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Hillside Oil Heating & Cooling Honored with Prestigious BBB International Torch Award for Ethics

Delaware-based heating and cooling company achieves rare international honors.

NEWARK, DE: On November 19, 2019, Hillside Oil Heating & Cooling achieved elite status after being honored with the [2019 BBB International Torch Award for Ethics](#), making it one of just four companies across North America, to be recognized by the Better Business Bureau Institute for Marketplace Trust.

Hillside became eligible for entry in the Better Business Bureau International Torch Awards for Ethics by first winning the BBB Torch Award for Ethics in the state of Delaware in 2016, and maintaining an [A+ rating](#) for 4 consecutive years.

The BBB International Torch Award for Marketplace Excellence honors companies that demonstrate best practices, leadership, social responsibility and high standards of organizational ethics that benefit their customers, employees, suppliers, shareholders, and communities. The award embodies the Better Business Bureau mission of advancing trust in the marketplace. The International Torch Awards are brought to you by the Better Business Bureau Institute for Marketplace Trust. Companies were judged in four areas:

- Management Practices



- Community / Investor / Stakeholder Relations
- Communications and Marketing Practices
- Industry Reputation

“Being recognized as a BBB International Torch Award for Ethics winner is a tremendous achievement for our team,” said Jim Sellers, President of Hillside Oil Heating & Cooling. “Our mission is to keep our customers warm in the winter and cool in the summer while doing customer service right. We know what it is like to be a customer and how we like to be treated. We take pride in thinking like a customer when dealing with our customers.”

“For 100 years, BBB have been setting standards to make trust a fundamental component of the American and Canadian marketplace,” said Carrie A. Hurt, President and CEO of the Council of Better Business Bureaus. “These International Torch Award winners embody that vision on a daily basis, and we are proud to honor them.”

Award winners and finalists were selected by an independent panel of judges who evaluated candidates based on leadership commitment to ethical practices; communication of ethical practices; leadership practices to unify the organization; organizational commitment to performance management practices; organizational commitment to ethical human resource practices; and organizational commitment to the community.

“This year’s winners provide proof that success in business does not happen by accident and is not accomplished through short-cuts,” said Melissa Trumpower, executive director of the BBB Institute for Marketplace Trust. “It requires a commitment and dedication to ethical leadership, to fairness in the marketplace, and to honesty and trustworthiness in day-to-day operations. Those are the very hallmarks of this year’s BBB International Torch Award honorees.”

"Our team is extremely proud," said Jim Sellers. "For our small, local company to be honored with some of the world's finest companies surpasses our wildest dreams. Credit goes to our entire team who buys-in to the mission and then showcases that to everyone we interact with on a daily basis. We are thrilled to be honored and recognized for these qualities. "

About Hillside Oil Heating & Cooling

Hillside Oil Heating & Cooling is full-service Heating Oil Delivery, Heating and Air Conditioning, and Commercial Fuel company for both commercial and residential customers in New Castle, Delaware, Cecil County, Maryland, and Southern Chester County, PA, making daily deliveries of home heating oil, diesel fuels, and gasoline.

Hillside Oil Heating & Cooling has been family-owned and operated for over 69 years. Three generations of family attitudes and values have allowed us to continue to successfully service our customers and communities. Everything about Hillside is locally owned and operated. Customer service is the most important thing.

Hillside has deep roots in our local area. And those roots extend far beyond the walls of our business and our customer list. One of our core values is our belief in the power of "giving back" to our community, and we have been proud to offer our in-kind and/or financial support to a growing number of civic and charitable organizations.

Learn more at Hillside Heating & Cooling at www.HillsideHVAC.com