

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.

BE THE COFFEE BEAN: LIVING OUR CORE VALUES EVERY DAY

In every workplace, challenges are inevitable, volatile gas prices, constantly changing customer preferences, and personal moments that test our patience and resilience. The true measure of our success isn't the challenges themselves, but how we respond to them.

The Quality Mart and Company Officer teams have participated in training around the book *The Coffee Bean* by Damon West and Jon Gordon. In it we're reminded of a powerful lesson: we have the ability to transform any environment we're in. The book analyzes what happens when we put a carrot, an egg, or a coffee bean in boiling water.

- The carrot softens under pressure
- The egg hardens under pressure
- The coffee bean transforms the environment

The "boiling water" represents the challenges we face every day. The important question is, how do we respond?

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BE THE COFFEE BEAN (CONT.)

At our Quality Oil Company and Reliable Tank Line, the answer is rooted in our Core Values.

Be Better Today than Yesterday

Being the coffee bean starts with growth. Challenges are not setbacks, they are opportunities to improve. Each day, we can choose to learn, adapt, and come back stronger. That's how we turn pressure into progress.

Do It Because It Is Right

It's easy to stay positive and principled when things are going well. Our actions in difficult moments define who we are as individuals and as an organization. It means doing the right thing, even when it's hard and no one is watching.

Be Financially Responsible

Challenges often require us to make tough decisions, especially when it comes to resources. A coffee bean mindset pushes us to stay thoughtful and solution-focused, making decisions that support both short-term needs and long-term stability.

Treat Others as You Would Like to Be Treated

Perhaps the most visible way we can be the coffee bean is through how we treat one another. Pressure can either divide teams or bring them closer together. By choosing empathy, respect, and kindness, especially during stressful times, we create an environment where people feel supported and valued.

Parting Thoughts

When our children were younger, we used to say to them “We may not control the challenges or people we face, but we do control how we respond.” At the time, I didn't realize how timeless the advice was. I find I'm saying it even more frequently now, many times to myself.

Being the coffee bean isn't about ignoring challenges, *it's about transforming them*. It's about showing up each day with purpose, guided by our Core Values.

Each of us has the power to influence the culture around us. One positive attitude, one principled decision, one act of kindness at a time.

Let's challenge ourselves to be coffee beans in our work:

- Encourage a teammate
- Stay grounded and positive under pressure
- Approach obstacles with curiosity and creativity
- Lead by example, no matter your role

Because culture isn't just built from the top down, it's created by each of us, every day.

Let's continue to live our Core Values and be the people who make this place stronger, more positive, and more resilient.

Be the Bean.

Don McIver

BUILDING STRONGER COMMUNITIES TOGETHER

In 2025 we partnered yet again with Second Harvest Food Bank of Northwest NC for our Day of Giving. Like previous years we combined efforts with our Quality Mart, Quality Plus, and GOGAS locations, and asked our customers to contribute. In total we collected a record-breaking \$525,500 that went directly to feeding our communities.



Since 2023 we have raised \$1,145,000 which equates to 7 million meals across our region. Our Core Values are more than statements on the wall; they are reminders of who we are as a company. We are proud to have a team that lives by those values, and if it were not for our community this wouldn't have been possible.

We are so grateful for everyone that helped with this effort, whether it was through a donation, spreading the word, or simply listening and learning about this worthy cause.

GET READY: BENEFITS OPEN ENROLLMENT IS COMING

ACTIVE ENROLLMENT REQUIRED

— 2026 ENROLLMENT TIMELINE —

Key Dates to Remember

ENROLLMENT OPENS	ENROLLMENT DEADLINE	COVERAGE BEGINS
JUNE 22	JULY 10	AUGUST 1

PLAN AHEAD. ENROLL ON TIME.
Don't miss your window to make changes for 2026.

Our annual Benefits Open Enrollment period is just around the corner, and this year it's especially important that everyone takes action.

What is Open Enrollment?

Open Enrollment is the designated time each year to review, update, or change your employee benefits.

This includes medical, dental, vision, and any additional coverage options available to you. It's your opportunity to make sure your benefits align with your current needs and those of your family.

Important: Active Enrollment Required

This year will be an active enrollment period, which means all employees must re-enroll in their benefits elections.

Even if you want to keep your current coverage, you must complete the enrollment process.

Be sure to complete your elections before the enrollment deadline to ensure your benefits are in place for the upcoming plan year.

