



# KROGER TIMES AT NORTHSORE DRIVE!



## *Shining Stars 2010*

### KEY PEOPLE IN OUR STORE:

**Store Manager.....Ted Mills**

Front End.....Holly Lawson

Fuel.....Elizabeth Brakebill

Starbucks.....Tampa Newport

Pharmacy.....Kristie Hutchinson

Floral.....Kim Jones

Produce.....Mike Beckham

Nutrition.....Chris Coning

Deli.....John Pugh

Cheese Shop.....Belinda Brackett

Bakery.....Debbie Moody

Seafood.....Alex Kandilakis

Meat.....Chuck Breeden

Drug G.M.....Karen Lindsay

Grocery.....Ray Caldwell

Frozen Food.....Gordon Smith

Dairy.....Jeff Trentham

As you know, we've just completed our 2009 Shining Stars Grand Finale Celebration. Atlanta is now happy to announce 2010's Shining Stars Event.

When an associate becomes eligible, they will receive an **entry card**. You will fill out the first and second portion of the card. The First portion will be placed into a Lottery Box in the manager's office. The Second portion of the card will be sent to the Customer 1<sup>st</sup> Department where you will become part of 200 monthly prizes to be given away. The Third portion of the card will now have a Value of \$1 and will be good off any purchase one dollar or more before tax, with your Kroger Plus Card.

### Final Selection:

Just like last year, all associates who have won Shining Star(s) will be part of a customer drawing that makes you a finalist to the celebration. The finalist will be invited to a celebration within their store or operation and will play a game such as "cover all Bingo" to decide on the attendees to the **Shining Stars Celebration. The Grand Finale Celebration will be held after Q1-2010, late Spring.**



**Time Frame for Eligibility:** Period #5, 2009 through Quarter 1, 2010.

### The Pin:



**There is a new design for 2010.** Every associate that has been awarded a Shining Stars since period five and moving forward will receive a **2010 Pin**. Pins will only be delivered

for the first entry. If you should lose their pin, let us know and we'll gladly send for you a replacement.

## July Anniversaries

<u>Name</u>	<u>Date</u>
Megan Metcalf	7/01/08
Alisha Webster	7/11/07
Danny Noe	7/27/78
Marcus Bumgarner	7/27/05
Donna Cowden	7/31/07



## July Birthdays

<u>Name</u>	<u>Date</u>
Sandi Shaw	7/04
Phyllis Brewer-Vingoe	7/06
Thomas Hensley	7/06
Alice Pinckard	7/17
Dennis Harbin	7/18
Gerry Anders	7/20
Dee Bradden	7/21
Heather Hogan	7/23
Cody Thornburgh	7/30
Donna Cowden	7/30



### Employee Assistance Program Visit

www.MagellanHealth.com/member  
or call 1-800-547-1442 for  
information, referrals and support  
on topics such as:

- Family
- Work-Life Balance
- Stress
- Health and Wellness
- Relationship Issues
- Grief and Loss
- Depression and Anxiety
- Alcohol or Drug Concerns

## The "PLUS" Of Being A Kroger Employee

As an associate of the Kroger Family along with your Kroger Plus Card, Kroger offers you benefits and discounts from these great companies! For more information see a member of Management, Holly Lawson or Randy Clark or log-on to [www.myemployeeinfo.com](http://www.myemployeeinfo.com) and click on associate discount.

- **Kroger**-10% discount everyday on Kroger brand items
- **Starbucks**-10% discount on any handcrafted beverage, brewed coffee and service pastry purchase
- **Hewlett Packard**-offers substantial savings on a wide range of products
- **Dell**-offers specials and discounts on a wide range of products
- **Littman & Fred Meyers Jewelers**-10% to 20% discount on jewelry purchases
- **Cell Phone Plans**-discounts with Cingular, Sprint Nextel and Verizon on cell phone plans, discounts vary by company
- **Ford**-Vehicle Purchase Program offers special pricing to associates who purchase or lease eligible Ford vehicles
- **Hertz**-rental car discounts through the Ford Vehicle Purchase Program
- **ProFlowers**-offers a 10% discount off flowers
- **Fred Meyer store 24/7**-savings on 300,000+ CDS, DVDS, & video games
- **Microsoft**-Microsoft's most popular software and hardware at discounted prices
- **SarcomDirect**-heavily discounted corporate equipment such as, LCD flat screen monitors and laptop computers for purchase
- **i-Wireless**-30 free minutes with \$100 you spend in groceries plus 100 free minutes, when register for the i-wireless program

