

Oiler



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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.

Quality Oil
COMPANY LLC

For more information go to
www.qualityoilnc.com



Graham Bennett, President

My Father, Bert Bennett

A Measure of a Man

As with most children, your image of your father is of a father, not in his accomplishments in business and community. As I am reminded reading again his obituary, he started early as a leader in high school, throughout his distinguished career at UNC as President of the Student Body and Chair of the Honor Council, and during his Navy career as Captain of an LST ship landing at Normandy. Returning home to start a long and successful career at Quality Oil Company while establishing himself in statewide politics, mentoring such leaders as Governor Terry Sanford and Governor Jim Hunt. Even as an adult who witnesses these accomplishments, it is still overwhelming to know my father leaves such a legacy.

The measure of a man is indeed the legacy he leaves behind for his children and his friends that he influenced over the many years.

His friends have reminded me of his "measure" – as we reflected on his good life. So here are some of the values he leaves behind that we will cherish:

Humble man – he never saw his accomplishments with ego or conceit, only as good work for a good cause.

Charismatic leader– people loved being around him. He motivated people to do their best and to enjoy the process. He was the type of man you met for the first time and never forgot.

His 97 years of honest,
caring, and charismatic
living will be our
guidepost for
generations to come.

Empathetic – he had the ability to genuinely connect to all walks of life and was never judgmental. He understood and sympathized with the less fortunate and believed in their worth. He had the innate ability to feel and connect with people.

Genuine – no bull, he said what he thought without prejudice, ego, or anger. He was comfortable in his own skin and spoke with great effectiveness with very few words.

Future man – never dwelled on the past but was always looking ahead and embraced mistakes as a learning lesson.

Work ethic – you were put on this earth to do good. He believed in "Doing what you say." Nothing wins more than hard work.

Humor – never too serious not to see the lighter side.

Adventurous – explore life - He always
(See Bert Bennett, page 2)

Bert Bennett

Continued from cover.

encouraged us to try anything; the only way to find out what you enjoy. A lover of the outdoors, his philosophy was to just do it. Not sure he knew what a helicopter parent was.

Honest dealings – his signature all his life with family, friends, business, and politics – in every situation.

Disciplined – certainly in the practical sense, but more importantly in integrity and character.

Loyalty – his friends and family can testify of his deep abiding loyalty through good and bad times.

Lastly, **Generosity** – a pure generous giver. Always giving without fanfare. Through compassion versus recognition. So often did I hear, “He helped me when I needed it the most.”

His 97 years of honest, caring, and charismatic living will be our guidepost for generations to come. What a legacy to leave behind.

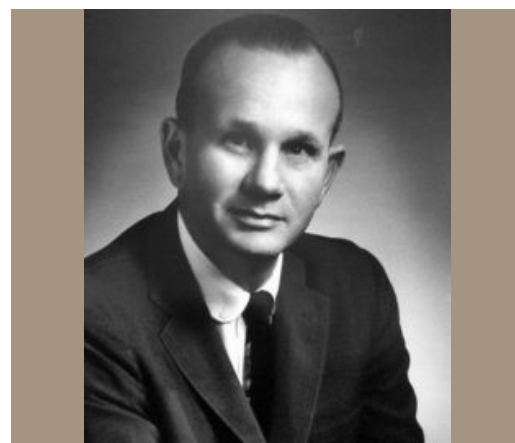
Indeed the “Measure” of a great man, but an even greater father. A father to 8 children, 17 grandchildren, and 8 great-grandchildren.

(Left) Bert sitting at his desk.

(Right) Bert’s headshot for Quality Oil Company sometime in the 1960’s



Bert Bennett shakes the hand of John F. Kennedy



hospitality >>>

Leadership is Our Way of Life

We represent a colorful variety of communities and brands, yet we're united by a common vision to share the light and warmth of hospitality. Together, we thrive in our quest to deliver exceptional experiences - every hotel, every guest, every time.

Our hospitality team’s general managers attended the 2018 General Manager Leadership Summit July 31st – August 3rd in San Diego. The summit had three days of training with keynote speakers, learning labs and industry experts.

More than 2,900 GMs



and a total of 3,700 attended the event – making it the largest GM event Hilton ever hosted. In addition to the training, attendees were able to make connections with thousands of other attendees from all over the world.

