The Kent Companies

NEWSLETTER

Period 12, Week 1 November 5, 2026



A NOTE FROM LEADERSHIP

TODD WATKINS

PRESIDENT OF SERVICES

Kent Team,

When I first became President and COO, I shared that what impressed me most about The Kent Companies was our people. After all these years, and through all the growth and changes we have experienced, that belief has only grown stronger.

It does not matter which part of our organization you serve in — our convenience stores and travel centers, lube centers and car washes, tire stores, WesTex Urgent Cares, EPT, Prince Signs, Mr. Payrolls, or any of our other businesses. What makes us unique and better than our competition is the people who show up every day, take pride in their work, and genuinely care about serving others.

One of the things I appreciate most about this company is the opportunity it provides. We have several senior leaders who began their careers in entry-level positions. At Prince Signs, we have a talented fabricator and trainer whose journey began as a shop janitor. Think about that for a moment. His story is a great example of what is possible when someone is willing to work hard, learn, and take advantage of opportunities.

If I had to identify our company's greatest "superpower," it would be our people and the personal touch they bring to serving others. That means taking care of our external Guests (customers), but it also means taking care of each other. The way we treat our fellow Team Members internally is every bit as important as the service we provide to the people who walk through our doors.

Our company has grown tremendously, and our organizational structure and responsibilities have evolved to support that growth. However, the foundation of what makes us successful has not changed. It is our people, our willingness to help one another, and our commitment to making a difference in the lives of those we serve.

Thank you for what you do every day. Regardless of your position or which Kent business you call home, you are an important part of what makes this company special. I am honored to be part of this Team and excited about what we will accomplish together.

— Todd M. Watkins

NEWS FROM DOWN SOUTH





Southern Region Managers Meetings

This October, our Southern Region held Managers Meetings across multiple states, bringing Store Leaders together for learning, collaboration, and connection. These meetings are especially meaningful as members of our Leadership Team travel to each state to meet with our Teams in person, share valuable insights, and show their appreciation for the people who make our C-Stores successful.

Beyond providing educational opportunities and important company updates, these meetings give our Teams a chance to strengthen relationships, share ideas, and learn from one another. We're grateful for the opportunity to connect with our Team Members across the Southern Region and recognize the hard work and dedication they bring to our company every day!



Melissa, our VP of Operations, and Troy, one of our Food Service Field Coaches, helped bring these meetings to life. Beyond the educational opportunities, one of the most rewarding parts is seeing the joy that comes from our Teams being together and learning from one another to build stronger relationships. It's a great reminder that our greatest strength is our people!



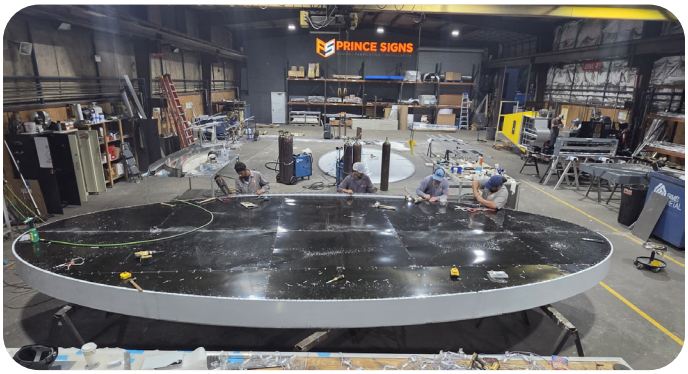
The meetings also included an informative session focused on how our Leadership Teams can better support our Team Members and stores. Through meaningful discussions and shared insights, leaders explored ways to strengthen communication, provide valuable resources, and create an environment where our Teams can continue to grow and succeed.



During the meetings, Melissa, our VP of Operations, presented Rick, Director of the Southern Region, with a special coin in recognition of his dedication and commitment to our stores and Team Members. This meaningful gesture was a way to thank Rick for his leadership, hard work, and continued efforts to support the Southern Region and help our Teams succeed!

PRINCE SIGNS





Prince Signs Teamwork on Display

Our Prince Signs Team has been hard at work preparing signage for our new Kent Kwik Store 905 in Tennessee! From production to the finishing touches, their dedication and craftsmanship are helping bring our newest location to life.

Pictured is the Kent Kwik signage, while the bottom photo showcases the Rustic Cafe signage being created for the restaurant attached to the new store.

We're grateful for the important role Prince Signs plays in bringing our brands to life and making our stores look their best. We can't wait to see their hard work on display when the new location opens!

EXPRESS PETRO

EPT Shoutout - Bob Symonds

Bob Symonds is one of our EPT Birmingham drivers and has been a valued member of our Team for over 2 and a half years. Throughout his time with us, Bob has consistently gone above and beyond, always stepping up to assist Dispatch whenever needed.

