

# the INSIDER

Aug- Sept 2023

## Meet Your CEO

Brand New Places  
Campaign

Wellness Tips

Certificate of Excellence

Kudos, and More!

Chris Olivier, CEO

# CERTIFICATE OF EXCELLENCE

This certificate is presented to



**Emily & Sam Reddeye**  
Team Lead

Emily and Sam work Cosmetics, Capital projects, and others such as Fastenal's, Ace's , Staples, Bed Bath and Beyond, Pet Sense, Floor and Décor. They enjoy challenges, love travel and are one of our best employees for referrals.

Emily leads her team with a level of respect and confidence in the large undertaking of Fred Meyers U-Walls. The both have it down to an art when they start a set. Everything runs smoothly and everyone knows their position for the reset. Because of the size of the stores in the West, most stores take 4 days to complete. Emily and team have complete one full year now of the resets and we still have about a year and 4 months longer on this project. We appreciate everything she and her team have accomplished and thank them very much for all the hard work. We look forward to what they can help us with on our next adventure - Judie Still, DM



**Barbara Jandreau**  
District Manager (BTR)

Barbara's communications and updates regarding temp labor is above and beyond. She sends me information as soon as she gets it, she is very quick to report a labor failure and she does a wonderful job keeping me updated with any lead/time changes. This is very important in this dept on many different levels. Prevents temps from calling the wrong lead, showing up late, and helps me save time because the timesheets and failure to shows are called out and I don't have to track this information down. She is always more than willing to help and her attitude is always amazing. I appreciate her efforts, willingness to help, and over all demeanor on a day to day basis.- Ashley Bittinger, BTR Ops Manager

for demonstration of superior performance, hard work and dedication.

Chris Olivier  
Chief Executive Officer

2023

Chris Olivier



CAN I GET A  
WOOP!  
WOOP!

# APPLAUSE, PLEASE!

## **Will Harris**

*I don't normally write reviews, but I felt compelled to let others know how pleased I was with Apollo, and particularly their technician/representative, Will Harris. Will was extremely professional and friendly, and he did an absolutely wonderful job of putting together my filing cabinet. The cabinet was delivered with a crack in one of the side panels, and Will guided me through the process of getting/ordering a new one, and then came back once the new panel was delivered to finish the job. I would HIGHLY recommend Apollo and Will Harris to anyone that needs to have any kind of furniture assembled. Just a FIVE STAR experience. - Rock Picciolo*

## **Debbie Martinez and Team**

*They did an amazing job on this cosmetic reset! - Daisey, the Drug Manager at Krogers 34115 in Cypress, TX*

## **Office Depot Team**

*This team did an awesome job! Jeremy was very happy with how everyone stepped up and worked together to get this store open for back to school! - Chris Cotrell*

## **Joe Brockman & Team**

*I wanted to take this opportunity to say thank you for the outstanding partnership and support to help get this store back in business in time for the Back-to-School season. This was a very challenging project for Office Depot and the many vendors and contractors involved. The team, led by Joe Brockman, was flexible, innovative, patient, and high energy from start to finish which significantly contributed to the successful reopening of the store. To ensure a 7/28 reopening, Office Depot had to make the decision to expedite the fixture installation and merch phases of the project by cutting 8 days from the schedule that is typically planned for this type of project. Collaboration was key as well, while several contractors from the Construction phase were still completing work throughout the building.*

*So many great compliments have been shared by the local OD team, other vendors, and the GC at the great efforts and partnership with the Apollo team. It took everyone to make this happen and I cannot be more pleased with the Apollo team both on the ground in La Mesa and you guys for pushing to ensure the team had the resources to bring this to reality. The results are unbelievable when you consider the fixture package was built from 5 different Office Depot closing stores. The extra time spent this week really took things to the next level. Thanks again for the support and efforts on this one. It is going to be a project that will be talked about for a long time at OD. The pictures below sum it up, Wow, just, Wow! - Jeremy Jones OD*

# CAN I GET A WOOP! WOOP!

## **Marcasia Abbott**

*I wanted to send a personal thank you for all your efforts helping get the Miami Beach, FL project over the finish line. It definitely had its share of challenges and you did a phenomenal job leading the team. Also very happy to share you have been acknowledged specifically in multiple Capital Project Exit Reviews by our retailers. Keeping leading and thank you for all you do to support our retailers! - Nate Riley, ACE-*

