

Oiler[®]



VOLUME LXX, NUMBER II

WINSTON-SALEM, NC

WINTER 2021

HAPPY
Holidays



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
Since 1929

For more information go to
www.qualityoilnc.com



Graham Bennett, President

in this issue >>>

Happy Qualityversary

Guess WHO

New Phase at Brookberry Farm

Continuous Strength and Growth

Service Awards

Giving Back to Our Communities

Gratitude and Happiness

As I get older, my view of what makes me happy and grateful has changed. My youthful ambitions of years past caused me to think short-term and more about immediate gratification. Now long-lasting experiences, such as time spent with my family - especially my grandchildren - has put my life into a better perspective.

Things that I am grateful for:

1. The love of my family
2. My faith
3. My wife Janice, who is everything I am not
4. I am humbled to see the commitment and dedication from all the Quality Oil and Reliable Tank line teams during such a challenging time
5. I am thankful to be able, through everyone's hard work, to contribute another record profit-sharing year to the team

All possible through our unabiding belief in our core values:

- 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

(Continued on page 2)

A Year Already

A year ago, Quality Oil purchased twenty three 4Brothers locations and converted 20 of them into Quality Marts. Over the past year we have gotten to know each employee and welcome them to the Quality Oil Family. On the right side see what our team members said about working at Quality Mart.

(right top) Pfafftown Quality Mart #59

(right bottom) Advance Quality Mart #67



Happy Qualityversary

We are so happy to celebrate a one year anniversary with all of our newest Quality Marts and team members.

Winston-Salem QM #58 Lee

“Glad to work for a company that really cares about its stores and employees.”

Pfafftown QM #59 Andrew

“Quality is our way of life. The transition exceeded my expectations, and I am proud to be part of this company.”

Lewisville QM #60 Megan

“I have grown as a manager and now I am a better team leader for my employees. I honestly appreciate the love that we feel from everyone and have yet to meet anyone who hasn’t had a smile on their face.”

Mocksville QM #64 Lisa

“With change comes growth, and I have learned some new things I wished I had known years ago. Overall, it has been a good change.”

Troutman QM #65 Dolores

“Quality Oil has done so much to improve our store in such a short time and our customers love it.”

Wilkesboro QM #68 David

“Qualityversary, it has been a very interesting journey, in a good way. Everyone is down to earth and not afraid to say they appreciate our hard work and dedication. Thanks for the respect and appreciation.”

Sparta QM #69 Maxine

“Great things have happened here at our store. I am grateful to be part of this team for years to come.”

QM Supervisor Jeff Needham

“Hard to believe its been a year but it has been amazing learning the quality way.”

Gratitude and Happiness

(Cont’d from cover)

Mark Mahaney, the General Manager of our Cary/Raleigh Hampton Inn & Suites, spoke about living by our values the best. He said, "Speak into experience." That's what it takes to keep our core values alive and well every day. Again, I am grateful for YOU. Wishing all a wonderful Holiday Season and a Merry Christmas.

All our best,
The Graham Bennett Family

Corporate >>>



Samaritan Ministries

Quality Oil Company and Shell gifted \$10,500 to help fund and support Project Cornerstone.

Project Cornerstone is an on-site residential program for homeless men in recovery from substance abuse. With an 80% success rate, the program has been

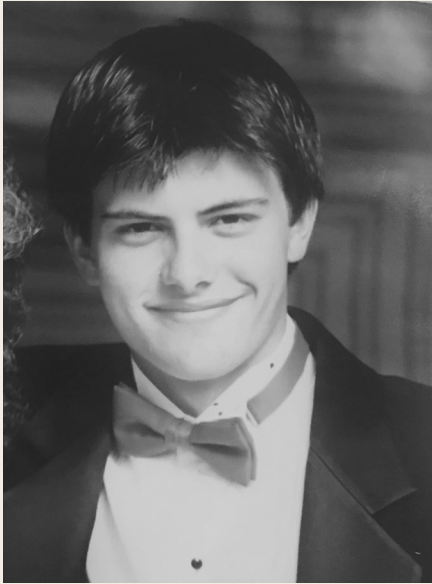
instrumental in transforming the lives of so many men over the last 27 years. William, a Cornerstone graduate and current staff member, shared his story with our friends from Quality Oil, offering his perspective on the impact the program has had on him. We are thankful, and will continue to help guests in need for years to come.

WELCOME TO QUALITY MART

Guess WHO?

Can you guess who these amazing people are within our company? Perhaps a quote will give you a hint.