### Your Newsletter is on the Web and in Living Color

Don't forget to visit Your525Newsletter online, with a  
Brand New Look, at

<http://your525newsletter.yolasite.com>.

Be sure to check it out and drop me a line to share your  
comments and suggestions with me about how to  
improve the site or what you would like to see. I would  
love to hear from you!



# New Web Address!



As Part Of Kroger’s Core Values,  
 We Have Created An Inclusion  
 Council Help Make Our Store The  
 Best That It Can Be For Both Our  
 Associates And Our Customers.  
 Here Is The Goal Of The Kroger  
 Inclusion Council: *Your Voice  
 Matters, Working Together  
 Works, Encouraging Everyone's  
 Involvement, Being The Best  
 Person You Can Be.*  
 The Council Includes 12  
 Associates Throughout Store That  
 Would Like To Hear Your  
 Comments, Suggestions,  
 Concerns and Ideas So That You  
 Have A “Voice” In The Store.

**KROGER 525 INCLUSION  
 COUNCIL MEMBERS**

- Alex Kandilakis.....Meat/Seafood
- Alice Pinckard.....Front End
- Betty Noe.....Front End
- Danielle Allen.....Management
- Debbie Moody.....Bakery
- Doug Flynn.....Accounting
- Ed Durham.....Fuel
- Mechelle Hawkins.....Deli
- Mitchell Honey.....Produce
- Andy Abraham.....Grocery
- Sherri Breeden.....Drug G/M
- Tampa Newport.....Starbucks

**“Inclusion” is Good News for Everyone**

**“Yeah, I’ve heard... but what is Inclusion really?”**

Many of you have heard other associates using the word Inclusion. Some of you may have even gone to Inclusion Training. But what is Inclusion really all about?

**Inclusion is:**

One of our company values, a type of council made up of associates who share feedback and actively work on overcoming barriers, a cultural change in which all associates are embraced and involved in appropriate business decisions and a training class in which associates identify the barriers that prevents them from working effectively.

Embracing our division’s Inclusion efforts will ultimately ensure that everyone’s opinion can be heard. This means a future in which associates, customers, vendors, and shareholders are heard, understood, and involved in appropriate business decisions.

**Kroger’s Vision of an Inclusive Business Culture:**

“We will have a business culture where associates are engaged in their real work... which is to put each and every Customer 1st... in ways we have not yet imagined. Each and every associate will have a supervisor who helps them to do this. Associates of all ranks will work together in a fair and inclusive way. Every associate will see the direct effect of their efforts of putting the Customer 1st in our business results.” –

**Dave Dillion**, Kroger CEO/Chairman of the Board

Each and every one of us must believe in the vision and take ownership for keeping each other engaged in our real work as well as engaging our customers!



**Summer Hush**  
**By: Timothy Sorsdahl**  
**July Happenings**

- **July 4: US Independence Day**
- **July 24, 1897: Amelia Earhart's Birthday**
- **July 27, 1858: First Use of Fingerprints as a means of identification**



## Green Living!

Check out these "green" tips to see what Kroger is doing to help our planet, and to find ideas for what you can do.

### CONSERVE ENERGY:

**WE ARE...** Replacing all lighting in stores with CFL or LED lights, plus installing skylights in new stores.

**YOU CAN...** Turn lights off when leaving the room. Put your electronics on a power strip, and then shut off when not using, or use timers to automatically shut off lights at night.

### REDUCE WASTE:

**WE HAVE...** Removed plastic lids from yogurt cups. This will save an estimated 1 million pounds of plastic from our ecosystem.