FRESH FOOD, FRESH ROUTE

The Quality Mart team has recently launched a fresh new program that will bring a new level of convenience to our customers. Being spearheaded at Quality Mart #49 in Oak Ridge, Fresh Route Café is now fully operational.

This program expands our food offerings and provides hot food that is prepared on-site, with an easy grab-and-go setup. Customers can enjoy a variety of options, like personal pizzas, wings, breakfast and lunch burritos, breakfast sandwiches, burgers, and so much more.

While the program is currently in its pilot phase, plans are in place to expand to additional locations as we continue remodeling stores and adding kitchen facilities where space allows.



If you have questions or need assistance, additional information and support resources will be available through ADP and the HR team.

Stay tuned for more details—and don't wait until the last minute to make your selections!

BITTERSWEET

After spending more than 20 years at Quality Oil Company, it is bittersweet that we wish Beverly McIntyre congratulations on her retirement. Beverly spent her time in our Operations department as customer service making a lasting impact and building connections with customers and team members alike, many would call and ask for her by name.

While it's difficult to say goodbye, we are so grateful for her dedication, kindness, and the positive energy she brought every day to the office.

Beverly, you will be missed!



UPDATES IN HOSPITALITY

As we continue into 2026 things are looking up in Raleigh, with Oberlin taking shape and coming to life. We are finalizing details before our opening later this year, like the on-site restaurant Wren Rooftop. This will be an elevated dining experience with an amazing view of the Raleigh skyline.

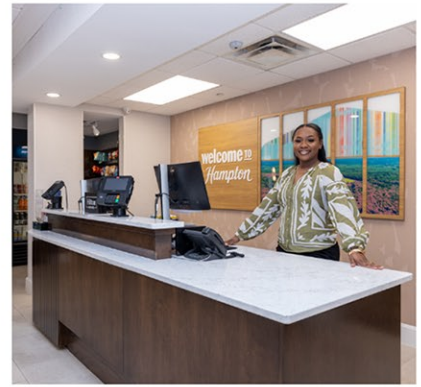


Our other properties have also hit some major milestones, with our Christiansburg Hampton Inn winning the 2025 Conrad Achievement Award from Hilton, placing them in the top 1% of Hampton Inns for excellence in service, quality, and meeting brand standards.

We also celebrate our Asheville HGI property for winning the 2025 Circle of Excellence Award from Hilton, recognizing their top-tier performance within the top 3% of the brand.



Team at CSBHH with their well-deserved award!



Jazimon Williams at ATLDM.

In other PIP news, our Lawrenceville Hampton Inn property has officially concluded its renovations, and updates at our Jacksonville property are already underway and looking good!

We are looking forward to all the great things that 2026 will bring the Hospitality division as we continue to provide top-notch service to our guests.

I.T CORNER

2025 was another big year for the IT Team. We accomplished numerous initiatives that will help our retail customers, hotel guests, and our greater Quality Oil teammates. The running of our company now more than ever relies on data, analytics, and most importantly data integrity.

Ian, Hayden and Scott have been tackling database re-engineering and cleanup, data analytics and BI, and several developed and reworked applications (QDash, MarketHub, QTicket, QAudit, FleetCRM, QPoll, etc.).

We will continue this effort throughout 2026 to help our business units improve efficiency and win in the marketplace.

On the retail side, we rolled out Verifone Commander and C18 upgrades to several sites along with connecting price signs to numerous locations. We completed dedicated fiber to 18 Quality Marts and will expand that project in 2026 to include 12 GOGAS locations. We will continue with software and hardware upgrades along with network/wiring cleanup efforts across the store community.

Also, Tyler Minor joined our team as a Retail Support Technician in September and has made an immediate positive impact.

On the hotel side, we have finally completed the UnoNet and Connected Room projects for all 8 of our properties. Our guests have a faster and more reliable network and can now enjoy TV streaming services in the room. In 2026, we will upgrade the fiber network to each of our properties and oversee the technology buildout for our new hotel in Raleigh.

IT CORNER CONT.

A special shout out to our Chief Engineers who have been a tremendous partner to our IT Team – George Reed, Jose Gomez, Daniel Morales, David Noel, Ben Grantham and Tracy Gochenouer.

I want to give special thanks to all our corporate IT users in showing dedication and diligence with our security training, being alert with phishing and related scam attempts, and your continuous cybersecurity watchfulness. We have lowered our risk scores year-over-year and greatly improved the stability of our company.

