Off-the-Cuff

A Publication of Prudential Overall Supply

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Welcome to the Mesa Cleanroom Open House!

In the next issue: Highlights from the Open House

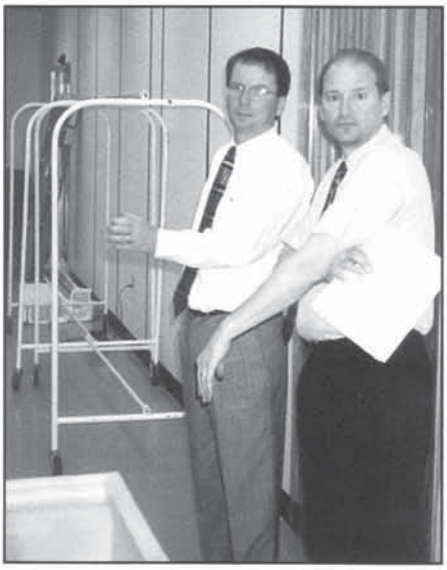
Mesa Cleanroom Upgrades Facility to Class 1

Walk into the Mesa Cleanroom today and you may do a double-take.

The Cleanroom recently completed its remodeling and upgrade project, and is now a Class 1 facility. The result is impressive.

The Mesa Cleanroom's new sleek, high-tech appearance begins when you walk through the front door. New front office furniture, carpet, paint and equipment greets you, along with a portrait of Founder John D. Clark featured prominently on the wall. Adjacent to the front office is the Distribution Department, which is visible through large glass walls. Employees can be seen wearing the latest in cleanroom garments as they perform their work.

Throughout the facility, the changes are evident. A new lab, new gowning area, laminar airflow, ionizers, new air conditioning, new offices, upgraded soil sort area and expanded break room are just some of the changes. The Distribution Department was upgraded to a Class 10,000 space. A separate stain treat area was built, along with a separate clean staging room and employee locker room.



Stefan Schurter, Vice President of Engineering (10/26/92) at Prudential, with upgrade contractor Mark Wells during the Final Inspection.

With all this going on, you might think that customers of the Mesa Cleanroom experienced service problems or delays. No way. The team at Mesa continued servicing customers without missing a beat.

"We have a great group of creative, dedicated people here. With our abundance of talent, we can find a solution to anything," said General Manager Chip Fiandaca. Proof positive that the 60 employees working at the Mesa Cleanroom are dedicated to quality and customer service.

The old Distribution Area being torn down.

Not much left of the old cleanroom.

Temporary Cleanroom construction underway.

Continuing Commitment to Excellence Into the Next Millennium

Martha Durazo (04/20/95) uses a computer to track barcoded garments.

Ana White (04/19/93), Production Supervisor and Back-up QA Technician, tests a garment for ESD.

Left: Washer and dryer in Mesa's "Special Processing" upgraded cleanroom.

Darrin Bullock, CSvR, unloading soiled garments.

Rebecca Koury, QA Technician, shows Honeywell Satellite Systems employee testing methods.

Clean and packaged garments ready for employees in the new gowning room.

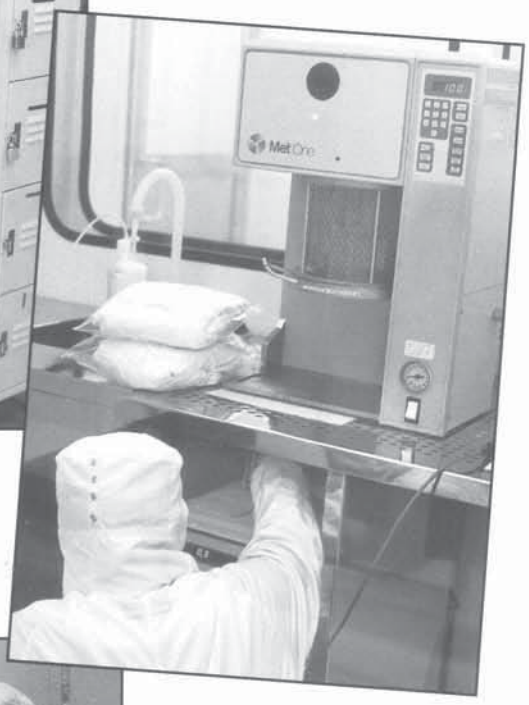
The Mobile Scanning Cart used for on-site scanned inventories.

The new Packaging and Distribution area. Pictured (l to r): Letti Terrazas (03/16/96), Lourdes Vargas (10/20/97), and Yoli Hernandez (04/17/95).