“I’m grateful I had this opportunity to grow

for my hotel. I enjoyed spending time with and learning from my Quality Oil GM’s, who have many years of experience between them,” said Candice White, General Manager of the Hampton Inn Winston-Salem.

This year the summit was the first ever to have multiple brands attend.





Georgia Celebrates

Homewood Suites in Lawrenceville, GA:
"We just recently had our Employee of the Quarter party but we also celebrated 3 of the employees here who all graduated with a hospitality degree!" (from Hampton U)
 - Constance Holt
 From left to right: Patrick Summers, Sade Odeyemi and Danielle Lindo



Pumpkin Chex Mix

1/4 cup brown sugar | 1 tablespoon pumpkin pie spice | 1/4 cup butter | 2 teaspoons vanilla | 2 cups Cinnamon Chex™ cereal | 2 cups Wheat Chex™ cereal | 2 cups Honey Nut Chex™ cereal | 8 oz pecans
 In a small bowl, mix brown sugar and pumpkin pie spice; set aside. In a small dish, microwave butter on High about 30 seconds or until melted. Stir in vanilla. In a large bowl, mix all cereals and pecans. Pour butter mixture over cereal mixture, stirring until evenly distributed, add sugar and spice mixture and stir until coated. Microwave uncovered on High 5 minutes or until mixture begins to brown, stirring every minute. Put on a cookie sheet to cool. Store in airtight container.

Introducing Vital SmartShopper

Save money on medial procedures and put money back in your pocket.

Prices for the exact same quality medical services such as MRIs or CT scans can vary from hundreds to thousands of dollars. Introducing SmartShopper, the shopping, and savings program for your medical care. SmartShopper saves you money on your share of the cost when you need a medical procedure or screening. SmartShopper also earns you a cash reward, just for choosing to have the procedure at a high-quality location that saves you money.

- STEP 1: **SHOP** When your doctor recommends a medical test, service or procedure, call the Personal Assistant Team or visit SmartShopper online to search for a reasonably priced location in your area.
- STEP 2: **GO** Have the procedure at one of the facilities on the SmartShopper list.
- STEP 3: **EARN** Four to six weeks after the procedure, SmartShopper mails a check to your home.

Sample Procedures with Rewards	
Procedure	Your Reward
Bronchoscopy	up to \$150
Carpal Tunnel	up to \$150
Colonoscopy	up to \$150
CT Scan	up to \$75
Gall Bladder Removal (Laparoscopic)	up to \$250
Hammertoe Correction	up to \$150
Hip Replacement	up to \$500
Hysterectomy	up to \$150
Knee Replacement	up to \$500
Mammogram	up to \$50
MRI	up to \$100
Spinal Fusion	up to \$500
Ultrasound	up to \$25
Upper GI Endoscopy	up to \$100

No forms. No hassles. It's that easy.
 Visit: bluecrossnc.com/smartshopper for more info!

powering the future >>>

Duke Energy Project

Our company just completed a large commercial project, the Ultra-Filtration Building for Duke Energy Located at the Belews Creek Steam plant. We designed and installed the heating, ventilating, and air conditioning system for this new building. We used electric unit heaters for the filtration plant heating and industrial wall fans with intake louvers for the ventilation. In the electrical control room, We installed Carrier packaged heat pumps with electric heat. We also designed and provided a Control panel to cycle and maintain constant temperature and



control humidity within the space. Our crew members Matt Reynolds, Aaron Campbell, Evan Goode, Terry Spainhour. Bobby Slagter and Benny Warren assisted with the installation as needed. Overall, the project was successful, our customer was very satisfied, and we have also been awarded an identical project for Duke Energy at the Allen Plant Steam station in Belmont, NC. In the Heating, Ventilating and Air division, we look forward to the coming year and all the challenges it brings.



Parade of Homes

Brookberry Farms will be participating in the Parade of homes again this season.

This year, several Brookberry Farm homes will be featured in the 2018 Fall Parade of Homes, held by the Home Builders Association of Winston-Salem. The event features over 40 homes including a variety new builds, developments and remodeled spaces at a wide range of price points. It is free to the public and is a great opportunity to meet with contractors and builders.

supporting us >>>



Social Media and You

You just might be the missing link to help a friend.