**YOU CAN...** Bring your lunch to work. That will cut down on take-out boxes and utensils being used.

### ENGAGE OTHERS:

**WE HAVE...** An Energy Champion at each store to lead education efforts and look for new ways to reduce our natural resource consumption.

**YOU CAN...** Engage your family and friends. Start carpooling and recycling. Make an effort to reduce natural consumption.

### REUSE AND RECYCLE BAGS:

**WE ARE...** Recycling waste from inside the store, such as cardboard, plastic, glass and other materials, by placing bins in stores to recycle plastics.

**YOU CAN...** Bring in your old plastic bags, and place them in the recycling bins in front of the store. Pick up reusable bags for your groceries.

### CONSERVE FUEL:

**WE ARE...** Improving miles per gallon on trucks by adjusting engine idle time, gear speed settings and setting recommended top speeds of 62 miles per hour or the state limit (if lower).

**YOU CAN...** Combine your car trips, walk or ride your bike. Check the tire pressure on your car regularly.

### CONSERVE WATER:

**WE HAVE...** Begun installing "low-flow" nozzles on the sinks in restrooms.

**YOU CAN...** Take a shower, not a bath. A five-minute shower uses 1/3 less water. Wash full loads of laundry and dishes, then air-dry the dishes.

### REDUCE TOXINS:

**WE HAVE...** Natural alternative cleaners available in stores for families looking for natural, non-toxic cleaners to use in their homes.

**YOU CAN...** Use cleaning products that are biodegradable and non-toxic. This will help the environment, your home and your health.

# From The Vault of Fred Meyers



**From the Vault items are specially priced online items for Associates only and reflect a savings greater than the everyday Associate 20% discount.**

*Here is the Fred Meyer Vault Special for the month of July*

## Your Choice Created Ruby With Diamond Ring Or Pendant



Retail Price \$140



Retail Price \$185

**From the Vault Price \$69**  
(\*includes free 2<sup>nd</sup> day shipping \$5.95 value)

*Fred Meyer* **JEWELERS**

*"For All Those Special Times"*

Available online only

Use online discount code: 9KREPJ69

Visit [www.fredmeyerjewelers.com/vault](http://www.fredmeyerjewelers.com/vault) or search for SKU# 1312032

Offer valid 7/1/09 – 7/31/09

Cannot be combined with any other offer or discount  
While Supplies Last

### Ruby Occasions:

July's Birthstone

15<sup>th</sup> & 40<sup>th</sup> Wedding Anniversary

**THINK SHRINK: SHRINK SMARTS**

**How are Cold Chain Management and shrink connected?**

Perishable product must be maintained at a certain temperature in order to stay fresh and maintain shelf life. If temperatures rise into the danger zone, product could spoil and no longer be sellable.

**Examples of shrink caused by improper Cold Chain Management:**

- Product is not put into its cooler or freezer right after it is received.
- Product is left out on the sales floor while an associate is on lunch or taking a break.
- A customer decides they do not want a refrigerated or frozen item and leaves it in the wrong place in the store.
- A customer decides not to purchase an item at check-out. The Front End associate does not immediately return the product to its appropriate department.



**The Shrink Topic For The 7<sup>th</sup> Period Is...  
Cold Chain Management**



**Period 7 Safety Topic:**

**Hazard Awareness**

*“Working together, we can develop a culture that will reduce accidents to zero.”*  
Safety Creed

Cuts and lacerations don't just come from knives and cutting equipment. Be aware of cut hazards throughout our store.

**Prevent Cuts and Lacerations By:**

- Being careful when cleaning up broken glass.
- Staying alert for sharp, jagged or frayed edges that could pose a cut hazard.
- Reporting any cut hazards to a member of management.
- Wearing the right personal protective equipment (PPE) and following procedure when handling sharp objects.

**NOBODY LIKES SHRINK**

Give your entry form to a member of management.



**PERIOD 7  Cold Chain Management**

Part of your job to communicate opportunities in your store!