Above: The new employee locker room.

Left: Lockers were installed in the new locker room for staff.

Martha Rivas (02/07/95), left, and Ana White reviewing the day's work and staging loads in Distribution for clean delivery.



Right: Rebecca Koury in the new lab.

A new traveler system is used to track every load of garments from soil through distribution.

Left: The new soil sort area. Pictured (l to r): Silvia Terrones (04/01/96), Rosa Ramirez (02/23/96), and Rosa Martinez (07/20/98).

Mesa Utilizes Customer Visitation Council To Resolve Problems

A new program at the Mesa Cleanroom is working to resolve customer problems.

Prudential has long maintained a Customer Visitation Program. In the program, Prudential personnel, usually the General Manager and Sales & Service Manager, visit each client on a regular basis. The customer is asked questions about their satisfaction level and any problems they may have experienced. The client completes a Customer Visitation Survey, so that all issues and problems are documented in writing.

Taking this program one step further, the Mesa Cleanroom launched a Customer Visitation Council. The Council consists of the General Manager, all Department heads, route and other key personnel. The Council meets once a month and reviews all CV Surveys. Problems are discussed in an open forum, with everyone contributing suggestions for resolving issues. Any high marks or success stories are also discussed. The purpose of the Council is not to assign blame, but to work together to resolve problems.

"The Customer Visitation Council has worked out well," says General Manager Chip Fiandaca. "Before this, CV's were never really communicated to all plant personnel. We wanted to involve everyone in the plant in each CV. Now, we can all see what we are doing well and what areas need to be improved," he added. "The bottom line is improved service for our customers." Prudential plans to launch Customer Visitation Council's at all Cleanroom Division Garment plants this year.

Attending the CV Council are Terry Lahn (09/11/89), Vice President of Cleanroom Operations, Rebecca Koury, and Darrin Bullock.

The CV Council reviews any customer complaints and plans ways to resolve them. Pictured (l to r): Chip Fiandaca, Stan Cwierz, and Bertha Gaytan.

Chip Fiandaca, General Manager, poses with a blown up Customer Visitation Form, which hangs in the break room for all employees to see.

Mesa Employees Dedicated to Quality...

Chip Fiandaca, General Manager

Sales & Service Manager Les Edwards (left) and Route Manager Rick Aper.

Heather Whitten, Office Clerk

Office Manager, Mickey Haynes-Connor

Chip Fiandaca
General Manager
Chip joined Prudential on June 26, 1995. He started in the General Manager Training Program. "I like the fact that Prudential is a family owned business. We have creative, talented, dedicated co-workers," he says. Chip is married and has three grown children.

Les Edwards
Sales & Service Manager
Les joined Prudential on October 1, 1990. He enjoys fishing and boating.

Rick Aper
Route Manager
Rick joined Prudential on 03/05/96 as CSvR. He is married and has two boys.

Heather Whitten
Office Clerk
Heather joined Prudential June 4. 1993. She enjoys music and cooking.

Mickey Haynes-Connor
Office Manager
Mickey joined Prudential on 09/12/90. She is married and enjoys playing the piano.

Ana White
Production Supervisor/QA
Ana joined Prudential in December 1990 as a soil sorter. In her spare time, she likes to read and go to the movies.

Ana White, Production Supervisor and Backup QA Tech.

...and Customer Service

Stan Cwierz
Plant Superintendent
Stan joined Prudential on June 10, 1992. He says he enjoys the challenge that Prudential offers. In his spare time, he enjoys fishing and camping.

Bertha Gaytan
Supply Supervisor
Bertha joined POS on August 25, 1993. She is married and has four children. She joined Prudential as a seamstress.

Rebecca Koury
QA Technician
Rebecca joined the Company on June 24, 1991. "I enjoy all the opportunity Prudential offers. I've grown along with Prudential in the 7 years I have been here and like a great marriage, time flies when you're having fun."

Ken Batchelor
Customer Service Rep.
Ken was hired on December 13, 1994. He is married and has a daughter. He enjoys basketball.

Darrin Shawn Bullock
Customer Service Rep.
Darrin joined Prudential on September 22, 1994 as a Garment Coordinator at Motorola. "What I like most about working at Prudential is the people that I work with. They all have great attitudes and are good people." Darrin is a big fan of the Arizona Cardinals.

Anna Burkholder
Regional Sales Rep.
Anna (see picture on page 10) just joined the team at Mesa on March 9, 1998. "The people I get to deal with are great. I am constantly learning new things," she says. Anna is married and has a stepson. She has a Marketing degree from Troy State University.