## **Glen Yackel**

*Glen was AMAZING! He did a great job! - Customer, Linda*

## **Wanda Germer**

*Great job! - Fluid Management Project*

## **Isaac Zapeda**

*Isaac did a dynamite job! - Assembly Customer Murray Friedman*

## **Nickita Greenidge**

*I just wanted to share what the management team thought of Nicki at 1523. They communicated with her today. They were definitely pleased at the planograms that were fixed. Nicki also brought Liadys who she has been training since she came to Apollo in January, along to show her the dos and dont's of resets and to assist in adjustments. -Natalie Greenidge*

## **Kathie Cox & Client Senensky**

*I am so happy to be here for apollo and F&D to create such good work for you everyday. I take pride in my work and love working with the F&D staff. I could not have done all this without Kathie for guidance and support, everything she instills in me shows through our work. I love taking care of Florida and look forward to more projects!!!! - Client S.*

## **Joseph Jordan**

*Very Efficient & Professional - Easy to work with! - Fluid Management BTR*

## **Brian Ritter & Joey Moral**

*This was the most challenging job with Advance Auto. Our team did a fantastic job with the leadership of Brian Ritter and Joey Mora! Well done team and look forward to many more projects from this client!- Chris Cotrell*

## **Mike Peninger, Miguel Lopez and Damian De La Cruz**

*Thank you for the new uprights! The freight and garden associates are excited to have the extra holding power and save us time packing down and taking care of customers. - Luke P., Home Depot*



CAN I GET A  
WOOP!  
WOOP!

APPLAUSE, PLEASE!

Jasmine - thank you so much for the kudos for the HDFS Installation Team and we are so happy you're happy with the new Gallery! I'll be sure to forward this on!

Thanks,  
Jenn

On Thu, Aug 31, 2023 at 12:33 PM Blinds and Us of Greenville <[blindsandusgreenville@gmail.com](mailto:blindsandusgreenville@gmail.com)> wrote:

Hi guys,  
  
I wanted to praise the HDFS team for their incredible service! We are SO happy with our new gallery!!! Karen, Rob, Tony, Jeff and Jeff were punctual, tidy, professional and quick! They came, ready to work, with positive attitudes! I was completely amazed at how quick they were able to do this! They did not interfere with our staff and clients that stopped in during the remodel. We really can't say enough great things about this team! Hunter Douglas and Apollo are very fortunate to have this crew of SUPERSTARS!

All the best,  
Jasmine

--  
**BLINDS AND US**  
HunterDouglas  Gallery



Good morning Chris,

Our job at Store 4184 Portland Oregon has been completed, and we scored a 100%. I'd like to thank you for all your team's hard work during this relocation project. You sent a great group of employees to us and I thank you.

Brian Ritter did an exceptional job at leading his crew and ensuring the job was complete and held to the high standard of the Advance Auto Parts Store Setup Department.

The crew worked well together, put in the long hours, and came together as a team to finish the job on time without compromising quality. I thank them for their dedication and hard work.

Again, thank you and I look forward to working with you and your team again in the future. You all did a stellar job!

Kindest regards,

**Jesse Konrad**  
Lead, Store Setup

# Meet Your New CEO, Chris Olivier

by Mike Sunderland



Recently, we announced our organizational changes around my transition from Channel Partners CEO to its Chairman. In that announcement, we referenced our new structure of CEO's Del Tanner and Chris Olivier. Chris Olivier is joining our team as the CEO of the Apollo Retail Specialists side of our business starting in July 2023.

It is my distinct pleasure to provide some additional background on Chris. Chris brings with him decades of experience in the merchandising and agency arena. He first came to the United States from South Africa to become the President of Advantage Sales and Marketing in 2008.

After his tenure at Advantage, he gained additional agency experience with the Diversified Advertising Services (DAS) division of Omnicom, as well as with SPAR, and most recently Array Marketing.

Chris and his wife Debbie live in the Tampa Bay area, and he will be operating from our corporate office located in Tampa, FL. They have two adult daughters who live in Charlottesville and Atlanta. We believe that Chris's background helped prepare him to be a perfect fit to run our Apollo Retail Specialists business and to effectively manage its wide range of services.

Please join me in welcoming Chris to the organization and offering him your full support to continue our success on to new heights.

Mike Sunderland

A handwritten signature in black ink that reads "Mike Sunderland".

Apollo Retail

19 Jul 2023 01:50 PM

We are pleased to announce Mike Sunderland's transition from CEO of Channel Partners Group and Apollo Retail Specialists to Chairman of Channel Partners Group. Apollo's growth has been tremendous over the years thanks to Mike's steadfast leadership and outstanding commitment. The evolution and growth of Channel Partners Group is no different thanks to Mike's dedication and strong industry reputation. We know more great things are coming for him and the future of both businesses. Congratulations to you, Mike!



