

Oiler



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WINSTON-SALEM, NC

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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.



For more information go to
www.qualityoilnc.com



Graham Bennett, President

Good News

Ending the Year on a High Note

The world can seem to overwhelm us at times with bad news. However, we all know that bad news sells better than good news. Yes, this has been a most unusual year with storms, hurricanes, floods, fires and wrecks. We have had a roller coaster year of ups and downs in politics, the economy, world events, and even our own community here at Quality Oil.

But as my Dad used to tell me, "Learn to work in the rain with a smile." This of course was his own way of saying, "Suck it up and think about the good things in life."

So to send us into the holiday season with a positive perspective, here is your dose of good news:

Even with all of the natural and unnatural events, Quality Oil Company and Reliable Tank Line are having another good year that will reflect itself in your profit sharing, which

you deserve as great "owner operators." We continue to be debt-free and are growing and improving in every division.

We are still dedicated to a real profit sharing and full 5% 401k match. We are told that we are in the top 1% of the country doing so. Our best investment is with you! We are investing in software upgrades, hardware and technology to ensure we stay competitive and relevant in our market today and in the future.

Let us keep our heads up and eyes on positivity even when the world tries to overwhelm us with bad news.

Want a dose of good news outside of our QOC community? Here are some encouraging statistics in our world right now:

- Modern day wars are shorter and smaller. Humans now are less likely to die in a military conflict, than in the past 1,000 years.
- A baby born today is less likely to be born under poverty than in any other time in history.

(See Good News, page 3)



No Sleeping on the Job, Oilers

According to Graham, this needs to be a new policy!

This was our first year going out for the Mocksville Twas the Night Before Bed Race. Clint Stanley was very gracious in donating supplies, his time, and his talents to make us a fantastic red wooden bed adorned with Christmas lights. John Hardy, Mike Robb, Chad Alexander, Kyle Amentrout, all volunteered to push the bed with Lori Andrews on board for the ride. Haywood Stroupe and Karen Winston signed on to be alternate runners just in case they needed to be tagged in, while secretly hoping that would never happen. The team ran great, winning 3 out of 4 races. This took a toll on everyone and it was time to bring in an alternate for the 5th race. Chris Preble, who was there only to spectate, was eager and willing to be tagged in. He was all set to go in his jeans and boots, ready to run our team across the finish line one last time. With one good push, we stumbled across that line only to fall short of winning by a foot. However, a great time was had by all and the Oilers will be back next year!

(Left) QOC Oilers on the start line.

(Right) The QOC Oilers and their cheering squad in good spirits at the end of the night.



Lori Andrews is excited to have a stylish helmet to protect her head should she fall off the bed.



Giving Back One Bar at a Time

Have you ever thought about what happens to that bar of soap in your hotel room you only used once? One man did while visiting a hotel in 2008 and since then has founded Clean The World.

At Quality Hospitality, soap, shampoos, conditioners, lotions, and the like in our hotels gets recycled through Hilton's participation with Clean The World.

The Clean the World Organization recycles, repackages, and then repurposes the soaps and bottles by donating them to underdeveloped areas that will benefit.



Here's how it works: Items like soap bars and bottles of lotion are taken from rooms after guests stay with us and are placed in designated boxes to be donated to Clean

The World. Then, they sort through the items, clean, sanitize, and repackage the products. The repurposed goods are then sent to those in need in countries all over the world.

Over the past few years of



participation, Quality Hospitality hotels have been able to recycle thousands of soaps to be distributed to those in need. In our Homewood Suites by Hilton Atlanta I-85-Lawrenceville-Duluth alone, 1,090 soap bars were distributed and 94 lbs. of plastics were recycled just in 2018 alone.

Our hotels continue to work with the Clean the World organization to keep soap out of the landfill and also impact the lives of millions around the world.



Team Building

Recruiting is alive and well throughout QOC and RTL! We have continued to grow by adding new positions and locations. A recruiting tid bit: our best advertisement is word of mouth from the amazing current employees that we have. We are proud to work with each person in this company and encourage you to refer career seekers and others to join our family! If you have someone you would like to work with us, have them call John Hardy at 336-714-5165.



Saltine Toffee

4oz saltine crackers | 1 cup butter | 1 cup dark brown sugar | 2 cups chocolate morsels | 3/4 cup Heath Candy pieces or chopped nuts

- Preheat oven to 400°. Line a cookie sheet with parchment paper or Silpat mat.
- Combine sugar and butter in a medium sauce pan and bring to a boil. Let boil for 3 mins. Pour immediately over saltines making sure all the crackers are completely covered.
- Bake at 400° for 5 - 6 minutes. Remove from oven and sprinkle chocolate morsels over the top. Let sit for 5 minutes. Spread melted chocolate and top with candy pieces or nuts. Refrigerate toffee for 2 hours. Once set, break into pieces and enjoy!