Lastly, I want to recognize Keith Schaffer for reaching 20 years of dedicated service to Quality Oil Company. Keith is our Retail Technology Director and instrumental in managing our existing and ever-evolving retail technology environments with our various partners and vendors across our brands and locations.



FUELED FOR GROWTH

Reliable Tank Line remains a trusted fuel carrier, proudly serving the communities of North Carolina, South Carolina, East Tennessee, Virginia, and Northern Georgia.



This season we continued to deliver exceptional service in propane transport for new customers across Virginia, Eastern North Carolina, and Western North Carolina. In total, we carried more than 548 propane loads this season for our customers, including 219 loads for Quality Oil Company. Our team achieved an impressive propane load growth of over 175% from the previous year.

As we look ahead to the summer season, our team is energized and committed to continue providing industry-leading customer service through our exceptional dispatch team, dependable fuel delivery, and the most skilled driving team in the business.

We are excited to welcome new customers to our routes, making “Reliable” not just part of our name, but the peace of mind that our customers experience every day.

GOGAS ON THE RISE

At the end of March, GOGAS #26 in Little River hosted a Customer Appreciation event. This celebration included discount fuel, increased savings with Perks and Super Saver cards, free lunch, fun giveaways, and special deals on snacks and drinks, along with a visit from our friends at Wave 104.1. This event was a great opportunity to showcase everything we offer, connecting with our customers and have a bit of fun.

Looking ahead, GOGAS has officially broken ground on a brand-new location. GOGAS #27 will open in Conway, South Carolina later this year, marking our third location in the state. We’re excited to continue growing and bringing GOGAS to even more communities.



DEALER MEETING 2026

Our Spring Dealer Meeting kicked off with a quick message from our President Don McIver, setting the tone for a day focused on growth and opportunity. From there, we moved through a series of impactful sessions.

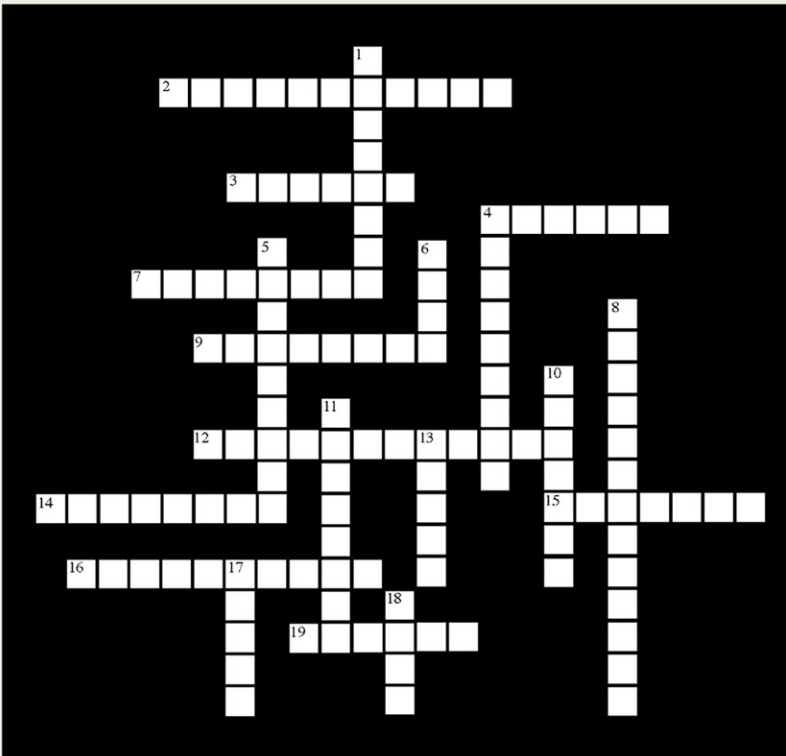
Whitney Berry led a discussion on hiring and communication, Keith Shaffer shared insights on upcoming technology, and Tim Lowman reinforced the importance of UST testing and compliance.



Midday, during our lunch session, we paused to recognize outstanding achievements across our network. Rookie of the Year went to Taylorsville Citgo, Gallons Improvement to 67 Hardware, and Total Gallons to Farmington Shell. The biggest honor, Operator of the Year, was awarded to Bragtown Shell. We also want to congratulate all stores that achieved 100% Mystery Shops for the entire year—an impressive accomplishment that reflects consistent excellence.

Thank you all for the tremendous work and for hitting these milestones along the way. Let's keep pressing forward and see what 2026 has to offer.

PUZZLE TIME!



