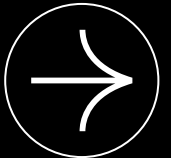


THE INSIDER

Jan-Feb 2024

Apollo Retail's Company Newsletter



**Apollo Announces
Core Values**

**Apollo Awards,
Kudos, Wellness
Tips, and More.**



THE INSIDER

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CERTIFICATE OF EXCELLENCE

This certificate is presented to



Kristin Matias

Director of HR

Kristin is a team player and always creating new processes. Kristin is an integral member of the HR Department and our ICIMS expert. She truly knows and understands all aspects of Human Resources. We are blessed to have her at Apollo. - Kristi Engel



Candace Adams

Payroll Manager

Candice is amazing and takes care of payroll like no other. Any time we need something she replies very quickly with no delays - Penny Hoenes

for demonstration of superior performance, hard work and dedication.

Chris Olivier
Chief Executive Officer



Chris Olivier

CAN I GET A
WOOP!
WOOP!

APPLAUSE, PLEASE!

Will Harris & Aleshia Polk

I spoke with Aleshia who was able to set a date of December 13th for Will to assist my sister. He arrived and found that Office Depot delivered a bookcase instead of a desk. Since my sister is disabled she did not realize the store had sent the wrong item. Will directed me to call Office Depot and he patiently waited with my sister while I made the necessary arrangements for the correct desk to be delivered and the removal of the bookcase. Will's comforting presence turned a difficult situation into a blessing for my sister. She found him to be extremely knowledgeable and kind. Office Depot delivered the correct item the following day and I immediately telephoned Aleshia to make another appointment for the assembly of the desk.

Aleshia had already spoken with Will and was aware of the mixed up situation with my sister's Office Depot delivery. She understood the request for an expedited appointment and fully agreed that Will should return since he made such an impression on my sister. Aleshia and Will worked on the schedule together and Tina's desk was assembled by Will yesterday.

When I spoke with my sister today, Tina again commented on the kindness Will showed her and his professionalism with his work. The desk is beautiful and she is extremely happy with the end product. I'm so appreciative of your company for all the assistance provided to make this possible for her. I was hesitant to purchase this desk, living over 1,500 miles away from my sister, since I have never used a furniture assembly company before. I am now confident I could order other furniture for my sister and know Apollo would provide excellent workmanship and top class people.

With gratitude,
Beth A. Schill

CAN I GET A
WOOP!
WOOP!

APPLAUSE, PLEASE!

Raven Thames

Thank you for your hard work and outstanding customer service.
This is feedback from a recent customer in regards to you and the way you conduct yourself.

It is my privilege to have you as a valuable member of my team. -Bill Blakely

From the beginning, Raven did an excellent job of communicating with us, alerting us to her arrival time and confirming the tasks she would be completing. Upon arrival, she was pleasant and personable and immediately got to work assembling our two desks and one lateral file. We were impressed with Raven's organization in preparing the projects for assembly, her desire to protect our home from any damage, her commitment to completing the project in a timely manner, and how she cleaned up after the project was completed. In addition, we just enjoyed having Raven in our home. She did an amazing job and we wanted to let you know. People are often quick to complain when things don't go well, but aren't so quick to provide positive feedback when it's earned. Raven earned the kudos we are passing on to you today.

We have copied Raven on this email so she can read our review of her work and hope she receives the pat on the back she deserves. If you have any follow up questions about this commendation, please do not hesitate to contact us. My wife is copied on this email as well.

Best Regards and Happy Holidays,

Sally Masters and Chris Zingler

Savannah Cox

Savannah,

I hope this reaches you well. While we have been making changes with how reporting goes in eagle and opening the communication within the field to the office, we all want to THANK YOU.

The team and I want you to know that we appreciate all the work that you are doing and the details that you have been providing in your daily update. Your communication is sincerely appreciated, and you answer nearly any question that we may have and that is AWESOME. While I know you have always been strait forward and going above and beyond, I hope you know that we are seeing your efforts, and we would like to acknowledge that.

YOU are receiving a Certificate of Recognition for your communication and attention to detail. Thank you for all that you do, for always doing your best to stay on track or get ahead, and for going through this journey with Eagle/Apollo. WE appreciate YOU.

If you have any questions or concerns, please let me know.



