

Winter 2016



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

2016 Year of Tribute Legacy of a Positive Spirit



ERNIE RHYMER

"To do it because it is right"

37 Years



TRACY HARMON

"Treat others as you would like to be treated"

29 Years



JEAN SAWYER

"Be better today than yesterday"

23 Years

Ernie Rhymer, Tracy Harmon and Jean Sawyer leave all of us a combined 89 years of wisdom and life long memories of how to live our core values every day. Their positive attitudes were contagious, as they showed us life is more enjoyable and fulfilling as a giver, rather than a taker.

In this holiday season, those life lessons are especially meaningful.

Wishing all a very Merry Christmas and holiday season.

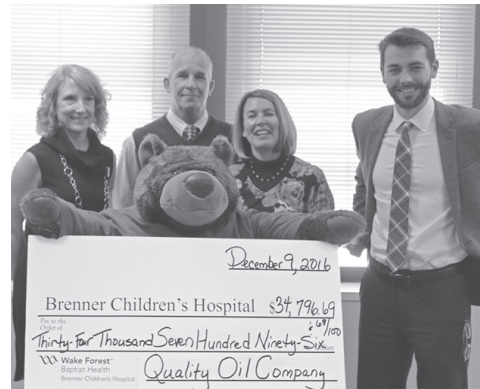
My best,
Graham

GIVING BACK TO THE COMMUNITY

Friends of Brenner Children's Hospital



Quality Oil Company is happy to announce that our Quality Mart and Quality Plus stores have raised a total of \$34,796 in support of the Brenner Children's Hospital! A great big THANKS to all store



employees and customers for help making this happen! Your donations will help save lives by serving the medical needs of our region and beyond. Pictured above: Quality Mart and Quality Plus winners for total dollars raised (QM#49, QM#41, Angier QP, and Georgetown QP) and Tim Lowman delivering the donation check to Brenner's staff.

UNITED FOR A CHANGE

Thank you for your continued support of the United Way!!

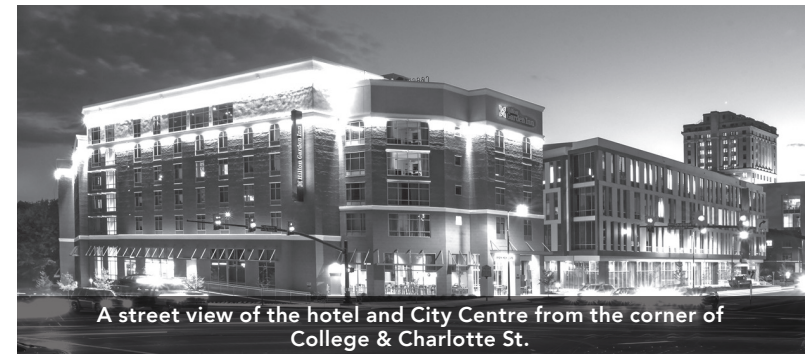
The total raised this year is \$125,027.54; which includes \$1,451.50 from our auction and bake sale held at the corporate office. We had a total of 45 Caring Share givers this year, meaning they contributed up to 2.5% of their annual income.

Thank you again for your participation in giving to a great organization, and reaching out to help our community.

United Way Committee



GRAND OPENING!! HILTON GARDEN INN ASHEVILLE DOWNTOWN



A street view of the hotel and City Centre from the corner of College & Charlotte St.



Rob Hill, Leah Hardy, and members of the hotel staff.



Graham Bennett, Rusty Pulliam, John Spake & members of the Asheville CVB



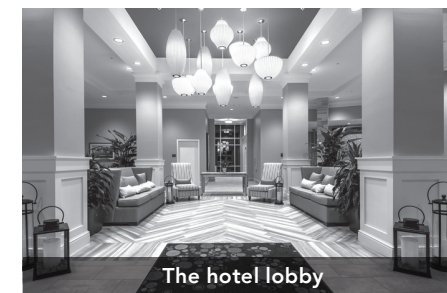
Live music on the outdoor terrace of Pillar Bar



Serving up craft cocktails at Pillar Bar



The Iron Hen Cafe



The hotel lobby



The hotel's electric car & shuttle

The newest addition to the Quality Hospitality portfolio, Hilton Garden Inn Asheville Downtown with its 140 rooms, farm-to-table restaurant and rooftop bar, celebrated its grand opening in October. The event, which featured a formal ribbon cutting ceremony, live band, hors-d'oeuvres, and hotel tours, showcased the hotel's splendor and unique design. Members from the Asheville area Chamber of Commerce were in attendance along with local media and numerous Quality Oil representatives.

Located at the corner of College and South Charlotte streets, the hotel is adjacent to the City Centre office building developed by Rusty Pulliam and John Spake, and is within walking distance to historic downtown Asheville. Visitors can dine at the Iron Hen Café, which offers fresh local, sustainable food, or grab a craft cocktail at the Pillar Rooftop Bar. Pillar spans the entire top floor of the hotel and provides an ideal setting to look out of Asheville's iconic skyline. Other hotel amenities include spacious rooms, a modern fitness center, outdoor swimming pool, and 24-hour business center. If you want to see all that the hotel has to offer check them out on Facebook @ www.facebook.com/HGIAshvilleDowntown !

Other Hospitality News



Congratulations to the **Winston-Salem Hampton Inn** and **Columbia Hampton Inn** team for winning the PICKLE award, commending them on their Principles of Service: Service, Consistency, Attitude, and Teamwork.



GROWTH THROUGH ACQUISITION



In August, Reliable Tank Line acquired the petroleum hauling assets of Cape Fear Transport, Inc. of Elizabethtown, NC. Fourteen transport units were purchased, which brings the RTL fleet to a total of approximately 150 units. Reliable has hired all drivers from Cape Fear and will maintain business operations out of the Elizabethtown, Fayetteville, and Selma areas.