Use the articles in this edition of the Oiler to solve the crossword. Visit <https://bit.ly/QOC-Puzzle> for the answers.

Down:

1. Shell dealer site that received Operator of the Year
4. We donated \$525,500 to feeding our _____
5. A service our hotel guests can now enjoy thanks to IT
6. Number of states Reliable delivers to
8. State where GOGAS will soon have three locations
10. Second _____ Food Bank
11. The number of people receiving their 5-year award
13. A food now served at QM #49
17. Do it because it is _____
18. Name of the rooftop restaurant at Oberlin Hotel

Across:

2. Name of the town where GOGAS #26 is located
3. Number of years Beverly was employed at QOC
4. A kind of bean that transforms its environment
7. Total number of people celebrating 15 & 20 years
9. Who needs to take action for Open Enrollment
12. Represents the challenges we face every day
14. Tricking individuals into revealing sensitive info
15. The best way to lead by
16. Name of the Quality Mart Food Program
19. Award given to the top 1% of Hampton Inns

JULY 2025- APRIL 2026 SERVICE AWARDS

PHOTO CORNER

5 YEARS

Adam Hicks	QM	Kenneth Davis	QP
Ana Berrios	HOTEL	Kevin Cunigan	CORP
Angel Fuquay	QM	Linda Barnwell	QM
Angela Manning	QP	Lisa Hoover	QM
Anna Foote	QM	Lola Presnell	CORP
April Corder	QM	Marilyn Kilpatrick	HOTEL
Benjamin Fuller	QM	Maxine Alley	QM
Bennie Puckett	QM	Meagan Shelton	QM
Benny Ellis	QM	Mildred Beltre	HOTEL
Brandy Hawks	QM	Monica Jones	QP
Brenda Doss	QM	Nancy White	QM
Brenda Hoover	QM	Nicola Daugherty	QP
Brittany Durham	QM	Norma Mullins	QM
Brittany Snider	QM	Oscar Gilley	QM
Charles Haney	HOTEL	Patrick Kempinski	RTL
Chloe Sheets	HOTEL	Rachel Dozier	QM
Consuella Stephens	QM	Randal Crisp	QM
Courtney Beaver	QM	Richard Sink	QM
Dallas Thomas	QP	Rodriguez Albelo	HOTEL
David Church	QM	Rose Craig	QP
David St.Hilaire	HOTEL	Stanley Smith	CORP
Dawn Caudle	QM	Tameka Royster	QM
Donald Robinson	CORP	Taria Friesland	QM
Foy Bottoms	RTL	Tashema Richards	QM
Gloria Hendrix	QP	Teresa Pfau	QM
Jason Moore	QP	Toni Johnson	CORP
Jeanne Crosland	QM	Valencia Wright	QM
Jerry Craig	CORP	Vincent Hiatt	RTL
Joel Bridges	CORP	William Kelly	QP
John Mullins	QM	William Hundley	HOTEL
Kenneth Gammons	CORP	Yovonda Bottoms	QM



JULY 2025- APRIL 2026 SERVICE AWARDS CONT.

10 YEARS

Angelia Dixon	QP	Jody Fant	QP	Michelle Dailey	QP	Russell Loeffler	CORP
Brenda Matthis	QP	Jon Beasley	RTL	Patricia Deese	QP	Sherrie Kuzian	QP
Cathy Johnson	QP	Judy Herring	QP	Regina Steger	QP	Teresa Hedrick	QP
Cindy Perry	QM	Justin Rothrock	RTL	Roberta Gibson	QP	Tina Riddle	QP
Clay Prevatte	RTL	Lillian Wilson	QM	Robin Mann	HOTEL	Tracey Clark	QP
Conchita Miller	QP	Lisa Grazionale	HOTEL	Rosa Faircloth	QP		

15 YEARS

Albert Johnson	QM	Christopher Preble	CORP	Jose Sorto	QM	Michael Robb	CORP
Brenda Dunn	QM	Dipakkumar Doshi	QM	Lisa Brewer	QP		

20 YEARS

Gregory Radford	RTL	Lennis Hunter Jr	QM	Tina Willis	RTL	Walter McGarity III	RTL
Keith Schaffer	CORP	Prem Pradhan	QM	Tushar Marathe	CORP		

25 YEARS

Buddy Jenkins Jr	RTL	Eric Riley	CORP	Omayra Floresdesvalgas	HOTEL		
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45 YEARS

Andrew Sayles	CORP						
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Thank you! For all your years of dedication to us.