Brandi Shepherd
Project Coordinator
Eagle Merchandising Solutions, LLC
2238 Whitfield Place Kennesaw, GA 30144

CAN I GET A
WOOP!
WOOP!

APPLAUSE, PLEASE!

Phil Lancaster

Just wanted to tell you , this is the second time I have used your services and we had the same tech come to assist us! You couldn't get any one to do a more PERFECT JOB IN A MORE PROFESSIONAL MANNER ! Thanks - Jeff Gorski

Corey Isacc, DaJuan Smith, Nino Dean, Jason Gadsen

We had a team at this location completing a racking tear down and rebuild job. They worked well with the Grainger PM on site and communicated well throughout the duration of the 8 day project. The sign off is full of praise for them! - Eric Scally

Walmart 5435 in San Jose

Outstanding job for the 33 weeks we did to remodel the store. A special call out to the leads Bob Huber, Ryan Coleman and Diamante McCain who lead the team at this store and were away from home for 33 weeks. - Tom Stluka



CAN I GET A
WOOP!
WOOP!

APPLAUSE, PLEASE!

Maggie Ricardo

Over the weekend of 1/13 and going into Martian Luther King day, on 1/15, a major snow storm caused a nightmare scenario in most of the country. Our employees in the field, MGT, and the Travel dept, had to react quickly to fix everything the best we could. In the area I manage, I know we had 6 flights get canceled by the airlines, multiple times. It seemed like every time we fixed a flight, by making a new reservation, a new cancelation, would have us back to the drawing board to fix it again. Not to mention, all the changes for everyone that was driving to work during all this.

This caused countless changes with Flights, rentals, and last min hotel cancelations and new reservations, to keep our people from being stranded. Maggie was lucky enough to be the “on-call” travel helper during all of this. She was a trooper that jumped in each time, with whatever was needed, to do what was best for our people in the field, and try to get people where they were going as fast, and as safe, as possible. Maggie was on the spot with helpful suggestions, and somehow stayed positive the whole time. I could write a book about all the helpful things she did, over 3 very long days. I only know how this affected my region, in BTR, so I’m sure she did many more things I wasn’t aware of, for other regions and companies. I was very impressed and so happy for all her help, that I want everyone to know! So typing up this nomination was a pleasure, and the least I could do.

Keep up the awesome job, Maggie! You are very appreciated! 😊 - James McCormack, BTR

Talia Barton

I just wanted to take a second and send a kudos over on Talia. She stepped in last week into this week no questions asked and coming back yesterday she only had four things that she wasn’t sure how to handle that she set aside for me. There was only ONE store that she didn’t figure out how to reschedule into a schedule for the team lead and within the appropriate windows. All the travel was done, the attendance emails were done and documented, all new hires were contacted and assigned. I just was working on something and found 5 stores that she made appropriate moves to accommodate a reschedule and all were done correctly. She was able to give me notes on who she needed me to work against, asked me to put the reqs back in that needed done and some other small stuff just to ease back in. She was professional with the reps and kept my absence private. In over 15 years of doing this job, I have never once had an admin/coordinator that I could trust 100% with everything in my market. I was able to deal with our week last week without a single worry about work or what would happen with anything and that was a blessing. I was able to step back in yesterday and not come back “under water” with a mess to clean up. I have thanked her over and over but wanted you guys to know how wonderful of a job she is doing.



Robyn Jancha

District Manager

[4450 E. Adamo Dr. Suite 501 – Tampa, FL 33605](https://www.hollo.com/locations/tampa)

CAN I GET A
WOOP!
WOOP!

APPLAUSE, PLEASE!

Penny Hoenes

I want to nominate Penny Hoenes for some Whoop Whoop recognition. In the Fall of 2023, BTR completed a new Home Depot store in Hawaii. The team did a fantastic job, and our HD merchants loved the project's outcome.

Since our field staff were isolated on an island, lodging was a hot topic before and during the project. For cost and availability purposes, we invested in lining up Air BnBs and VRBO rental properties for our employees. One may think: "oh, this is no big deal, let's make it happen", but this didn't pan out this way.

