




PIPELINE

truenorth discovers Columbus



Make Way!
We're headed for Columbus!



#601 Granville



#602 Easton



Message from the CEO

truenorth Discovers Columbus

In August of this year, truenorth purchased 26 sites and the supply of 3 dealer owned sites in the greater Columbus metro area. It's the opportunity of a lifetime to enter a dynamic and growing market where Shell has a strong presence and following.

In the 32 years that I have been with the company, I never witnessed a more professional and team based effort to acquire, convert and now manage our newest district.

Heart felt thanks goes out to all involved!



#607 Sunbury



#609 Sawmill

Natives are restless at the 2006 Senior Staff Retreat!



Manager Profile

*Paula Tinsley
Cleveland Training Mgr -
Store #563 Ridge & 91*



- Five Yrs of Service
- Married for 35 yrs to William
- 2 Daughters & 1 grandchild
- Favorite Past Time: Gardening with William
- Other Hobbies: Reading, computers & swimming

Paula is a huge help to the entire Cleveland District! Not only does she conduct the TAMS (Tobacco & Alcohol Mgmt) class each month, but she is also very instrumental in providing support and development to newly hired store managers. She keeps going until the job is finished and is always willing to lend a hand. We appreciate all of your hard work and dedication!



Truenorth Employees Are On The Move!!

Congratulation On Your Recent Promotion!

Marge Richmond—General Mgr—Merchandising

Char Salmons—General Mgr—Retail Operations

David Nye—General Mgr—Envirn/Const/Maint

Bob Santor—General Mgr—Special Projects

Joe Celusta—District Mgr—Detroit Dealers

Cindy Case—Sr. Merchandise Mgr

Paul Williams—Columbus District Mgr

Laurie Cutcher—Sr. Operations Mgr

Dina Bowen/Penny Czamecki—Clvd Field Supervisors

Gerl Baffoe-Essliffe—Col Field Supervisor

Diane Roesner—Executive Assistant

Terry Duff—Trainer/Recruiter

Patrick Wells—Asst Operations Mgr

Tom Dick—Asst Maintenance Mgr

Good Luck To You All!

Employee Profile

DAVID NYE

David has been part of the *truenorth* Management team since April of this year. Being named General Manager of Environmental and Construction, David is responsible for the company's health, safety, and environmental compliance in addition to oversight and management of new development projects targeted by the company. David was recently promoted to manage the maintenance sector that will be centrally dispatched out of the Youngstown Office beginning December of this year. Prior to joining the *truenorth* team, David has worked in the environmental consulting industry since 1987. David received his Bachelors degree from Edinboro University of PA and his MS from California State University at Fullerton in the fields of environmental science and hydrogeology. David is a Certified Hazardous Materials Manager and is also a licensed UST installer in the State of Ohio.



CHARLIE BERGER

2005 Driver of the Year



Charlie has been employed as a Dayton transport driver for over 5 years. During the 3 years that the Driver of the Year program has been in place Charlie has won twice! In addition, he has been named Driver of the Quarter 6 out of the past 12 quarters. During 2005, Charlie delivered 10,343,949 gallons and traveled 45,000 plus miles without an accident, loading or delivery problem.

Congratulations Charlie!

Dealer Spotlight - Detroit



Shakir Alkhafaji—Best Interior Design

Convenience Store News magazine recently held their first annual design contest and *truenorth* is proud to announce that one of our Detroit dealers, Shakir Alkhafaji, won the award for Best Interior Design! Competition was fierce but due to his eye-catching and customer friendly designs, Shakir was declared the winner hands down.



Toledo Coffee Hosts Serve Smiles One Cup At A Time

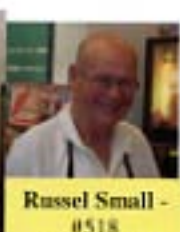
Coffee hosts and hostesses in busy Toledo *truenorth* stores work every morning keeping the coffee area clean, stocked, giving out samples of pastries, doughnuts, coffee & cappuccino to customers, and promoting our coffee club. Our hosts and hostesses know many of their customers by name and offer warm smiles and friendly greetings to everyone. Keep up the good work!



