



Q3 2023

CELEBRATING SPROUTS TEAM MEMBERS

#LIVING SPROUTS VALUES

Team members all across the country are showing how they bring our values to life in stores and their communities!

GOING ABOVE AND BEYOND



Codi Kendrick, Field Compliance Specialist, received a Care pin from D3 District Director Jared Hornyak for going above and beyond to support stores experiencing high turnover.

Codi hosted training calls, conducted additional mock audits, and spent extra time coaching and training store teams during audits to explain the “why” behind tasks throughout the store.



District #19 Owned It working as one team to support the grand opening of store #657 in West Melbourne, FL in August.

Each store in D19 sent their top team members to provide support to new team members and customers. The grand opening was a huge success and drove over \$370,000 in sales in the first 3 days!

Herman Herrera, Courtesy Clerk at store #114 – Fort Worth, TX, goes above and beyond to show Care for our customers.

“We have a guest that shops at our store who is disabled and every time he pulls into the parking lot, Herman gets him a cart, brings it to his car, and gets his reusable bags out of the trunk for him. The guest was so grateful after his last visit he called the store to tell the MOD that he wrote a letter to our corporate office about our amazing customer service.”



Jade El Gaouny, Courtesy Clerk at store #245 in Rancho Cucamonga, CA, recently received a customer compliment for helping a customer who needed assistance changing her tire.

“Jade is incredibly hardworking, friendly, and always willing to lend a helping hand to those who need it.” Thank you, Jade, for demonstrating Love Being Different and going above and beyond for our customers!”

OUR VALUES



Thank you to our **Culture Champions** for sharing these stories of team member recognition and all the work you do shaping our culture and values in stores.



CONGRATULATIONS RLDP GRADUATES!

Please congratulate our newest **Retail Leadership Development Program (RLDP) graduates!** These recently hired Store Managers completed 12-weeks of on-the-job training with seasoned Sprouts Store Managers to prepare them for success in running their own store.

MID-ATLANTIC

Lisa Galavan

Trained in store #328, Denver, CO

FLORIDA

Chad Endy

Trained in store #614, Sarasota, FL

TX/OK/NM

Stephanie Stone

Trained in store #149, Dallas, TX

CALIFORNIA

Alex Jimenez

Trained in store #208, Seal Beach, CA

AZ/UT/NV/WA

Sierra Fuller

Trained in store #509, Las Vegas, NV

Marty Cribb

Trained in store #8, Phoenix, AZ



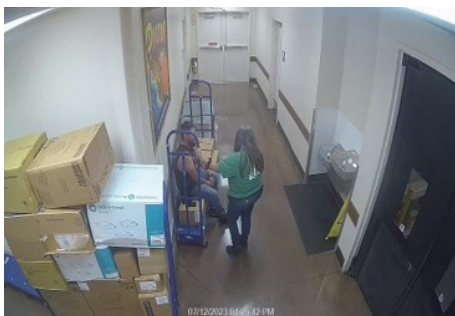
Huge thank you to our **training stores** and **support teams** for supporting their growth and creating a learning environment for our RLDP graduates to succeed!

SEPTEMBER WAS NATIONAL SUICIDE PREVENTION AWARENESS MONTH

Suicide prevention is an important topic all year, and September is a time designated to raising awareness of suicide prevention. It's important to spread both hope, and information about suicide. Help is available. [Check out the Vine for more information and resources.](#)

Dey Mendoza, Sr. Produce Clerk at Store #16 in Phoenix, AZ demonstrated an incredible amount of Care on July 12, 2023, when she was walking to the restroom and saw a customer sitting on a U-boat. Dey asked him if he needed any help, and he said "Yes, can I talk to you?." He told her he was in a very bad place in life and he didn't want to live anymore. Dey listened and talked with him and assured him that he had family that loved him and needed him here. After they talked and he was in a better place, Dey bought him a sandwich and a bottle of water and wished him a good night. She said he called his mom on his way out and was headed over to her place when he left the store.

Thank you, Dey, for truly living our value of Care.



▶ Q3 VIDEO HIGHLIGHTS



In July, [we caught up with Chef Matt](#) to celebrate National Culinary Arts month and hear about what goes on in Sprouts kitchen!



In August, [Nick Konat shared some of the key take-aways](#) from presentations and breakout sessions at SproutsCon 2023.



In September, we shared a video of how a couple of our [store team members in Tyler, Texas live our values](#) and are recognized for them, too.



CUSTOMER COMPLIMENTS

See what our customers say about the exceptional customer service you provide:

“While shopping I was helped by a very nice and friendly employee named Mary. She was working the self-checkout line on July 26 at 8pm. Before I checked out, I was looking for a specific product and she helped point me to where the item was located. Later, when I was checking out, I had my two-month-old daughter in my arms, and she came to my assistance and helped me ring in each item and item number needed. She was very friendly, professional, and helped make my shopping experience very enjoyable and easy! Thank you, Mary, for really going above and beyond!! I am extremely appreciative of your services.” Customer at **store #251 – Temecula, CA**

“I always have good customer service at this store, but I would like to single out a young man named Adam who I usually encounter at the Seafood and Meat department. He is always so kind and goes out of his way to out of his way to find something or get an answer to a question if he doesn't know the answer. I shop in the Meat department at least once or twice a week to get a meal that is easy to prepare. Please let him know that his attention does not go unnoticed. Thank you, from a happy shopper.” Customer at **store #317 – Greenwood Village, CO**

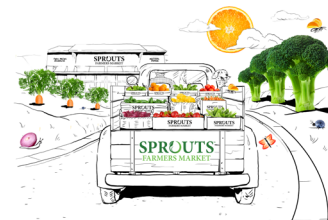
Head over to The Vine to find more [customer compliments](#)! You might discover you've gotten a shout-out from a happy customer!

ARE YOU A HEALTHY LIVING HERO?

Have you made a positive change in your health since you started working at Sprouts? Let us know and you could be featured as our Healthy Living Hero.

Our Healthy Living Heroes receive a **\$2,500 donation** on behalf of the Sprouts Healthy Communities Foundation to a local nonprofit of your choice and a **25% team member discount for one year!**

Email a summary to communications@sprouts.com for an opportunity to be profiled in our internal communications.



HERE WE GROW AGAIN!

WE ARE SO PROUD TO HAVE RECENTLY WELCOMED 10 NEW STORES TO THE SPROUTS FAMILY IN Q3!

- **Store #654** in Fort Myers, FL
- **Store #651** in Waterford Lakes Village, FL
- **Store #336** in Colorado Springs–S. Nevada Ave., CO
- **Store #657** in West Melbourne, FL
- **Store #648** in West Boca, FL
- **Store #655** in Kenneth City, FL
- **Store #48** in San Tan Valley, AZ
- **Store #450** in Rialto, CA
- **Store #946** in Haddon Township, NJ
- **Store #649** in Uptown Tampa, FL



**CELEBRATING
400+ STORES!**

In September, we celebrated the milestone of opening our 400th store, **store #946 in Haddon Township, NJ** (pictured above). [Check out this article](#) on Sprouts.com about the grand opening!

WE WANT TO HEAR FROM YOU!

Do you have a great story about your Sprouts journey or how you've helped out in your community, or even a story about another stellar team member? Submit your stories to communications@sprouts.com for a chance to be featured.



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