The purchase will allow Reliable to further broaden its product offerings which include gasoline, diesel fuel, kerosene, propane, aviation gasoline, jet fuel, and other petroleum products. "This acquisition is

part of our long-term growth strategy to grow our customer base, as well as offer opportunities and added value to our existing customers," said Buddy Jenkins, Senior Vice President of Reliable Tank Line. "We are excited to welcome the drivers, employees, and customers of Cape Fear Transport to the Reliable family."

Reliable Tank Line is coming off the recent purchase of Petroleum Marketers Transport in May of 2015, which helped the company grow its footprint throughout the Virginia market and into parts of West Virginia and Maryland.

HONORING THE STARS & STRIPES



The Johnston County Marine Corps League Carry-On Detachment has named Reliable Tank Line of Selma as their November recipient of the "Good Business Award." The organization recognized Reliable Tank Line, located on Buffalo Road at the Selma Oil Terminals for "continuously and properly displaying the American Flag at their establishment, reminding all who travel past their location America first and her undivided Allegiance and honoring those brave men and women who fought and died defending those "Stars and Stripes."

Quality HVAC is now a Factory Authorized Carrier Dealer



Carrier Factory Authorized Dealers are the home heating and cooling experts to turn to. The designation will help set Quality HVAC apart from other dealers and contractors in the area. Only those expert heating and air conditioning dealers who meet Carrier's highest standards and closest scrutiny — not only for their technical expertise, but also for their business practices and customer service quality — earn the Carrier Factory Authorized Dealers distinction. Quality HVAC can also provide homeowners with a 100% satisfaction guarantee backed by the Carrier factory.

Quality
our way of life



FUN AT BROOKBERRY FARM

2016 was another outstanding year at Brookberry Farm! The neighborhood continues to grow in wonderful ways and the sense of community is stronger than ever. Over the past six months, Brookberry has hosted several events such as the BBQ and Music Festival, Sally's Angels, and the Kids for Kids Triathlon, which benefits a number of children's charities. Below are just a handful of the pictures from the many activities that have taken place around the neighborhood and it's amenities.

For a quick construction update... Phase IV and the Village had a successful year and look to continue to build momentum heading into next year. Home construction in Phase V is under way as well; adding another 39 traditional Brookberry Farm lots. Future developments include Phase VI, consisting of 48 lots, as well as a high-end apartment development outside of Brookberry Farm on Meadowlark Rd. We look forward to building on Brookberry's success in 2017!

Retail Technology News PDI Version 8 Is On The Way...

Coming in with the New Year is a new version of PDI. There are many new and exciting changes arriving with this updated version. Quality Plus and GoGas locations can count on seeing enhancements to their Store-Assisted ordering. Quality Mart locations can expect a faster, simpler way to receive and audit lottery books. QM locations will also shed the chore of Store Assistant handheld downloads, as the new version allows for automatic downloads while the handheld is docked.

There are many more changes ahead, for each division, so stay tuned for more details.

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2016 SERVICE AWARDS

HALLOWEEN COSTUMES



Congratulations to this year's corporate costume contest winner, **Mason Norman**, the old man with a cane!

Pictured from left to right: Mason Norman, Stephanie Booth, Michely Rivera, Chris Preble, Britney Scott, Pamela Updike, Lisa Dodson, Robin Henley, Heather Shelton, Becky Gordon, Beverly McIntyre

Past winners: 2015: Judena Hutchens 2014: Cindy Metcalf 2013: Robin Henley 2012: Marry Tilley/Cindy Metcalf 2011: Larrilyn Stiles

Other Halloween images from:
Quality Mart & Quality Plus



Oiler

Quality Oil Company, LLC

PO Box 2736

Winston-Salem, NC 27102

336.722.3441

FAX 336.721.9527

mrobb@qocnc.com

Quality Oil Newsletter Committee:

Michael Robb

Director of Marketing

Annette Pleasants

Purchasing Agent

Karen Winston

Pricebook Administrator

Haywood Stroupe

Sales Supervisor

Lisa Dodson

Hotel Accounting Supervisor

Nicole Spillman

VP Recruitment & Training

Josh McClure

Petroleum Operations Specialist

Rob Hill

SVP Hotel Operations

Bradley Snover

Safety Manager

We welcome your suggestions. Email them to mrobb@qocnc.com

5 Years

Bradley Snover	Corp	Chris Tysinger	RTL
Wanda Simmons	Corp	Richard Hamm	RTL
Jessica Davis	QM	Omar Pastor	Hotel
Gopal Gaddam	QM	Patty Stone	Corp
Paul Gardner	QM	Nathzina Thompson	Hotel
Cynthia Hinshaw	QM	Sandra Williams	QP
Rebecca White	QM	Roger Liverette	RTL
Wendy Chavira	QM	James Melton	QP
Gerald Moore	QM	Justin Phillips	RTL
Elizabeth Tegegn	QM		

10 Years

Shelia Johnson	QM
Nicole Spillman	Corp
Greisy Umana	Hotel
Maria Dominguez	Hotel
Akeba Mitchell	Hotel
Amanda Wentworth	Corp
Lee Bulla	QM
Eduardo Pambo	QM
Kyleen Slagter	Corp
Jitendra Talsania	QM

15 Years

Dale Cornatzer	Corp
Sonya Cotton	QM
Christie Ledford	RTL
Keiko Nagatomo	QM
Sylvia Warren	QP
Barbara Boughman	QP
Thomas Layman	QM
Sophia Kimario	Hotel

20 Years

Selina Williams	QP
Sherry Thorne	QP

30 Years

Sandy Russell	Corp
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