

Wishing you  
a bright and happy Christmas  
and a wonderful new year.

# CAMPBELL QUARTERLY

Campbell & Sons Oil Co., Inc., Huntsville, Ala.

Vol. 1

Issue 1

Date: Dec. 2, 1996

Editor: Dan Touchon

Happy  
Holidays



*Our thoughts turn gratefully to those  
who have made our progress possible*

*It is in this spirit we say "Thank You"  
and Best Wishes for the Holidays  
and a Happy New Year*

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## PO'S TEXACO LEADING CONTEST!



We congratulate Retailer Po Heng and his staff at 2100 Drake Ave. for leading our Christmas Cash Contest through the month of Oct. We will announce the final results of the contest within next two weeks. Winner will receive \$2,000. cash and runner-up \$1,000. cash. Po had an increase in gasoline sales volume over 10% for Sept.-Oct., 1996 with just one month to go.

## EMPLOYEE PROFILE



Each quarterly issue of this newsletter will be featuring an employee of Campbell & Sons Oil Co. and giving the readers a little information on the people that make the company click.

Debra Moats Alexander (Debbie) has been Office Manager for our company for seventeen years. She began her career at Campbell Oil Co. working for Claude H. Campbell in Moulton in July, 1979. She is a graduate of Moulton High School and is married to Mark Alexander.

Debbie and Mark live in East Lawrence County and enjoy there two beautiful children, Cory and Callie. Debbie supervises all activities of the administrative group. Debbie is a very conscientious person and she will be happy to help you.

## NEW TEXACO-DAIRY QUEEN OPENS IN HAZEL GREEN



Aggressive plan for retail growth continues with new Texaco/Dairy Queen on U.S. Hwy. 231 in Hazel Green, Ala.

## NEW CONOCO-KRYSTAL NOW OPEN IN DECHERD, TN.



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## TODD'S CORNER

I really appreciate the excellent job each of you are doing in faxing in each morning your inventories. We need to have the information as early as possible and no later than 10:00A.M.

With cold winter weather arriving we all need to take extra care to shut down the car wash at below 35 degrees, turn on heaters, shut off water and drain. This is important and we thank you for careful attention to this matter.

The first thing customers notice when they get out of their cars and start to pump gasoline is the condition of your gasoline pumps. Many of you have new gasoline pumps equipped with card readers and all of this modern equipment should be kept clean. CLEAN PUMPS ARE A MUST - CLEAN PUMPS SELL GASOLINE AND BRING CUSTOMERS BACK!

Customers do not want get their hands and clothes dirty on pumps.

## PRODUCT INFORMATION



Our consumer/industrial product reporter, George Pugh, has the following update.

We are extending the anti-freeze special price through Dec. 31, 1996. Buy 10 cases Texaco Anti-Freeze coolant at \$3.32 gallon (\$19.92 case) - Suggested selling price of \$3.89 per gallon with rebate coupon of \$1.75 gallon which will reduce customer cost to \$2.14 gallon.

You will receive an Anti-freeze special sign for your case display along with rebate coupons.

We do suggest that you add four gallons minimum order of the Dex Cool (Orange) Texaco Anti-freeze for the new GM cars and trucks. This product is also included on rebate coupon. NOW IS THE TIME TO MOVE ANTI-FREEZE.

## NEW TEXACO CHRISTMAS TOY TRUCK HAS ARRIVED



The newest addition to the Texaco toy truck collection is the 13th. We have them in stock.

The No. 1 Texaco bank reportedly is valued at \$1,000 or more, and subsequent banks have climbed in value far beyond their initial purchase prices as reported by Texaco Marketer.

The latest in the bank series does have a movable part, tilt cab, as its most distinguishing feature. The original truck's tanker carried 2,000 gallons of fuel in four compartments. Stock up your stations so as to not disappoint your customers.

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## CURRENT EVENTS

1. GRAND OPENING OF NEW DECHERD CONOCO-KRYSTAL  
STORE SET FOR DEC. 13 THROUGH 21ST.

2. WE WOULD APPRECIATE ALL RETAILERS WHO COME  
TO THE OFFICE TO PAY-ARRIVE BY NOON ON PAYMENT DAYS.

3. WE WILL CONTINUE TO UPGRADE RETAIL LOCATIONS  
BY PAINTING NEW COLORS, GRAPHICS, STAR 21 STANDARDS  
AS THE WEATHER ALLOWS.

## NEED INFORMATION ON TEXACO RESPONSE TO NEW YORK TIMES CHARGES?

You should have received a copy of statements Texaco's Chairman Peter Bijar has made in response to charges of racism among company officials and of possible illegal destruction of documents. The story containing these allegations first appeared in the New York Times on Monday, November 4.

Upon hearing the recordings, Mr. Bijar said that "the tapes arouse a deep sense of shock and anger among all the members of the Texaco family and decent people everywhere." He has clearly stated that findings which indicate the language on the tape was not as originally reported merely sets the record straight as to the exact words spoken. They do not change the unacceptable context and tone of that conversation. They do nothing at all to change our unwavering responsibility and commitment to eradicate discrimination wherever and however it may exist in this company.

To demonstrate our commitment to ensure all employees are aware that this kind of behavior is not tolerated in our workplace, six steps are being taken:

1. Texaco senior executives are visiting every major location in the U.S. to meet with our employees. The message will be clear - we are

committed to ensuring that disrespectful behavior in our workforce is not acceptable.

2. During November, employees will gather for a time of reflection to refocus on our core value of respect for the individual.
3. Our two-day diversity learning experience will be expanded to include all employees beginning in December.
4. We are reemphasizing the importance of our 24-hour, 7-day a week, Compliance and Ethics Hotline as a vital tool that employees can use to anonymously report any behavior that violates our core values or the law.
5. Judge A. Leon Higginbotham, author of *IN THE MATTER OF COLOR - Race and the American Legal Process*, will work side-by-side with us to assure that the company's human relationship policies and practices are consistent with the highest standards of respect for the individual.
6. A special committee of our Board of Directors will be charged with reviewing our company's diversity programs in their entirety - at every level within our company. ☐

## NATW PRESIDENT SPEAKS OUT ABOUT TEXACO TAPES

Texaco appreciates the support from our Wholesaler family and especially a statement released by NATW Executive Vice President Tom West on Friday, November 9. Mr. West rightly points out that proposed boycotts of Texaco

products would penalize thousands of independent small business people, including minorities, who own or operate service stations in communities across the United States. ☐