

Summer 2017



Graham Bennett, President

Core Ideology

- To do it because it is right
- To treat others as we would like to be treated
- To be financially responsible
- To be better today than yesterday

Oiler

What Do We Stand For.... Sense of Community

First and foremost – wishing all a peaceful and enjoyable summer. Easiest thing to say, but hardest to achieve is spending quality time with our families. Carve out the time and do it!

As all of you know, we are working hard to respond to the constructive comments we received on our employee survey. The 2 big items were communication and job skill development. Spot on.

Communication is the key to everything that is important to us. Our leadership group has met and realized the solution is theirs to fix. One example is having more division gatherings on a regular basis to have open discussions and updates. I have started our breakfast meetings, so I can hear first-hand. One example of where we can do better is to communicate better to team members when there are changes. People want to help, but can't if they don't know.

Job skill development is so critical in this ever changing world. Our priority to "QTR University" headed by Josh McClure and leadership from each division has a very aggressive and exciting plan to achieve the development of your skill set.

Now to another subject – Why such a major office remodel - "Have you lost your minds"? Here is my simple explanation –

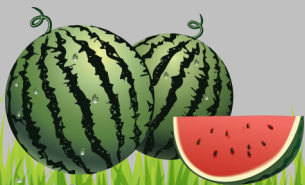
We are always updating our Quality Marts, Quality Plus, GOGAS, and hotels to address the needs and desires of the customers. But, so often we forget about the "back of the house" team members.

Our customers and team members on a daily basis come into contact with the Accounting, Human Resources, IT, and HVAC departments, which are considered our "sense of community". They are our ambassadors – our face to those we serve. Never underestimate the influence they have, as people judge us as a company. A good example is Deborah Dull with her strong, friendly and caring voice is what our customers and fellow team members hear first. They judge us as a company by her.

The office remodel, never really done since the 1960's, is a statement to the commitment of how important these in-house support people are to our success. In many ways, they are the heart beat supporting all the good work in the field. The "owner-operator – entrepreneurial spirit" along with sense of community will be enhanced with the energy this office remodel brings.

My best,

Graham



Community is Key to Quality

Earlier this year, Quality Oil Company in partnership with Shell/Motiva Enterprises presented Insight Human Services, Inc. with a donation of \$20,000. Insight Human Services, Inc. provides substance abuse and mental health services in 50 counties across North Carolina. The donation was funded directly through Motiva via mystery shop violations of various Shell dealers and stations across the country. For consideration of fund allocation, Shell council members were asked to submit nominations for agencies connected with drug enforcement, drug abuse, and/or rehabilitation for addiction.



Quality Oil's submission was selected and in January, representatives from both companies attended as Graham Bennett presented the check to Bob Richardson of Insight Human Services. "We're a member of each and every community we serve, and it's important to us that we do what we can to support those in need," said Graham Bennett. Insight Human Services, Inc. is affiliated with the United Way of Forsyth County, an organization that Quality Oil contributes to on an annual basis.

Brookberry Farm

Lots are being sold and many homes remain under construction, as Brookberry continues to welcome new families into its community. Phase 5 is currently under construction, with the infrastructure completed and the construction of homes remaining in steady demand. Phase 6 has begun and the infrastructure of roads is underway, with a completion date scheduled in the next three to four months. Construction remains steady and builders plan to continue through the end of 2017 at a growing rate!

Harmon-Sawyer-Rhymer Scholarship Winners

Congratulations to the 2017 Harmer-Sawyer-Rhymer Scholarship! This year submissions were exceptionally competitive and posed an extremely difficult process for the scholarship committee. We are pleased to award the following individuals with scholarship money to the educational institute of their attendance. This scholarship is in honor and memory of Tracy Harmon, Jean Sawyer, and Ernie Rhymer. These individuals all were respected pillars to the QOC family. They lived, lead, and taught our core values to all who knew them. Although they have passed, their legacies carry strong throughout QOC today. We appreciate all submissions received this year and feel very grateful to be able to help as many applicants as possible.

Congratulations to...

Dorothy Weatherford

Jacynthia Gray

Micaiah Liner

Stephanie Flynt

Jasmyn Slater

A Day in Quality History

Dating back to the 1930's, the historic *Shell Number Seven* at the intersection of Peachtree and Sprague street still stands. Quality Oil company, at that time the owners of the Winston-Salem Shell Oil Distributorship, designed a plan to build a shell shaped service station, to challenge the competition and attract customers to their stations. Bert Bennett and J.H. Glenn, the master-minds of the shell design and partners in the distributorship, had a total of eight shell shaped service stations built in Winston-Salem and Kernersville, with the first one opening on 91 Burke Street in June of 1930. However, *Shell Number Seven* is the only one left standing today.