For 30+ ppl, to thoroughly vet and reserve that many properties, it was a serious undertaking. It took many folks to jump in and assist. One Supervisor in our travel dept who was dedicated to ensuring our properties were in place was Penny Hoenes. Penny always made herself available and she worked extremely hard in making sure the reservations were handled. There were multiple hurdles all along the way. Hosts canceling last minute, Air BnB canceling multiple properties due to some glitch, the list of issues goes on and on. This wasn't a once-and-done type of activity. This was an ongoing work in progress to finalize all the lodging and placements of our employees.

It was harrowing, to say the least. BUT Penny kept a good attitude and helped us throughout the process.

I appreciate what she did and am certainly thankful for her dedication. WHOOP WHOOP!

- Brian Abraham, BTR

ULTA Team Woodstock

Hi Meaghan,

I just wanted to reach out to you to let you know how amazing Leslie and her team were while they were in our store. I know they were down some team members but they worked extremely hard to get all the resets completed. I have been with Ulta for a very long time and been through many mass realignments and this team was absolutely amazing.

Have a great day!
Kat Dumas
GM Store 105

Ulta Beauty, Cosmetics & Fragrance, Inc.

Store 105 • Woodstock Shopping Center
124 Woodstock Square Ave. • Suite 600

CAN I GET A
WOOP!
WOOP!

APPLAUSE, PLEASE!

Walmart Ash Flat Team

Good morning

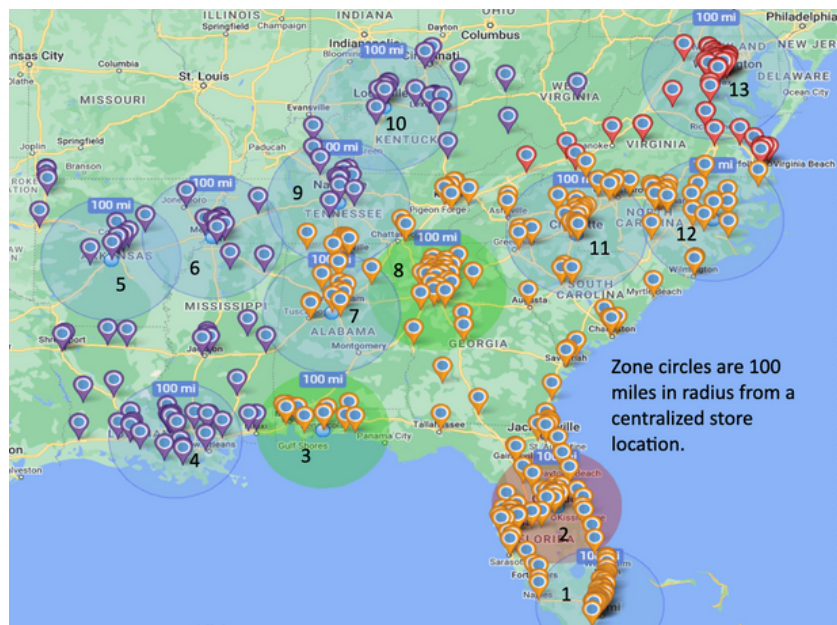
I just wanted to touch base with you and let you know that this crew did a great job this week. I spoke with them this morning and thanked them for the job they have done so far, for staying late the other day and that to keep this momentum going that this will be a great project. Thank you

Nikki Fortner
Senior Manager/Realty Project Management
Realty Execution SE BU

Ashley Bittinger & Todd Gianoli

These two assisted John with a presentation to an important customer of ours, Apple. They were responsible for working on the mapping of an upcoming rollout which thoroughly impressed Apple. This type of work needs to be recognized as we want to promote creativity within our mgrs. A great performance like this will always help us stand out amongst our customers and further our efforts to gain more awards.

-Brian Abraham



CAN I GET A
WOOP!
WOOP!

APPLAUSE, PLEASE!

Greg Roth & NEMA Team

Johann's communication to the Customer and his execution on this Project has to be recognized. He followed thru the entire process from Communication, preparation and completion and the customer felt compelled to send an email on his behalf. -Jimmy Knight

Just so you know....this install is fabulous...and Johann called me several times sorting through the project. It was the first I got a call days in advance to prepare....Awesome job!!!!!!

I wanted to make sure I shared 😊

Stacey Sargent, New Pig Grippy

Gene Baldwin & Kevin Credle

Fantastic installer. Did a great job. A very nice person.
Sent from my iPad

Yes, we were very pleased with the installer. He did a great job!

