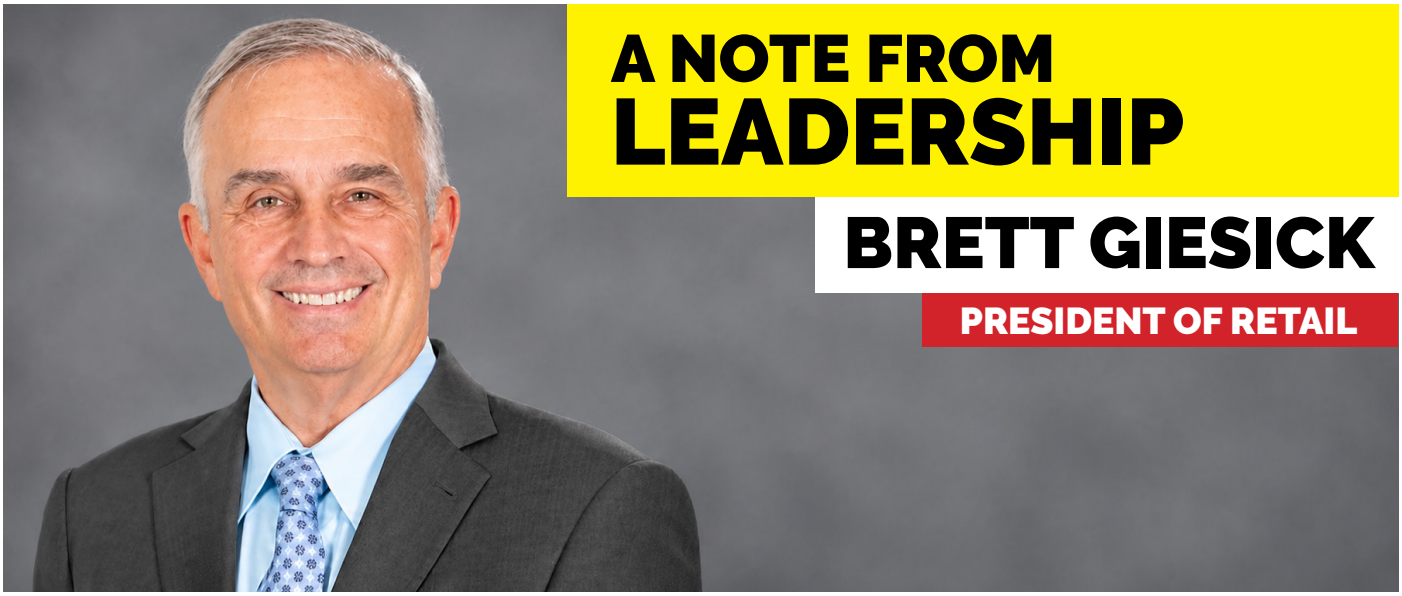


Another important milestone came in **1998**, with the creation of the **Avis Lube process flow**. This process became the foundation for the centers' operations and was considered the secret sauce behind the company's success! In **2013**, that success earned national recognition when Adam Sturdivant, then Director of Operations for Avis Lube, was named **National Oil and Lube News Operator of the Year!**



In **2020, The Kent Companies sold the Avis Lube fast oil change brand to Valvoline**, a sale that included all 14 Texas locations. But that wasn't the end of the story! In **2021, Kent Lube made its comeback** with the opening of a brand-new oil change center under the original Kent Lube name.

Today, we're continuing that legacy with **three new locations** and another Kent Lube currently under construction in Midland. **Nearly 50 years after our first oil change center opened**, we're proud to keep building on the history that started it all!



Hi, Team —

As we approach the end of 2026, I find myself reflecting on what has been a truly rewarding year, both personally and professionally.

One year ago, I made the decision to come out of retirement and become part of this company's journey. Having known Bill Kent for more than 15 years, I have tremendous respect for his vision, determination, and belief in what this organization can accomplish. It was that trust, along with the opportunity to be part of something special, that inspired my return.

Over the past year, I have had the pleasure of getting to know our entire Management Team and meeting many dedicated Team Members throughout the organization. These experiences have reinforced my belief that we have the talent, commitment, and leadership necessary to achieve great things together.

Growth is never easy. It challenges organizations, tests our processes, and requires us to continually adapt and improve. But with the right people, a shared vision, and a willingness to work together, I believe there is very little we cannot accomplish. **Our greatest strength is, and always will be, our people.**

As we look forward to 2027, I am excited about the opportunities ahead and what we can achieve together. I am proud to be part of the Retail Support Team and grateful for the dedication and contributions each of you brings to our success.

As the holiday season approaches, I wish you and your families a wonderful holiday filled with happiness, good health, and time with those who matter most.

Thank you for making this past year so meaningful. I look forward to working alongside you and sharing in our continued success in 2027.

Warmest wishes,

Brett

BIG NEWS FROM THE EAST

Celebrating Our Newest ServSafe-Certified Team Members!






We're proud to announce that 21 of our Managers, Deli Managers, and Team Members have successfully passed the ServSafe certification exam!

This accomplishment reflects their dedication to maintaining high standards of food safety and Guest trust across our locations.

Congratulations to all 21 Team Members! Thank you for your hard work and commitment to keeping our Guests safe and delivering a great experience every day!