Stan Cwierz, Plant Superintendent, in front of new lab and distribution area.

Bertha Gaytan, Supply Supervisor

Rebecca Koury, QA Technician

CSvRs Ken Batchelor (left) and Darrin Bullock.

Austin Cleanroom Holds First Quality Awareness Day

Steve Aguirre (11/10/97), Soil Sort Supervisor, signing the "Our Commitment to Quality" banner.

Ray Bowman (right), Motorola BAT-1, receiving a Certificate of Appreciation from Austin Cleanroom General Manager Mark Derington (03/15/93).

On April 24, 1998, the Austin Cleanroom had it's first Quality Awareness Day.

Festivities included a barbeque with the highlight being guest speakers from Motorola MOS-13, APRDL, and BAT-1. The guest speakers addressed the importance of quality to Motorola and how the quality Prudential provides directly affects Motorola production.

Visual slides and Motorola production wafers were presented by Carlos Fuentes, Motorola MOS-13, who also conducted the presentation in Spanish for all of the Spanish speaking employees.

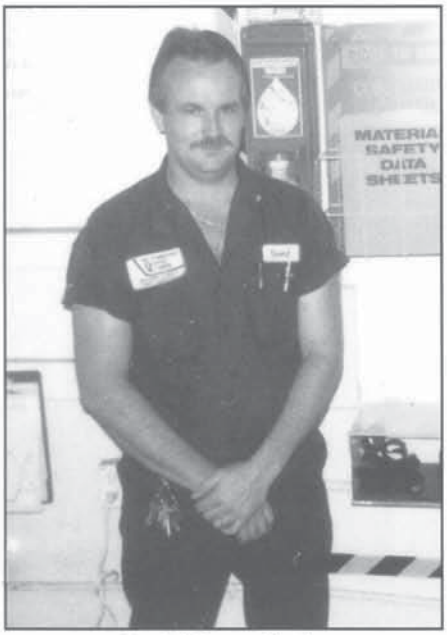
There was a banner with "Our Commitment to Quality" which all Prudential employees signed.

Carlos Fuentes, Motorola MOS-13, giving a presentation to Austin Cleanroom employees.

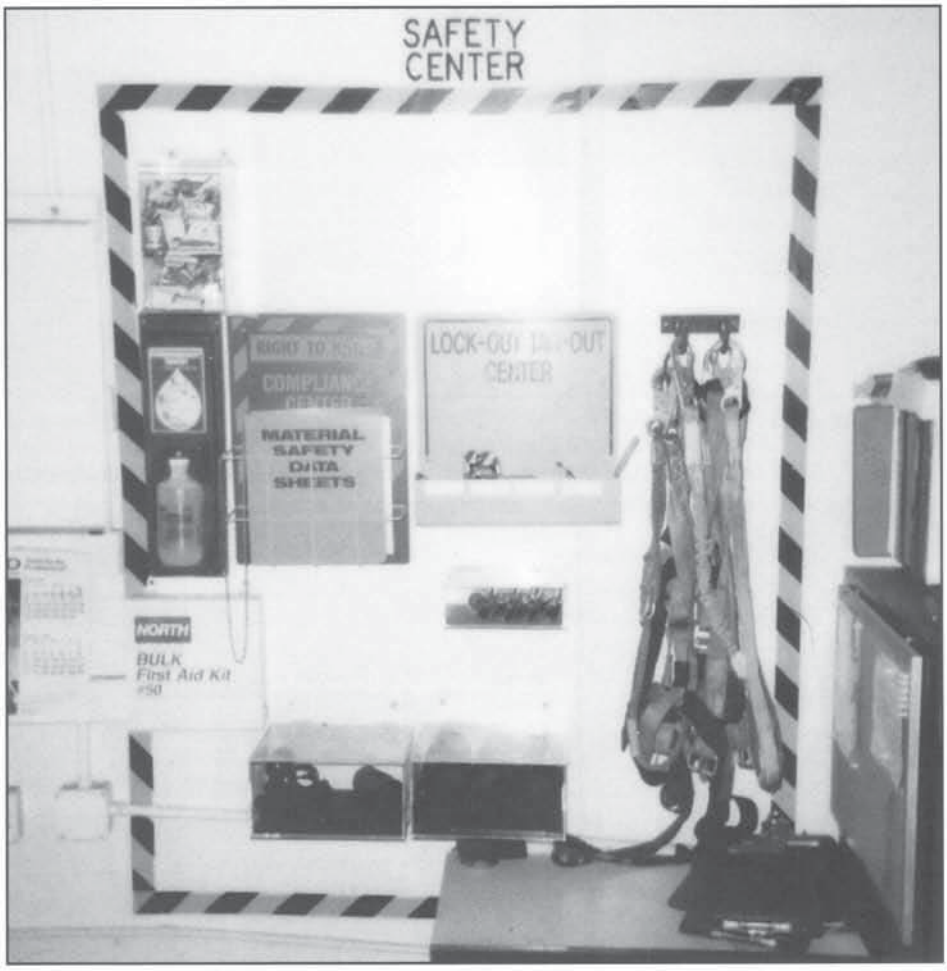
Maintenance Departments Work To Ensure Employee Safety