Throughout the years, time has taken its toll on *Shell Number Seven* and Preservation North Carolina as well as work crews provided by Quality Oil Company have provided aid in the restoration of the service station. Now the station still stands as an informational center and road-side tourist attraction, paying tribute as a historical memento to a bygone day. The station still holds memorabilia and artifacts, once sold by the service station, including vintage containers of motor oil, Duro-Wax, tire paint, and kits of ignition parts. Among the shelves, one will also find a variety of model fuel oil trucks and pictures dating them back to the 1930's. Even though *Shell Number Seven* has closed its doors and serviced its last customer long ago, it still remains rich in local history and a staple of Quality Oil Company heritage.



Open Enrollment: It's here!

It's our annual enrollment time for insurance! All employees will receive a packet of information in the mail. The packet will include an insurance booklet with all pertinent information as well as the spousal form and wellness agreement. All forms and changes will need to be completed by July 14th.

Healthcare costs continue to rise and we encourage you each to be good consumers for your healthcare. Research your options, always choose in-network doctors, and use all available resources. If you need any assistance allow the Human Resource's Department to help! Call us anytime – 336-722-3441.

Any employee needing to make changes this year can complete these changes on the ADP portal. If you do not want to make any changes to your current enrollments, you do not need to complete the portal enrollment step. All employees will need to complete a wellness agreement and spousal agreement if applicable.

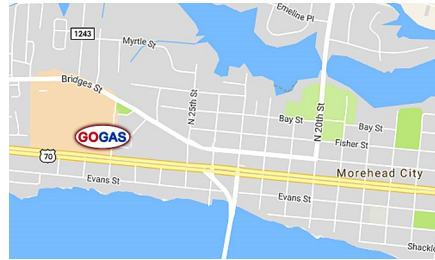
NEW! Log onto to QTR University for classes that will explain each benefit choice.





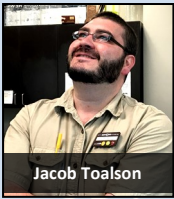
MOREHEAD CITY GOGAS

GOGAS is coming to Morehead City, NC! In the next couple of months, a brand new GOGAS will open at the corner of N. 28th Street and US-70 S. Above is a conceptual rendering of the building and below is a map of where the property will be located. Complete with a galvanized metal roofing application, hurricane shutters, and board & batten concrete siding, the building design will be sure to compliment it's coastal themed graphics package. Just like all other GOGAS stations, the Morehead City location will offer Ethanol-Free Gasoline, Discounted Tobacco Products, Snacks2Go, and an extensive refreshment center/vending area. For a complete list of all GOGAS locations, visit www.qualityoilinc.com/locations.



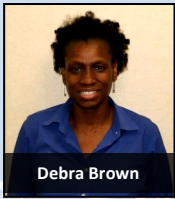
Congrats to all the Hospitality Employees of the Year!!

Hilton Garden Inn
Asheville



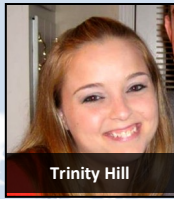
Jacob Toalson

Hampton Inn
Atlanta



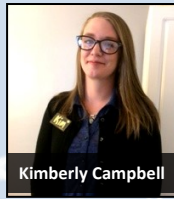
Debra Brown

Homewood Suites
Atlanta



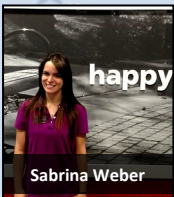
Trinity Hill

Hampton Inn
Christiansburg



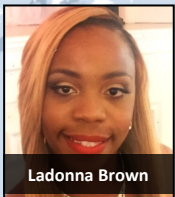
Kimberly Campbell

Hampton Inn
Columbia



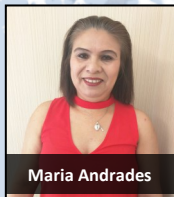
Sabrina Weber

Hampton Inn &
Suites Jacksonville



Ladonna Brown

Hampton Inn &
Suites Raleigh/Cary



Maria Andrades

QOC WELLNESS

Wellness at QOC is alive and well! We are approaching our third year with Triad Care and we are beginning to see positive health changes in our population. If you are not participating in wellness you are missing out!

Our wellness plan will begin in August – if you completed the plan in 2016-2017 you will receive the wellness discounted premiums for health insurance – this is a \$500 annual savings in premiums that you pay! If you complete the wellness plan in 2017-2018 you will receive a ***FREE MONTH OF INSURANCE!** Refer to the QTRU class and your enrollment material for more details.

The wellness plan is designed to be flexible for all employees. It is an educational, personal plan tailored to work with employees to improve or maintain their health status. The coaches will assist you in nutritional, pharmacy, and bio metric needs. Join today to tackle that last 10 pounds, gain control of that high blood pressure that bothers you, or find out what you can do to lower the medication that you are taking.