**How to Maintain the Cold Chain**

- Move climate-sensitive product directly into a cooler upon receiving it. This will ensure the temperature of the product does not rise and shorten the life of the product.
- Do not pull more product than you can stock at one time. Never leave the cart out of refrigeration while you are on lunch or break.
- Adhere to load limits in cases. This will allow for proper circulation of cold air, which will keep our products fresh.



**Pop Quiz** Circle the correct answer for each of the following

- Which drug is stored in the refrigerator in the pharmacy?  
A. Ambien B. Nexium C. Phenergan Suppositories D. Viagra
- Cold Chain Management involves?  
A. Observing load limits  
B. Monitoring temperatures  
C. Storing products in their location upon delivery  
D. All of the above
- The temperature danger zone is the temperature range at which bacteria thrive. This range is:  
A. 41°F - 140°F B. Above 145°F C. 53°F - 125°F D. None of the above

Fill out this quiz for your chance to  
**Win a \$5 In-Store Gift Card**

NAME \_\_\_\_\_

DEPARTMENT \_\_\_\_\_

TALK TO US  
1-800-689-4609

If you have concerns or questions about losses at our store, talk with your manager. If you'd rather report your concerns confidentially, call the help line. It's confidential and available 24 hours a day.





## *Get On Track!*

### **Our Customers**

***expect us to be our very best every time they shop!***



### **Our People Are Great!**

- Friendly Cashiers & Courtesy Clerks
- Friendly Associates throughout the store
- Associates who offer assistance and are thankful



### ***I Get the Products I Want, Plus a Little:***

- Fresh perishables throughout the store
- In stock on items Customers want when they shop
- Variety and selection of items throughout the store



### **Our Prices Are Good:**

- In stock on all ad items
- Displays on items that are priced with a value to the customer
- Good variety of store branded products
- Engaging with customers on our great prices. Weekly specials, Yellow Tags, Double Coupons, Senior Citizen Discounts, Gas Awards, Plus Card Rewards, etc.



### ***Shopping Experience that makes me want to return:***

- Friendly and efficient checkout
- Clean and uncluttered store
- Convenient to shop-ease of getting in and out of the store
- Worth the time and money-helping customer feel good about their shopping experience

## ENOUGH:

Recently, I overheard a mother and daughter in their last moments together at the airport. They had announced the departure. Standing near the security gate, they hugged, and the mother said, 'I love you, and I pray you enough.' The daughter replied, 'Mom, our life together has been more than enough. Your love is all I ever needed. I pray you enough, too, Mom.'

They kissed, and the daughter left. The mother walked over to the window where I was seated. Standing there, I could see she wanted and needed to cry. I tried not to intrude on her privacy, but she welcomed me in by asking, 'Did you ever say good-bye to someone knowing it would be forever?' Yes, I have,' I replied. 'Forgive me for asking, but why is this a forever good-bye?'

'Well...I'm not as young as I once was; she lives so far away & has her own busy life. I have some challenges ahead, and the reality is - her next trip back will be for my funeral,' she said. 'When you were saying good-bye, I heard you say, 'I pray you enough.' May I ask what that means?'

She began to smile. 'That's a prayer that has been handed down from other generations. My parents used to say it to everyone.' She paused a moment and looked up as if trying to remember it in detail, and she smiled even more. 'When we said, 'I pray you enough,' we wanted the other person to have a life filled with just enough good things to sustain them.' Then, turning toward me, she shared the following as if she were reciting it from memory.

I pray you enough sun to keep your attitude bright no matter how gray the day may appear.

I pray you enough rain to appreciate the sun even more.

I pray you enough happiness to keep your spirit alive and everlasting.

I pray you enough pain so that even the smallest of joys in life may appear bigger.

I pray you enough gain to satisfy your wanting.

I pray you enough loss to appreciate all that you possess.

I pray you enough hellos to get you through the final good-bye.

Then, she began to cry, and walked away.

They say it takes a minute to find a special person, an hour to appreciate them, a day to love them, but an entire life to forget them.

TAKE TIME TO LIVE.....

Tell all your friends and loved ones,

I PRAY YOU ENOUGH.....