Bob recently submitted his two weeks' notice as he prepares to transition into a non-driving role outside the company. He has been an important asset to our Team, and his dedication, support, and willingness to help will certainly be missed.

Thank you for everything, Bob! We wish you the very best of luck and continued success in your next chapter!



EXPRESS PETRO



EPT Team Goes Above and Beyond to Keep Stores Fueled

On October 20, the Big Spring refinery in Big Spring, TX experienced a malfunction that resulted in contaminated fuel being distributed to fuel carriers loading at the facility. This fuel was delivered to various convenience stores throughout West Texas, forcing some competing retailers to pump contaminated fuel out of their storage tanks.

With the Big Spring terminal down for nearly a week, trucks that typically load there were redirected to the Odessa Magellan terminal. This shift created significant delays, with wait times reaching three to four hours on nearly a daily basis. Despite these challenges, our EPT drivers stepped up to ensure our stores continued receiving fuel and avoided running out.

Over the weekend of October 23–25, nine drivers went above and beyond by working extra hours to keep fuel flowing to our stores. Even some drivers who were feeling under the weather came in to help support the team and keep operations moving.

Our Dispatch team also played a critical role in navigating these challenges. They got creative with load planning, utilizing split and triple-split loads to ensure stores had the fuel they needed. Dispatchers continuously adjusted and reassigned loads, coordinated with drivers, and maintained communication with Field Coaches to keep everyone informed and operations running as smoothly as possible.

Thank you to our entire EPT team for your outstanding dedication, teamwork, and commitment this past week! Your willingness to step up during a challenging situation made a tremendous difference and helped ensure our stores continued serving our customers. We appreciate everything you do!

WESTEX

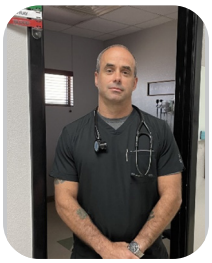
Celebrating Our Family Nurse Practitioners

November 8–14, 2026, is National FNP Week, a time to recognize the vital role Family Nurse Practitioners play in providing compassionate, patient-centered healthcare to communities nationwide.

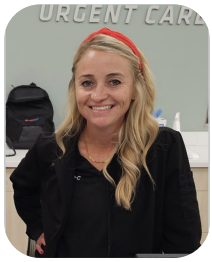
At WesTex Urgent Care, our mission is to provide exceptional, compassionate care that improves the well-being of the patients and communities we serve. We proudly celebrate our Family Nurse Practitioners for the expertise, dedication, and compassion they bring to this mission every day.

Through their commitment to delivering high-quality care, promoting wellness, and improving patient outcomes, our FNPs make a meaningful difference in the lives of our patients and their families. Their professionalism and compassion reflect the values that define WesTex Urgent Care.

We are incredibly grateful for our Family Nurse Practitioners and the positive impact they make each day. Thank you for your dedication to our patients, our communities, and our mission!


Jeff, FNP-C


Kelly, FNP-C


Tiffany, FNP-C


Caroline, FNP-C/DNP


Teresa, FNP-C


MaryKay, FNP-C


Henry, FNP-C


Sarah, FNP-C/ NCT/DNP


Gabi, FNP-BC/ NCT


Hanah, FNP-C


Krystal, FNP-C


Shawndra, FNP-C/ Director of Operations


Natalie, FNP-BC


Michael, FNP-C


Paige, FNP-C


Jonathan, FNP-C


Gypsy, FNP-C


Suzanna, FNP-BC


Vivian, FNP-C

Why Your Flu Vaccine Matters

As flu season approaches, protecting yourself and those around you is more important than ever! Getting your annual flu vaccine is one of the best ways to reduce your risk of getting sick and prevent serious complications from the flu.

Why should you get vaccinated?

- **Lower Your Risk**: The flu vaccine helps reduce your chances of getting sick.
- **Prevent Severe Illness:** Even if you catch the flu, vaccination can help reduce the severity of your symptoms and lower your risk of hospitalization.
- **Stay Protected:** Flu viruses change over time, and protection from previous vaccinations decreases, making annual vaccination important.



Who should get vaccinated?

The CDC recommends that everyone 6 months and older receive a flu vaccine each season, with rare exceptions. It takes approximately two weeks for protection to develop, so getting vaccinated early is encouraged!

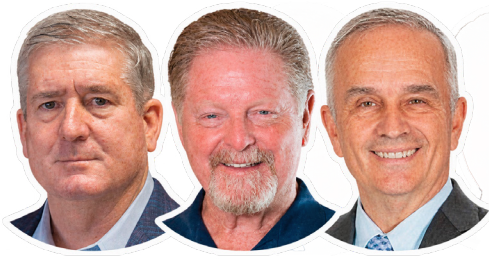


WESTEX URGENT CARE GIVES BACK TO THE COMMUNITY

Our WesTex Urgent Care Team joined in the Halloween fun at the City of Midland's Trunk or Treat event! Divina and Damary, both Medical Assistants/NCTs from our 9112 location, represented WesTex Urgent Care while connecting with local families and spreading Halloween cheer. We're grateful for our Team Members who take the time to give back and make a positive impact in the communities we serve!