***Free month of insurance up to \$500.**

Update: Reliable Tank Line

Reliable Tank Line is continuing to add maintenance facilities to their existing terminals. Most recently Reliable opened a shop in Spartanburg, SC. This facility will help Reliable keep it's fleet of equipment safe and well maintained for years to come. The Charlotte terminal is next on the road map and should be opening it's shop by the end of 2017.



Congratulations 2016 Quality Mart Award Winners!

AWARD	STORE	MANAGER
Manager of the Year	#2	Joann Wall
Rookie Manager of the Year	#9	Ashley Jones
Assistant Manager of the Year	#20	Al Johnson
Assistant Manager of the Year	#7	Paul Holleran
QTR Award	#39	Ryann Carnall
QTR Award	#30	Candy Green
Person of the Year	#15	Sonya Cotton
Best Customer Service	#1	Maria Roskowski
Inventory Control	#31	Mike Coler
Most Valuable Employee	#18	Betty Morrell

Congratulations 2016 Quality Plus Award Winners!

AWARD	STORE	MANAGER
Highest Gasoline Volume	South Boston QP	Ricky Newbill
Highest Gasoline Volume	Sylva QP	Brad Hood
Highest % Increase Gasoline Sales	Woodlawn QP	Jamie Dietz
Highest Diesel Volume	Asheboro QP	Richard Brown
Highest Diesel Volume	Kingsport QP	Cathy Hopkins
Highest % Increase Diesel Sales	Lillington QP	Rachael Pittman
Highest Cigarette Volume	South Boston QP	Ricky Newbill
Highest Cigarette Volume	Georgetown QP	Adam Alexander
Highest % Increase Cigarette Sales	West Jefferson QP	Emily Murphy
Highest OTP Sales	Plymouth QP	Amanda Conner
Highest OTP Sales	Apple Valley QP	Kathy Thompson
Path to Excellence EAST	Belews Creek QP	Dean Roten
Path to Excellence WEST	Woodlawn QP	Jamie Dietz
Regional Manager of the Year EAST	Belews Creek QP	Dean Roten
Regional Manager of the Year WEST	Newton QP	Alice Beard
Shell Mystery Shopper Program	Newton QP	Alice Beard
Shell Mystery Shopper Program	Elon QP	Jessica Sullivan
Shell Mystery Shopper Program	Burlington QP	Ellen Hardy
Shell Mystery Shopper Program	Sanford QP	Cindy Baker
Shell Mystery Shopper Program	Spring Lake QP	Emma Taylor
Highest Grocery Sales	Angier QP	Tina Smith
Highest Grocery Sales	Cherokee QP	Nathan Thompson
QTR Award	Elon QP	Jessica Sullivan

2017 SERVICE AWARDS

Quality Social Media

Quality Oil Company strives for quality across each sector of the business and that includes our social media. Our employees are our biggest advocates, so we want you to get involved with us. Follow each of our Facebook pages and our brand new Instagram. We look forward to introducing company insights, events and contests to promote our growing social media presence!

Follow Us:



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Oiler

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VP Human Resources

Josh McClure
VP Reliable Tank Line

Leah Hardy
Director of Hotel Operations

Haywood Stroupe
Quality Mart Sales Supervisor

Lisa Dodson
Hotel Accounting Supervisor

5 Years

Tammy Killy	Corp	Joyce Brown	QM
Jeramy Taylor	Corp	Larry Penrod	QP
Andrew Bell	Corp	JonEliot Hyman	QP
Michely Rivera-Colon	Corp	Holly Crowder	QP
Karen Winston	Corp	Audrey Pierce	QP
Dwight Blevins	QM	Marques Allen	RTL
Linda Speilman	QM	Jeff Higgins	RTL
Kevin Taylor Jr.	QM	Carline Jones	Hotel
Joshua Edwards	QM	Edward Suchy	Hotel
Morgan Meeks	QM		

10 Years

Steve Lawson	Corp	Janice Rigney	QP
Terry Ledford	Corp	Daniel Rodrique	RTL
Paul Holleran	QM	John Munoz	RTL
Nelson Mbumba	QM	Thomas Adkins	Hotel
Girma Berhane	QM	Brian Kipps	Hotel
Robyn Reed	QM	Jaime Sellers	Hotel
Kodjo Akouegnon	QM	Betty Holmes	Hotel
Larry Rigney	QP	Guillermo Lamos	Hotel
Lisa Garland	QP		

15 Years

Maria Noyola	Hotel
Veronica Torres	Hotel

20 Years

Dean Ladd	Corp
Patricia Burnette	Corp
James Neil	QM

30 Years

Mary Tilley	Corp
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35 Years

Haywood Stroupe	Corp
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