# Don't Stop Shoplifters!



by Heather Petrone

Shoplifting is a common issue faced by many retail stores, leading to significant financial losses for businesses. One may think or expect retailers would encourage their employees to intervene and stop shoplifters. However, this is not the case as stopping shoplifters is risky and dangerous. Recently, one of our employees was hurt trying to do this exact thing, so we've decided to shed some light as to why employees should not take matters into their own hands when dealing with shoplifters and why it is essential to prioritize safety above all else.

## Lack of Proper Training

Most retail employees and retail merchandisers are not trained in security or apprehending shoplifters. Attempting to stop a shoplifter without the necessary knowledge and skills can lead to accidents and injuries, both for the employees and the shoplifters themselves. In such situations, emotions may run high, and actions can quickly escalate, putting everyone involved at risk.

## Legal Complications

Taking the law into one's own hands can have severe legal consequences for employees and the store. If an employee detains a suspected shoplifter without proper authority, they may be held liable for assault, false imprisonment, or other criminal charges. It is crucial for businesses to let trained security professionals and law enforcement handle such situations to ensure they are resolved legally and fairly.

## Employee Safety Comes First

The safety of employees should be the top priority for any business. Encouraging employees to confront shoplifters puts them in harm's way, making them vulnerable to physical altercations or even retaliation from potentially dangerous individuals. Companies have a responsibility to protect their employees, and advocating for employees to refrain from stopping shoplifters helps ensure their safety.

## Escalation and Violence

A situation that starts as a simple shoplifting incident can quickly escalate into something far more dangerous when employees try to intervene. Confronting shoplifters might provoke aggression or even lead to weapon involvement. In cases where the shoplifter is mentally unstable or under the influence of substances, an employee's attempt to apprehend them can lead to unpredictable outcomes.

## Liability and Insurance Concerns

If an Apollo or other retailer employee is injured while trying to stop a shoplifter, the employer may be held responsible for medical expenses and any potential legal actions. Additionally, insurance companies may not cover incidents related to employee intervention, leaving Apollo or the retailer exposed to financial losses.

## Focus on Customer Service

Employees are hired to provide excellent customer service and ensure a pleasant shopping experience for customers. Being preoccupied with stopping shoplifters distracts from this primary objective and may create an unwelcoming atmosphere for legitimate customers. It is more beneficial for employees to remain attentive to customer needs and leave security matters to trained professionals.

While shoplifting is undoubtedly a concern for retail businesses, employees should not take it upon themselves to stop suspected shoplifters. Prioritizing employee safety, avoiding legal complications, and maintaining a focus on customer service should be the key concerns for any store. By having well-trained security personnel and working closely with local law enforcement, businesses can address shoplifting incidents efficiently and responsibly while safeguarding the well-being of their employees and customers. If you're an Apollo employee, remember, do not engage. Alert the Manager on Duty so they can reach out to security or local law enforcement. If you have any further questions, feel free to reach out to hr at [hr@apolloretail.com](mailto:hr@apolloretail.com) or call (813) 712-2525.



# Ace Children's Miracle Network

The Ace event went well and Ace was able to raise a record amount this year. 1.6 million for this charity. Golf and Dinner was a success and I was able to shoot this golfball launcher!

I spent some time with Damien and he attended the dinner. Very good time and introduced him to some key people at Ace. The Ace convention is in Orlando in September so that will be another great event for him too put faces with the names. - Chris Cottrell, Project Manager





# STAY CONNECTED

FOLLOW US ONLINE



## Catch Us Online!

[www.apolloretail.com](http://www.apolloretail.com)

[www.facebook.com/apolloretailspecialists/](http://www.facebook.com/apolloretailspecialists/)

Follow Facebook's "Apollo Buzz"

<https://www.linkedin.com/company/apollo-retail>

<https://www.apolloassembly.com>

[www.apolloretailportal.com](http://www.apolloretailportal.com)

## Helpful Information

IT Support

Phone: (855) 558-8776

Email: [helpdesk@apolloretail.com](mailto:helpdesk@apolloretail.com)

Payroll Support

Phone: (888) 738-1873

Email: [payrollsupport@apolloretail.com](mailto:payrollsupport@apolloretail.com)

HR Support

Phone: (877) 215-1996

Email: [hr@apolloretail.com](mailto:hr@apolloretail.com)

Need Training? Go to [www.universityofapollo.com](http://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](mailto:marketing@apolloretail.com)