Saving Lives and Safety First

Reliable Tank Line not only puts safety first when it comes to their drivers, but one driver also saves lives.

Cedric Hodges, a driver out of our Selma branch, was making a delivery to GOGAS during Hurricane Florence. Roads everywhere were impassable due to flooding and he was looking for an alternate route to get to Wilmington, NC, a town we knew was hit the hardest and in need of fuel. While Cedric was just outside of Rieglewood he came upon a car in the flooding and as he got out of the truck he heard the woman inside yelling for help. Her car was sinking below the water fast where Hwy 87 had been. He managed to pull her from the vehicle, and as the National Guard arrived they were able to remove the man from the car as well. They were air-lifted to the nearest hospital in critical condition. Emergency crews arrived and pulled their car from the flooded waters. We all hope they are doing well today. Thank you Cedric for treating others as you would like to be treated. You're a hero in our book!



Meanwhile, Reliable Tank Line is taking safety to a whole different level by adding 'Video Intelligence' to the fleet. This initiative involves putting three cameras on each tractor in the fleet. One is a forward-facing camera mounted on the windshield and two rear-facing cameras mounted on each of the side mirrors. "The video coverage provided by these cameras are meant to make us a safer company. This technology allows Reliable Tank Line to have event-driven and/or on-demand video at our fingertips. Our goal is to live up to one of Core Ideology points: to be better today than yesterday.", said Buddy Jenkins, SVP of Reliable Tank Line. We hope to have all 150 trucks with cameras installed by the end of January.

positivity >>>

Good News (cont.)

- Cancer death rates are down 25% since 1991.
- Breast cancer rates have decreased 39%.
- We now have less crime, a lower death rate and longer life expectancy than at any other time in human history.
- It only takes seventeen muscles to smile, but it takes forty-three to frown.
- There are 50% more trees now than there were 60 years ago.
- The U.S. poverty level is at its lowest, 12.7%.
- The rate of violent crime and property crime have dropped 50% since 1990, though most people polled think they have gotten worse.
- We are using the same amount of water now



as we did in 1970, but our population has grown by almost 50%.

- Conservation measures do work.
 - Air pollution and carbon monoxide emissions are down 77% since 1990.
- Let us keep our heads up and eyes on positivity even when the world tries to overwhelm us with bad news. We can all learn to work in the rain with a smile.

Bringing Everyone Together

If you spend much time at the corporate office, you know we love food!

Gobble. Gobble. Is that a turkey? No, it's the sound of employees enjoying our Thanksgiving themed potluck! Quality Oil's corporate headquarters celebrated the holiday the Monday before.

Casseroles, pies, potatoes and Benjamin Franklin's favorite bird lined the tables in the break room. Everything from sweet potato casserole to brussels sprouts were there to choose from. Parts of the meal, like the smoked turkey, were catered in by John Brown's Country Store.

Attendees also brought in their favorite dish to celebrate the holiday and each other's company. After a lunch of devouring food, there was not an empty stomach to be found.

Does turkey make you sleepy? While this may be an urban legend, there would be a strong argument by those in attendance that it does.



In the Holiday Spirit

This year our operations department participated in four local Christmas Parades.

From Mocksville to Kernersville, Winston-Salem, and Advance we showed our community spirit and drove through the streets for all the town to see. Our propane and fuel oil trucks geared up for an afternoon of fun driving down a few main streets and handing out candy to the locals to celebrate this festive time of year. "It's always a good time for our drivers and the locals. Everyone loves it."

- Wes Sink, VP of Operations

A Day for the Whole Family

What other day of the year gives you the chance to eat some fabulous food, win a bicycle, and see SVPs dressed as a Candy King or in a bathrobe? Our Quality Oil Family Day of course!

Annually held every year just before Halloween, Quality Oil Corporate throws a celebration for all to enjoy! This year we had a fantastic turnout despite a bit of rain in the early hours. There was some delicious food, bounce houses, trunk or treat, and some amazing prizes to be given away. Kids also had the opportunity to get

some balloon animals made and their faces painted. After all the inside fun, once the rain cleared, the children were delighted to be able to play on all the inflatables outside in the yard. (Left) Families enjoying a delicious meal together.



(Above) Andy Sayles and the QP family sweetly dressed. (Below Left) The Metzler family in front of a RTL truck. (Below Middle) Don McIver and his daughter, Sarah, are dressed and ready to hand out candy at the trunk or treat. (Below Right) Miss Caroline gets a unicorn on her cheek.



Tips for a Safe and Healthy Holiday Season

We all know the Holidays take a toll on our health, both mentally and physically. Here's some tips from the CDC to help you out this year.

1 Wash your hands often.

Keeping hands clean is one of the most important steps you can take to avoid getting sick and spreading germs to others. Wash your hands with soap and clean running water for at least 20 seconds. If soap and clean water are not available, use an alcohol-based product.

