

July 2008

THE PIPELINE



SHELL NASCAR 29 AT SITE 74 IN SACRAMENTO

On June 16 the Shell Oil NASCAR 29 was on display at site 74, attracting many guests throughout the day. Show cars like this are sometimes just the body of a car, but in this case the car was actually used in racing last year. The cost of one of these cars is approximately \$250,000 and they are used for one season, and in some cases, only one race, then retired as show cars. This is due to new technology or the car not handling to the satisfaction of the driver. The couple that shows the car, A.J. and Rita, drive all over the United States to display the car in events much like the one we had at site 74. In some cases the driver, Kevin Hardwick, is present at the events. The events are put on, not only to promote NASCAR, but the Shell brand as well. All who attended the event had a good time and we hope to have the car back next year.



NELLA AND WELLS FARGO INTRODUCE CHANGES TO 401K PLAN



Ed Kriete discusses the 401K plan with a group of Nevada drivers at the Sparks Terminal Shop.

Over the past month, NELLA and Wells Fargo have teamed up to conduct meetings about recent changes to the 401K plan. In addition to changing the auto enroll fund choice to the target date funds, NELLA replaced a small cap fund with a higher performing option. For more details, please visit:

<http://www.nellaoil.com/resources/>

July 2008

NELLA TEAM MEMBER PROTECTS CFN CUSTOMER WITH AWARENESS

Being aware of your surroundings is always important from a safety and security standpoint. NELLA congratulates **Sharon Smith**, manager at site #235 in San Francisco. She recently noticed some suspicious activity by people using a CFN card. Her reporting of the incident resulted in the identification of fraudulent transactions at the site and protected NELLA Oil Company as well as a CFN account from potential liability.

TIM'S BIG MOVE TO SANTA ROSA

By Robert Spurlock

As you may (or may not) have known, if ever you need a display rack or that last missing piece of your gondola, it could of been found by **Tim McCord** at #224, Willits. You see Tim had all the missing pieces for just about everything at his store. If you had a need for promo signage from 3 years ago it could be found. As Tim says, "You never know when you might use it again." Recently Tim made the move from Willits to #245 Santa Rosa. Unfortunately, the moving truck didn't allow space for his "Collectables" at #224. As Tim's moving surprise a few days before he left #224 we made a small donation to the local disposal center. As you can see in the picture the donation was rather small. So to sum up things, if you need any missing pieces for your store don't call Tim, He won't be able to locate them either. :)



Tim McCord

FUELING SUCCESS AWARD JUNE, 2008



Sid Provoast

By Jack Rhoades, Director of Engineering

Some years ago the Fueling Success Award program was enacted by the Director's to recognize Team Members that embrace the Nella Purpose, Core Values and Fundamental Ideology. Team members would be recognized for their on-going contributions and/or a single act that exemplifies their commitment to the company's culture. Up until recently Team Members considered for this award were limited to those based out of the Auburn office monthly and in the San Bruno office quarterly. Beginning now, each month all team members from Company Divisions will be eligible for consideration by the Directors in determining the one individual, company wide, who has distinguished them self with outstanding performance.

When the decision was finalized that all team members would now be eligible for this Award one name immediately came to mind. The performance and attitude of Sid Provoast is one of the best examples of why this award is given. The ease at which he made the transition to the Nella Culture is testament to the concept of 'hire the right people'. His seamless fit in this organization is a direct result of the inner person that he is, his character, discipline, work ethic, principles, and his humility. These qualities coupled with an intense drive to do what's in the best interest of the company have produced a high and

July 2008

consistent level of performance. Although an imposing figure at 6'4" his humility has made it possible for him to stretch across department lines and work in harmony with other team members to produce results that are in the best interest of Nella. He understands and practices the concept that it's not just the doing that counts but rather doing the right things time and time again one good decision built on top of another that results in greatness in the end. To that end he is continuously reexamining our methods and procedures to avoid the 'this is the way we've always done it' trap and ensure continued improvement. Since being promoted to Maintenance Manager he has now been able to bring his positive influence to the entire company. Through example, holding himself accountable for high level of performance and measuring those in his charge to produce the same, he has clearly distinguished himself as factor in moving this company from 'Good to Great'. I'm proud that we are able to honor Sid as the recipient of the Fueling Success Award for June 2008.

transition from BHI to Nella Oil, Jean was very instrumental in keeping the Nevada fuel billing and terminal inventories up to date and accurate while also working through a difficult accounting system conversion. There were numerous times when Jean stayed late or took work home in order to keep her billing current. Most recently, while another team member was unable to attend work, Jean was able to maintain her Terminal duties as well as provide the necessary back up for the Stanford office.

Jean brings a positive attitude and willingness to get the job done, no matter what it takes. She has proven to be a great resource in understanding the billing and inventories for Nevada and goes out of her way to learn more about her areas of responsibility.

Please join us in congratulating Jean Walker for her devotion, dedication, and going above and beyond in support of her fellow Team Members and our Company.

FUELING SUCCESS AWARD JULY, 2008



Jean Walker

By Bob Prary Jr., Supply Dept, Sparks Nevada Terminal

Jean (pictured with Bob Prary Jr. and Lawrence Waugh) was nominated for the Fueling Success Award because of her continued dedication and devotion to her position and the company. During the