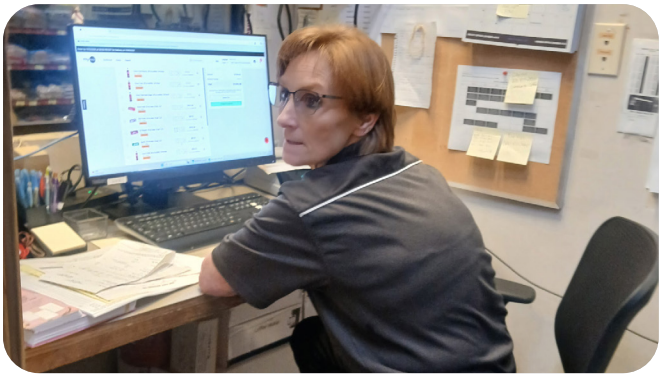




South Carolina Lottery Contest Winners!

Congratulations to two of our South Carolina Team Members for their outstanding performance in our recent lottery contest! The competition challenged stores to get newly released lottery tickets into their display boxes and ready for sale as quickly as possible. Tracey from Store 705 (left) earned second place, while Stephanie from Store 707 (right) took third place! Both Team Members worked hard to secure their winning spots, and their dedication paid off!

Congratulations, ladies, and thank you for your hard work and determination!



Welcome Aboard, Jennie!

We’re excited to welcome Jennie Gifford as the new Store Manager at Store 702! Jennie has already made a positive impact, focusing on keeping the store fully stocked and ready to serve our Guests. Beyond daily operations, she’s passionate about helping her Team Members grow, working closely with each individual to support their goals and build a winning Team. We’re excited to see her continued success!



Welcome Back, Gloria!

We're happy to welcome Gloria Trayer, Team Lead at Store 703, back to the Team! Gloria has returned with enthusiasm, determination, and a positive attitude. She's already jumped back into action, making improvements to product displays and ensuring new merchandise is ready for our Guests. We're so glad to have her back and appreciate the energy she brings to her store!



A Little Holiday Cheer in The Highlands!

Sometimes it's the littlest Guests who bring the biggest smiles! One of our favorite little Guests at our Highlands locations always lights up when she spots her favorite Dumplings. This time, she was especially excited to show off her Christmas Dumplings! Moments like these are a sweet reminder of the special connections our Teams build with the communities we serve.

What's Cooking in Food Service?



A Sweet New Look for Baskin-Robbins!

Our Baskin-Robbins location on Wadley Avenue in Midland is officially back open following its recent renovation! The renovated space brings a fresh new look to a familiar favorite, and we're excited to welcome Guests back through the doors.

A big thank-you to everyone who helped bring this renovation together and get the store ready to reopen. We're looking forward to serving up plenty more smiles, scoops, and sweet treats in our updated space!









Spooky Cakes Come to Life!

Our Baskin-Robbins locations got into the Halloween spirit with a fun Spooky Cake Contest! Throughout October, young Guests were invited to show off their creativity by designing their very own Halloween cakes on coloring sheets, with the chance to have their designs brought to life!

After receiving so many creative entries, our winners were selected and got to see their artwork transformed into real Baskin-Robbins cakes! It was such a fun way to celebrate the season and bring a little extra excitement to our youngest Guests.

A big thank-you to everyone who participated and to our Baskin-Robbins Team for making these sweet creations possible!

Kent Car Wash at a Glance

Celebrating One Year!

Congratulations to Jairek Manning on his one-year work anniversary at Kent Car Wash 222! Over the past year, Jairek has been a valued part of the Team, and we're excited to recognize this special milestone.

Our Team Members are what make our locations successful, and we're grateful for the time, effort, and dedication Jairek brings to Kent Car Wash. Thank you for a great first year, Jairek! We look forward to seeing you continue to grow and celebrating many more milestones with you!



FROM OUR SUPPORT TEAMS

Maintenance News

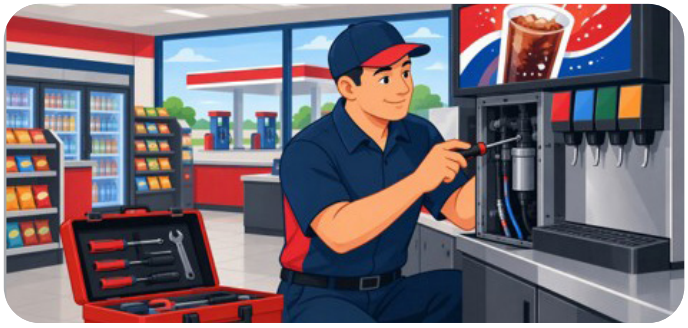
Ecotrak Update: Over 1,300 Work Orders!



It's been nearly a month since the rollout of Ecotrak, and we're excited to share that over 1,300 work orders have already been submitted through the new platform!

A big thank-you to all our Team Members for embracing this new system and helping make the transition a success! As everyone continues getting familiar with Ecotrak, your feedback is incredibly valuable.

If you have trouble finding a piece of equipment or the correct problem code when submitting a work order, please reach out to Todd Graham or one of our dispatchers. Your feedback will help us continue improving the process for everyone!



We're Hiring in West Texas!

We're looking for Maintenance and Fuel Technicians in the West Texas area! Know someone qualified and interested in a great opportunity with The Kent Companies? Help us spread the word!



Quick Maintenance Tip!

Please ensure exterior lighting timers are set correctly! Incorrect timing can create safety hazards, cost Guest transactions, and waste up to $45 per month per extra hour of use. Need help? Submit an Ecotrak work order!

GUESS THE BRAND

Can you figure out which Kent Companies brands these emojis are hinting at?