You love our company spirit and you love your job, but do your friends and family really know all that we do? We're not just an Oil Company and they should know it too! Know someone in need of an AC guy? Got a friend addicted to chocolate?

Whether you're looking for the best bakery for your daughter's birthday cake or a photographer to take your family's yearly photo, you typically turn to your friends and family for recommendations. This is called word-of-mouth advertising. It is still a very effective and compelling tool. In fact, more than 92% of consumers say they trust products and services recommended by friends and family. Today, we find that word-of-mouth happens not only in person but more so in the way of social media. The reality is that people are more trusting of content shared by someone they know personally rather than a corporate entity. So connect with us, like, comment, and share. Tell your family and friends, and of course, you'll benefit too.



community involvement >>>

Building Hope By Building Homes

Steadfastly adhering to a philosophy of a "hand-up, not a hand-out," Habitat for Humanity of Forsyth County is a powerful engine of collaboration and reciprocity whereby those who qualify—by having a history of steady income, verifiable need and a willingness to work hard—soon become involved in giving help to others.

- Excerpt from habitatforsyth.org

Back in May of this year we had two teams of employees take a day to volunteer with Habitat for Humanity of Forsyth County. They were hard at work in a total of 3 dif-



ferent homes, doing everything from demolition and wall building to adding finishing touches like painting and landscaping. Despite a few bumps and bruises, falling bricks, straw everywhere, and even a dead rat; it was unanimous that it was all about the experience and they wouldn't change a thing.

"It was great to be able to give back to the community through a worthy cause."

- Karen Winston.

"It was fun and a great team building experience." - Michely Rivera

"What an awesome experience to work with



my co-workers in a different capacity and at the same time give back to the community.

I can't speak for everyone, but the majority of our team felt great doing something for a future family as well as saving an old house from being torn down."

- Stephanie Booth

If you're interested in giving back through Habitat for Humanity please visit them online at www.habitat.org and connect with your local Habitat origination.



Kelley Waite

Kelley is excited to work in the Q-care clinic, to get to know you, and to provide convenient quality health care. Please stop by the clinic, say hello, and give her a warm welcome! The Q-care clinic will be open from 9:00am-1:00pm on Thursdays.

HRA Wellness Dollars

The 2018-19 insurance year has started! Did you do your biometric screening? If so, you have already earned money into your Health Reimbursement Account. These funds are there to assist with your out of pocket, deductible driven expenses. You can find your account information for the HRA at blueconnectnc.com website. The chart below is a reminder of how all employees can earn HRA dollars. These dollars are used to pay for deductible expenses and help lower your out of pocket costs. If you have any questions, please contact Human Resources.

earning wellness dollars >>>

Wellness Agreement Complete and return to HR by Aug 1, 2018	\$50
Biometric Screening via Triad Care or other approved method including your doctor or approved labs.	\$100
Tobacco Screening Tobacco Free or completion of Tobacco Cessation via Triad Care.	\$300
Completion of Health Coaching Requirements Path A - No further action. Path B&C - Meetings	\$300



There are other ways to earn incentive dollars into your HRA including biometric screening for your spouse if they're on your plan as well as a completion of case management (if applicable).

Q-Care at the Corporate Office

Q-Care is open! This is Quality's new medical clinic located at the corporate office. We are very excited to have Kelley Waite as our Nurse Practitioner. The clinic is currently opened on Thursday from 9am-1pm. We are working to ramp up the clinic and getting things set up.

In the near future, we hope to offer D.O.T. physicals as well as telemedicine. Telemedicine will allow her to skype with you for care direction, advice, or possible diagnosis if applicable. To make an appointment with Kelley, please contact Triad Care at 336-541-6475.

Kelley Waite is an Advanced Registered Nurse Practitioner with extensive experience. Prior to Q-Care, Kelley has worked in family medicine, college health, occupational health, and international travel medicine. Regardless of the setting, she is dedicated to providing compassionate, individualized care to her patients with a focus on prevention. Kelley obtained a B.S. in Microbiology at the University of Florida, and a B.S. and Master's Degree, both in Nursing, at the University of Central Florida. She is certi-

fied with the American Academy of Nurse Practitioners and has been a nurse for 13 years. As an advanced practice nurse, Kelley can diagnose and prescribe when needed (although no controlled substances will be given through Q-Care).