Gene Carrick -
#503 Whitehouse



Joy Anderson -
#510 Ottawa Hills



Russel Small -
#518
Downtown

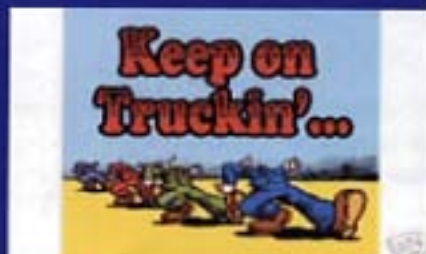


Donna Bella -
#517 Buck Rd



#2523 - Canton, MI - Strikes It Rich

Exciting news came from Canton, MI when Store #2523 sold the winning ticket in the \$75 million dollar lottery on November 14th. Store owners Raj Angesh & Perry Suteria will receive \$50,000 for selling the winning ticket and plans to put the money towards renovating the store.



Harold Gaston

Congratulations to Harold Gaston and Jonathan Erickson. Winners of the "Driver Of The Quarter" Award for the first and second quarter of 2006!



Jonathan Erickson



Cleveland District Winners

White Glove Inspections 2006

The following winners received a 2006 White Glove Trophy

Top District: Youngstown Top Supervisor: Paul Williams - 99%

Top Store Per District:

Youngstown: 119 Conneaut Cleveland: 342 Northfield

Toledo: 505 Arrowhead Dayton: 715 Piqua

Supervisors with an average score of 96% or higher received \$100

Paul Williams 99%	Rod James - 98%	Dina Bowen - 97%
Ann Garrison - 99%	Patrick Wells - 99%	Mark Ewart - 98%
Kathy Gorski - 98%	Fran Cook - 99%	Jacci Parshell - 99%

Stores who received 100% Certificates:

103 Uptown	110 Belmont	112 E. Market	117 Andover
119 Conneaut	121 Hudson	122 Oakwood	123 State Road
124 Lockwood	132 Southern Park	201 So224	204 Salem
207 McDonald	209 Madison	314 Willoughby	316 Salon
328 Turney/Rockside	330 Independence	342 Northfield	343 Great Northern
345 Miles/Northern	346 Orange Village	350 Pleasant Vly	356 Cedar Rd Shell
357 Rt 82/Strongsville	365 Lorain & Clague	373 Brookpark	404 Southgate 404
503 Whitehouse	505 Arrowhead	511 Monroe	512 Central
518 Downtown	704 Stanley	709 E. Third St	711 Clayton
710 Huber Heights Shell	715 Piqua	716 Salem Shell	717 Ranchview
719 Vandalia	720 Dayton	724 Dayton	728 Dayton
761 Springboro	804 Dayton	809 West Main	

Congratulations Everyone!!

Happy Anniversary!

Employee	Years of Service
Marge Richmond	25
Mary Sheehan	20
Dolores Smugala	10
Larry Boston	10
Sandra Demoss	10
John Guzdanski	10
Patricia Kudica	10
Kathy Jakubiec	10
Gloria Hines	10
Anita Fincher	10
Jennifer Lynn	5
Brian Rutter	5
Edward Swank	5
Margaret Hunter	5
Joseph Gabriel	5
Claire Arndt	5
Ramona Clemons	5
Stella Cattoi	5
Patrick Wells	5
Deborah Thornton	5
Ann Wilburn	5
Darlene Smith	5
Lavina Manning	5
Rita Hamilton	5
Sherri Northrup	5
Dina Bowen	5
Veronica Shainoff	5
Heidi Orosz	5
Victor Lomax	5
Rosalee Scott	5
Christian Crill	5
Afrilen Pegram	5
Larry Ronuno	5
Felicha Patton	5
Klemens Derbin	5
Debra Roetz	5
Melissa Stutz	5
Terry Duff	5
Lavone Barker	5
Theodore Callas	5
Brad Hayden	5
Tammy Fowler	5
Machell Brooks	5
John Findlay	5
Kimberly Tomanek	5
Deborah Byard	5



Dayton District Winners

Youngstown District Winners

Thanks to all who donated to the 2006 United Way Campaign in Toledo!



Corporate/Employee contributions totaled \$25,405.

Welcome to *truenorth* !

Lindsay Lyden - Toledo Office
Katina Murry - Youngstown Office