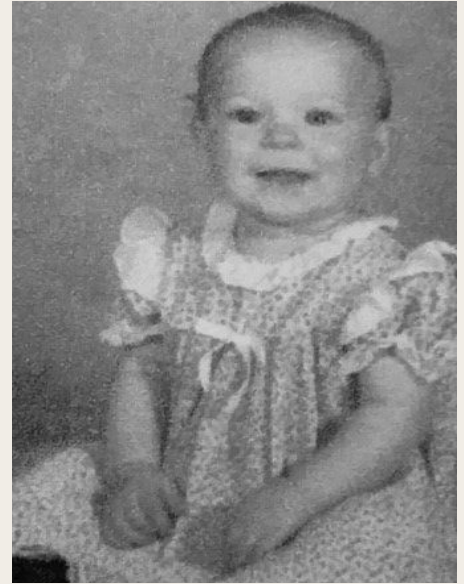
Answers on the back cover.



“That’s a hot mess”
“WOOOT WOOT”



“Be more tolerant, less judgmental,
more open-minded, less negative, and
more loving.”



“Bless it”



Michael Robb, VP of Marketing wins the 74th Forsyth Golf Championship at Tanglewood Park. Michael has been playing in the tournament for years and was a regular in the Forsyth Junior when he was growing up. To get this name on the Lester Kimber Trophy is an accomplishment.

Real Estate>>>

Phase 8 at Brookberry Farm

The latest phase of Brookberry Farm, The Oaks, is scheduled to be completed in the next month. The Oaks will feature 41 lots, a walking trail, and a park for the enjoyment of the residents. This phase has been met with tremendous enthusiasm by the marketplace with 31 of the 41 home sites already reserved by home buyers and builders. We’re also in the design stages of Phase 9, which we hope to deliver in late 2022 or early 2023.



Continuous Strength and Growth

How we are bouncing back from the Pandemic.

Wow! It's hard to believe that 2022 is knocking on our door already. 2020 and 2021 have proven to be challenging but good years. The dealers at Quality Oil – who are independent operators either in leased properties or properties owned by the dealer – have become great partners in the industry. Like our company operated stores, they weathered fuel volume losses, staffing shortages, supply chain issues, and the Colonial Pipeline shutdown. The dealers fought through it all and are coming out of this stronger than ever. While many gas stations across the country lost fuel volume at the height of the pandemic, some of the dealers worked particularly hard and were fortunate

enough to have volume increases despite the odds. The dealer division isn't just bouncing back from the pandemic; we're also growing. The division added three BP branded sites from the 4 Brothers acquisition in late 2020. We're happy to have Waughtown Grocery, Westwood BP, and Clemmons BP as a part of the QOC family! Also, just this past October, the old 52&8 Shell reopened and is pumping fuel again with a new re-image that looks fantastic. To try to keep this growth momentum, the QOC dealer team exhibited vendor booths at the South East Petro Show in Myrtle Beach and our first AASOA trade show in Raleigh during 2021. We hope to do so again in 2022. We certainly enjoyed seeing our



current partners and look forward to establishing relationships with the partners we met. In closing, we want to take a moment to thank all our dealers for all their hard work over the last two years. The dealers share Quality Oil Company's core values and live them every day. We're excited to see what 2022 brings us!

Hospitality >>>



Hero Award

We presented Olga with a beautiful plaque to celebrate her selection as a Hilton Hospitality Hero Award Winner.

Hospitality Heroes was launched in 2020 to recognize team members who performed remarkable acts of hospitality during the Covid-19 global pandemic. This year Hilton continues to recognize individuals who have made an impact and delivered exceptionally friendly and reliable experiences for fellow team members or guests. Olga, we appreciate all you do to contribute to our success.

HR >>>

Vaccine Mandate - What is there to know?

In a nutshell...it's on hold – and truly by the time you read this, there could be changes that makes this information obsolete.

What we do know – OSHA has introduced an emergency mandate that requires employees of certain size companies to either be vaccinated or test and report results every 7 days. Once introduced, the mandate was immediately met with resistance by many states and its now being evaluated by the sixth circuit court for a final decision.

How does this affect Quality Oil? Quality Oil continues to encourage all employees to make choices that will protect themselves as family members, co-workers, and essential workers. If the mandate passes, we will have to comply, it will be a federal mandate. We have learned that certain industries such as transportation could be exempt, but we will not know all details until the final ruling is announced. We are continuing to monitor the updates and are preparing for both sides of the decision. Stay tuned for future communications. If you have any direct questions, please call Nicole Spillman in Human Resources.