2 Stay warm.

Cold temperatures can cause serious health problems, especially in infants and older adults. Stay dry, and dress warmly in several layers of loose-fitting, tightly woven clothing. Check on children, the elderly and pets.

3 Manage stress.

The holidays don't need to take a toll on your health. Keep a check on over-commitment and over-spending. Balance work, home, and play. Get support from family and friends. Keep a relaxed and positive outlook. Get enough sleep.

4 Travel safely.

Whether you're traveling across town or around the world, help ensure your trip is safe. Don't drink and drive, and don't let someone else drink and drive. Wear a seat

belt every time you drive or ride in a motor vehicle. Always buckle your child in the car using a child safety seat, booster seat, or seat belt according to his/ her height, weight, and age. Get vaccinations if traveling out of the country.



5 Get check-ups and stay up to date on vaccinations.

Exams and screenings can help find problems early or before they start. Vaccinations help prevent diseases and save lives. Schedule a visit with your health care provider for a yearly exam. Ask what vaccinations and

tests you should get based on your age, lifestyle, travel plans, medical history, and family health history.

6 Handle and prepare food safely.

As you prepare holiday meals, keep you and your family safe from food-related illness. Wash hands and surfaces often. Avoid cross-contamination by keeping raw meat, poultry, seafood, and eggs (including their juices) away from ready-to-eat foods and eating surfaces. Cook foods to the proper temperature. Refrigerate promptly. Do not leave perishable foods out for more than two hours.

7 Eat healthy and be active.

With balance and moderation, you can enjoy the holidays the healthy way. Choose more vegetables and fruit. Select just one or two of your favorites from the host of tempting foods. Find fun ways to stay active, such as dancing to your favorite holiday music. Be active for at least 2½ hours a week. Help kids and teens be active for at least 1 hour a day. As always, you can check with HR should you have any questions.

(this article is an excerpt from cdc.gov)

retirement corner >>>

Q: Should I enroll in 401K?

A: Yes! You could be earning free money!

That's right, we said free money. Both Quality Oil and Reliable Tank Line offers up to 5% 401K matching. That means if you elect to enroll up to 5% of your paycheck in a Wells Fargo 401K account, we will give you that same amount (up to 5%) as well. There hasn't been easier free money than that. Of course, you can always contribute more.



Saving for Retirement

Are you enrolled in 401K? Are you saving for later? If not, you are MISSING OUT!!!

On top of all of the free money we just talked about and the 5% matching, QOC and RTL provide a profit-sharing contribution to help set you up for retirement as well. Don't leave money on the table.

GET ENROLLED TODAY! Wells Fargo Retirement Enrollment call (800) 377-9188 or visit wellsfargo.com/retirement-plan

Must meet eligibility requirements to take full advantage of all retirement benefits.



2018 SERVICE AWARDS

5 Years

Stone, Martin	RTL	Smith, Aaron	RTL
Liner, Jay	RTL	Pate, David	RTL
Mauldin, Amanda	QP	Cooke, Austin Boone	RTL
Conner, Amanda	QP	Smith, Michael	RTL
Campbell, Kimberly	Hotel	Dillon, Jonathan	Hotel
Frost, Mark	RTL	Ramsey, Michelle	QP
Moton, Michelle	QP	Banks Jr, Tyrone	QM
Pate, Donna	QP	Tate, D'Lynn Michelle	QM
Clayton, James	QM	Smith, Damion	QM
Lounsbury, William R	Corp	Foley, Amanda	Hotel
Ramsey, James	RTL	Curry, Donald	RTL
Cooper, Yvonne	QM	Goins Jr, Tommy	RTL
Virwaney, Sandeep	Corp	Douglas, Jeffrey	RTL
Armentrout, Kyle	Corp	Rubio, Oton	QM
Simmons, Amanda	QM	Spainhour, Terry	Corp

10 Years

Lewis, James	RTL	Phillips, Stella	QM
Arroyo-Gomez, Nancy	Hotel	Morales, Rosana	Hotel
Bakhti, Fatima	QM	Hardy, Leah Heilman	Corp
Locklear, Jacqueline	Hotel	Blydenburgh, Michael	RTL
Stiles, Larrilyn	Corp	Gill, Rusty	RTL
Wagh, Cassey	QP	Guzman, Sandra	Hotel
Coffey, Patricia	QM	Moton, Michael	RTL

15 Years

Morgan, Eloise	Hotel	Velasquez-Andrade, Maria	Hotel
Martin, Tammy	Hotel		
Humphries, Mary	Hotel	Wendemsessa, Fisseha Muluneh	QM

20 Years

Harris, Pearline	QM	Smith, Tina Lynn	Corp
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40 Years

Bennett, Graham - President

Thank you!

For all of your years of dedication to us.



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coming soon >>>

In The Next Issue

90 Years Strong! Celebrations Galore

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