CAN YOU FIND

THE LEADERSHIP TEAM?



What's Happening Out West

West Texas
Managers Meeting



On October 21, West Texas Store Leaders and Field Coaches got together to talk about what brings Guests back and what makes good people want to stay. The flywheel starts with the person running the shift. A Team Member who knows the store can make a Guest feel welcome and give them a reason to come back. Those return visits show up in the store's financial results.

The first breakout explored what it means to be a merchant. A Guest who stops for fuel might never know what's fresh in the deli unless a Team Member mentions it. With foodservice as Kent's North Star for 2027, both sides of that moment matter. The Team needs to have fresh food ready when Guests arrive, and the person at the counter needs to know it well enough to recommend it.

The second breakout focused on what Store Leaders can do to help good people stay and where Kent's Support Teams can help. A leader's fingerprint shows up in the standards the Team carries forward, even when that leader isn't there. Developing people means seeing potential in a Team Member, coaching them in a way that works for them, and giving them the chance to teach someone else. The mirror gives leaders that same opportunity to grow. Even after a good shift, we can look back and ask, "What could I have done differently to make that outcome better?"

The meeting brought "What You Do Matters" back to the store. When a Team Member who once needed a hand is the one showing a new hire how to truly welcome a Guest, the work of one leader is already carrying into the next shift, day, and year.

People → Operational Excellence → Guest Experience → Results



Celebrating Excellence with Chevron

Members of the Kent Kwik Team recently attended Chevron's Customer First recognition event, celebrating excellence in customer service and store operations. The event recognizes retailers who demonstrate a commitment to providing outstanding Guest experiences and maintaining high operational standards.

We're so proud of our Team Members who work hard every day to represent Kent Kwik and deliver the quality service our Guests deserve!

KENT LUBE

Congratulations, Pep!





Please join us in congratulating Pep Shaw on his well-deserved promotion to Field Coach at Kent Lube!

For nearly seven years, Pep has been a valued part of The Kent Companies, known for his strong work ethic, friendly personality, and genuine connections with Team Members and Guests. His dedication and positive attitude have made a lasting impact, and we're excited to see him continue growing and making a difference in his new role!

FROM OUR SUPPORT TEAMS

IT NEWS



Technology Spotlight: Making your Tech Easy!

Our Technology Team has been hard at work improving systems and making everyday operations easier across The Kent Companies! Brandon, Garrett, and Ben have been busy upgrading point-of-sale systems and networks, while Technology and Operations continue collaborating on the Taiga platform to help our stores make smarter, faster decisions.

A special shoutout to Jesus Mendoza, our newest IT Help Desk Team Member, for his eagerness to learn and help wherever needed, and Jarek Cremeans for his dedication to keeping our systems secure and our Teams informed.

Thank you to our Technology Team, field Teams, and support partners for their hard work, patience, and teamwork in keeping our company moving forward!

Kent Milestones

This month, we're proud to recognize our November anniversaries and the Team Members celebrating 5 or more years with The Kent Companies! Thank you for your continued dedication, hard work and commitment throughout the years. We're grateful for everything you've contributed to our Team and proud to celebrate this milestone with you!



David Land II, 18 years, The Kent Companies

Rosita Chavez, 17 years, Kent Kwik

Jody Russell, 17 years, Kwik Eats

Donna Turpin, 16 years, Kwik Eats

Rosa Garza, 14 years, Mr. Payroll

Eloisa Martinez, 14 years, Rustic Cafe

Dolores Bernal, 14 years, Kent Kwik

Tyler Puryear, 13 years, Kent Kwik

Amy Hendrix, 13 years, Kent Kwik

Linda Graham, 11 years, Kent Kwik

Heather Vogel, 10 years, Kent Kwik

Yeniseydis Fernandez, 8 years, Kwik Eats

Ford Kemen, 8 years, Kent Kwik

David Griffith, 7 years, Kent Kwik

Norma Bonola, 7 years, Kent Kwik

Rebecca Santillan, 6 years, Kent Kwik

Matias Silva, 6 years, Prince Signs

Raven Thomas, 6 years, Kent Kwik

Frank Hines, 6 years, The Kent Companies

Raymond Such, 5 years, Kent Kwik

Angela Burns, 5 years, Kent Kwik

Christian Chapman, 5 years, Kent Kwik

Maria Valdes Cespedes, 5 years, Kent Kwik

Johny Nedumkallel, 5 years, Kent Kwik