We've finished up our basement remodel in our corporate office and you can find the Q-Care clinic located downstairs, first door on the left. There is a private office for patients as well as a waiting area to come, outside the office for patients.

2018 Harmon-Sawyer-Rhymer Scholarship

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 are pleased to award the following individuals with scholarship money. Congratulations to... Michely Rivera-Colon, Asatha Paudel, and Evan Akouegon.



Bennett, Bert Lester

PFAFFTOWN Jan. 22, 1921 - July 16, 2018 Bert Lester Bennett Jr., 97, died on July 16, 2018 peacefully at his home in Pfafftown, NC.

The funeral will be held at 11:00 a.m. at St. Paul's Episcopal Church on Thursday, July 19, 2018 with a reception to follow in the Colhoun Room. Bert Bennett was a native of Winston-Salem, NC, and the son of Bert Lester Bennett, Sr. and Corinna Johnston Bennett. Affectionately known to them as "Boy," he grew up alongside his two sisters, Louise Bahnson and Johnny Dunn. Bert was preceded in death by his wife of 63 years, Lillian Joyner Bennett (Joy) and daughter, Joy Bennett. He is survived by his children: Bert (Beth), Graham (Janice), John (Jeanne), Louise, Terry (Steve), Ann and Jim (Marianne), 17 grandchildren and 8 great-grandchildren. Bert graduated from Woodberry Forest and the University of North Carolina at Chapel-Hill where he was President of the Student Body. As a junior at UNC Chapel-Hill, along with his two roommates, Bert enlisted in the Navy through a program that would allow them to graduate from UNC before entering WWII. After graduation, Bert attended the Navy's Midshipman School at Northwestern University. He rose to the rank of Captain and was aboard the LST 335 bringing troops to Omaha Beach on D-Day. Bert joined the family business, Quality Oil Company, in 1947. Under Bert's leadership, Quality Oil Company has the distinction of being one of the largest branded oil jobbers in the United States. Today the company owns and operates hotels, convenience stores, a transport division, and real estate developments. After the war, Bert was introduced to the love of his life, Joy Flanagan of Greenville NC, and they married on April 29, 1949. Throughout his full life, Bert was devoted to

his wife and eight children and shared with them his love for all animals, fly fishing, golf, tennis, community service, and business. Bert and Joy cherished their farm in Pfafftown and their cabin in Linville, where he spent countless hours in the streams fly fishing. When asked what his greatest investment was, he said without a doubt, every single one of his children. In addition to his success in business, Bert had a commitment to community. He served on the Wake Forest Board of Trustees, First Union Corporation Board of Directors, The United Way of Winston-Salem and The Forsyth Memorial Hospital Board of Directors. However, Bert's dedication to serving his state is most recognized by his contributions in politics. He was Chairman of the State Democratic Party in 1962 and Campaign Manager for Terry Sanford in 1960. Although Bert supported many candidates, he was most passionate and active in the campaigns of Terry Sanford, Rich Preyer and Jim Hunt. His love for his state was evident as he devoted many hours on the campaign trail and in meetings serving the needs of the people of North Carolina. Bert will always be remembered as an influential political, business and community leader, but he was much more. He was "Boy," husband to Slim, Dad, Grandpa, and Grandpa-Great. He lived with purpose, generosity, character; and he will leave a legacy of integrity that will never be forgotten. In lieu of flowers, contributions can be made to Wake Forest University, Forsyth Technical Community College or St. Paul's Episcopal Church. Online condolences may be made through www.salemfh.com.

Quality

OIL COMPANY, LLC



Heating



Cooling



Propane



Fuel Oil

(Above) Our Operations Division received a new logo to encompass all the different divisions they service. Now they can cross-brand between propane, fuel oil, and HVAC services everywhere!

(Left) Bennett Family Christmas Card Photo 2008

(On the Cover) We gathered some of our staff for a photo in our corporate yard. This photo was captured by both camera and drone by our Marketing Department. Each of Quality Oil's divisions has a vehicle represented in the photograph and it was great to see everyone all together.

coming soon >>>

In The Next Issue

Gearing up for our 90th Anniversary



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