With Kindest Regards,
Maryrose Hewett

Jen Jones

Kelly,

I just wanted to take a second and call out Jen Jones for being the awesome PM she is. She is always available to talk through a store, a reschedule or even just look at reporting with us. For instance, today I was trying to figure out where I could move one of her stores back to in order to put Ultas on a team lead from another rep. Because of the amount of stores in different activities and time frames, I was struggling with what I could move where. I reached out and asked for a minute of her time. She stepped into the rep's schedule with me and looked at everything. We were able to quickly make the moves in not only her stores but also adjusting a couple of Meijers to put some back in the window for that banner as well. She is always willing to stop and take a minute even when she's in the middle of a million things herself. I appreciate having her in our corner.



Robyn Jancha

District Manager

4450 E. Adamo Dr. Suite 501 – Tampa, FL 33605



RECENT *Success*

7-Eleven: A little over a month in and we're been awarded more stores in markets where other competitors are failing! Keep up the great work, Merch Install!

BTR: Awarded a big job with Apple - congratulations on this game-changing award! More to come soon.

Fred Meyer: Good success with the secure shop remodels for FM as we may have more stores in Q1 & Q2 and possibly 5-10 more later in year!

SWEET *Gestures*

Emily Reddye made these awesome hoodies for their team. Emily is one of our Team Leads who go above and beyond and we're so thrilled and proud to have her in the family!

7-Eleven

We're getting ready to start phase 2 of our 7-Eleven project.

Congrats to (PM) Adam Wesley Nikki Wauldron and team for the stellar leadership in keeping this project a success!

And big thanks to Beverly Ruyle for winning this project for us.



*Front Side on
Emily's Husband, Sam*



*Backside
Apollo "Travel Team"*

APOLLO ANNOUNCES OUR

CORE VALUES

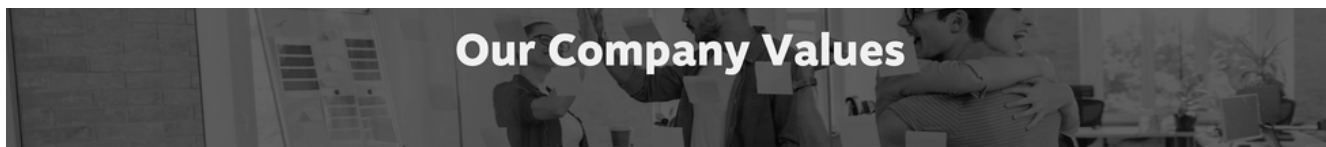
In recent months, our senior leadership team delved into the essence of Apollo, pondering questions like, "What defines us? What is at the core of our DNA? What truly matters to us?" We've sifted through a myriad of values, selecting 50 that resonate, engaging in lively debates to pinpoint those most pivotal to our identity.






Why does this matter? Because our values shape every interaction within our Apollo community – how we engage with each other, our colleagues, our leaders, those under our guidance, our clients, and how we navigate decision-making processes.

We invite you to take a moment to immerse yourself in our company values through a brief video presentation. We're eager to establish this foundational understanding and witness each of you embracing these principles wholeheartedly.

Warm regards,

Chris Olivier



 Proactive Not only do we take initiative, <u>we</u> anticipate challenges and seize opportunities	 Customer-Focused We put our customers at the center of everything we do. Teamwork & collaboration is the cornerstone of our success	 Quality-Driven We are committed to quality and our services meet the highest standards	 Efficient We optimize resources, minimize costs, and streamline processes to create significant value for our customers	 Held to Integrity We have a steadfast dedication to honesty, transparency, & accountability. We embrace diversity & inclusion through thought & deed.
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At our organization, we strongly believe in recognizing and rewarding team members who consistently embody our core values, as they contribute significantly to our shared success and foster a positive work culture. Be on the look out for more news regarding how you as a leader can recognize someone who follows our principles.

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Email: payrollsupport@apolloretail.com

HR Support

Phone: (877) 215-1996

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Need Training? Go to www.universityofapollo.com

Contact Us for Submissions!

Would you like to see your team's last project highlighted in the Newsletter? Please feel free to email us with photos or submissions related to the below:

marketing@apolloretail.com