

Organizational Commitment to Ethical Practices

The Kent Companies Mission is deeply rooted in the organization's commitment to putting people first.

Kent Companies Mission

- We will create lasting value for our customers by commitment to the highest level of safety, productivity, quality, integrity, service, and innovation.
- We will create lasting value for our employees by providing them with career opportunities and investing in their skills.
- We will create lasting value in our communities by investing in opportunities to make them better places to live.

Kent's mission is shared with every employee during the on-boarding process, and it is reinforced by job site managers, during all-company meetings and throughout all employee communications. We formally put our mission into practice in the following ways:

Creating lasting value for our customers

We seek to be problem solvers on every work site. When challenges arise, we take the time to develop a solution to present to the customer, rather than simply reporting a problem. This proactive approach helps us build a stronger relationship with every customer, emphasizing that we are a member of their team, ultimately supporting their success and the project owner's success.

Creating lasting value for our employees

We invest in our employees by encouraging on-going professional development and industry training. Tuition reimbursement programs are available, and we sponsor employees to participate in safety training as well as advanced skills training. Kent Companies pays for employees to enroll in training provided by the Construction Workforce Development Alliance, which is a partnership by the American Subcontractors Association of Michigan and Texas, the West Michigan Construction Institute and the Associated Builders and Contractors of West Michigan. In order to provide work/life balance opportunities, we offer access to financial management (Dave Ramsey), weight loss and smoking cessation programs. We plan regular volunteer opportunities at Degage Ministries and other organizations in order to help our employees find ways to give back to the community together.

Creating lasting value in our communities

We understand there are many needs within our community, and we formally sponsor non-profit and community organizations when we can. We provide both monetary and in-kind contributions to health, arts, and humanities organizations. We look for opportunities to invest in the growth of

the communities in which we build knowing that it will contribute to the growth of all businesses there. We partner with local universities to create work opportunities that connect classroom skills to real life work, and we frequently donate time and resources within their classes.

Measuring Employee Feedback

Kent Companies conducts an employee survey every year to measure employee satisfaction regarding compensation, communication, work conditions and management practices. The results of this survey are used to shape our corporate practices and improve employee experience.

When employees are hired full time into Kent Companies, a dedicated Human Resources manager explains expectations regarding ethics, integrity, and job performance. She also remains available as a single point of contact for further questions regarding compensation and benefits.