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2021 SERVICE AWARDS

5 Years

Albikiart, Amany	HOTEL	Kroesch, Jennifer	RTL
Bayles, Jimmy	RTL	Lester, Ciara	QP
Buchanan, James	RTL	Liner, Micaiah	HOTEL
Carver, Christine	QP	Mare, Bakary	RTL
Carver, Philip	QP	Meade, Carrie	HOTEL
Caudill, Shannon	RTL	Olden, John	CORP
Dillard, Kevin	QP	Perry, Charles	QM
Doctor, Tannar L.	QM	Pruitt, Claude	RTL
Fowler, Ashley	RTL	Richardson, Reginald	RTL
Grisafi, Michael	CORP	Schantz, Alice	HOTEL
Hainsworth, Andrew	HOTEL	Smyrl, Eric Wayne	QM
Heckel, Robert	RTL	Speights, Kelly	QP
Hendricks, Sarah	QM	Willis, Lynnette	QP
Kirby, Samantha	HOTEL		

10 Years

Davis, Jessica L.	QM	Philips, Justin L	RTL
Gardner, Paul K	QM	Thompson, Nathzina	HOTEL
Melton, James	QP	Tysinger, Donald Chris	RTL
Pastor, Omar Reinada	HOTEL		

15 Years

Bulla Jr, Troy	QM	Spillman, Nicole	CORP
Johnson, Shelia	QM	Talsania, Jitendra	QM
Mitchell, Akeba	HOTEL	Umana, Greisy	HOTEL
Slagter, Kyleen S	CORP		

20 Years

Cotton, Sonya	QM	Kimario, Sophia	HOTEL
Cornatzer, Thomas	CORP	Ledford, Christie	RTL

25 Years

Thorne, Sherry	QP		
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Thank you!
For all of your years of dedication to us.



Green Beans Almondine

Move over, Green Bean Casserole, There is a new game in town! Impress your friends, and tell them you made Green Beans Almondine. With these sautéed green beans make for a fast and delicious side dish any night of the week— they are amazing at thanksgiving dinner. Just three, whole ingredients. Quick preparation make it a refreshingly healthy, wholesome addition to your holiday menu.

Ingredients

1 lb. Green Beans
2 tbsp Olive Oil
6 Garlic cloves, thinly sliced
1/4 cup Slivered almonds
1 tsp Salt

Instructions

In a large skillet heat 1 teaspoon olive oil over medium heat. Add the almonds and toast until golden brown, about 2 minutes, set aside.

Heat the remaining olive oil in the same skillet over medium-high heat. Add in the green beans and cook until green beans turn bright green in color and begin to soften, about 6-8 minutes.

Add in garlic and cook, stirring often until fragrant, about 1 more minute. Stir almonds and salt stirring to combine everything for another 1 minute. Enjoy!

Giving Back to Our Communities



Quality Oil has a long-standing partnership with United Way, and this year is no exception. 2020 and 2021 have been difficult years for many in our community and QOC family, and United Way has been there to provide assistance along the way.

During our corporate United Way meeting, we had the opportunity to hear from a representative at Cancer Services, and we heard about the services they provide. We also shared a testimonial from one of our own at the corporate office, who received assistance from Cancer Services during her

battle with breast cancer. This person always gave to United Way through the QOC campaign, and in 2020 she reaped the benefits that United Way and Cancer Services have available.

After our corporate meeting, we had a time to raise money for United Way through different games. We were able to raise \$1,353.00 from this fundraiser, and this in addition to the individual donations that totaled \$86,576.30.

I want to thank everyone for your support of United Way and thank you for making this year a huge success! We look forward to 2022.



Angel Tree

Once again, we have partnered with Crossnore Children's Home in Winston-Salem for our annual Christmas Angel Tree. We sponsored eight children, ages 5 to 13 years old. This is our 4th year partnering with Crossnore Children's. Spreading the joy to these children has become a tradition at Quality Oil Company. We thank all those who participate in making these kids smile.

Ida Disaster Relief Team

Our Fuel Oil department sent a team to New Orleans to fuel all AT&T company vehicles, after hurricane Ida. Two drivers were set up in Baton Rouge for fueling and two others were set up in downtown New Orleans. The team consisted of 5 individuals, Ricky Dull, Richard Bowman, Shane Rogers, Marty Smitherman, and Clint Stanley. They were sent down for 9 days. Disaster relief is something we want to continue doing, to be able to give back to the community.



Guess Who? Answer: (from left to right) Don Lockhart, Graham Bennett, Nicole Spillman



Run on The Runway

Quality Oil Company was a sponsor of this year's PTI Run on the Runway, which benefits The Second Harvest Food Bank, the Greensboro Urban Ministry and Open-Door Ministries. There were 5 & 10k runs, a 5k walk, a 1-mile walk & a Kid's Dash. The race was held on Saturday, September 18th on the runway at the Piedmont Triad International Airport, a 9,000-foot flat surface with a birds eye view of the airport from a totally unique perspective.



Quality Oil
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Since 1929

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