Working quietly behind the scenes at all Prudential plants are the staff of the Maintenance Departments. These key employees are responsible for keeping production running smoothly on a day-to-day basis. Maintenance Mechanics encounter many types of potentially hazardous conditions when repairing equipment, including steam, piping, working in wastewater pits and on elevated work stations. Maintenance employees are trained on the potential hazards of each task.

In compliance with OSHA standards for personal protective equipment, Mechanics utilize respirators, face masks, safety harnesses, gloves and other items as required for individual tasks. The safety program includes compliance with the Right to Know program, knowledge in using the Material Data Safety Sheets, and a thorough working knowledge of the lock-out/tag-out procedures.



David Erno with the "one stop" Safety Center.



Safety Center includes safety harness, elbow sleeves, eye-wash station, first aid kits and wrist supports.

David Erno (05/19/92), Maintenance Supervisor at the Phoenix Plant, has provided Phoenix employees with a Safety Center, which has all personal protective equipment in one location, readily available for use.

David knows there are challenges in safety, such as the simple tasks of grinding, using the chop saw and welding. Most of the time, maintenance work is performed in the maintenance shop. However, there are times when that is not possible. When such an occasion arises, Maintenance Mechanics work to make sure that plant employees are minimally affected by the repair work. When performing arc welding, for example, the mechanics use a hood and advise plant employees to avoid looking at the welding light. When possible, arc welding is done after all other employees have gone home for the day, to further ensure everyone's safety.

Prudential salutes the Maintenance Departments at all plants for their excellent dedication to safety.

Top & Clean Pro Awards Presented

Top Pro Award to Bill Evans of Vista for Most Weekly Rental Revenue Sold in Selling Period 7. Bill joined POS on April 7, 1997.

Clean Pro Award to Gary Knox (11/17/97), left, for Most Weekly Rental Revenue sold in Selling Period 7. Fremont Cleanroom General Manager Pete Travis (06/06/83) presents the award to Gary.

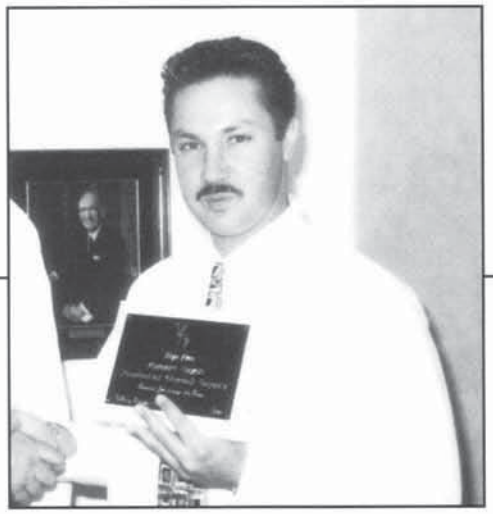
Top Pro Award to Steve Turigliatto of Vista for Most Weekly Rental Revenue Sold in Selling Period 8. He joined Prudential on November 18, 1991.

Emily Cook (09/04/90), right, of the Los Angeles Cleanroom receives a Clean Pro Award for Selling Period 8 from General Manager Bill Stoner (09/15/88).

Doug Hoskins (right) receives his Top Pro Award for Most Weekly Rental Revenue Sold in Selling Period 10 from Fresno General Manager Jerry Shelton (02/11/86). Doug joined the Company on September 2, 1997.

Clean Pro Award to Anna Burkholder of the Mesa Cleanroom for Most Weekly Rental Revenue sold in Selling Period 9. Anna joined Prudential on March 9, 1998. Also see page 7.

In Memoriam of Kareem Tayeh



On August 6, 1998, Kareem Tayek of the Bakersfield Service Center was involved in a fatal car accident outside of Bakersfield, California. He leaves behind his parents and a brother and sister.

Kareem joined Prudential on December 22, 1997. He was an excellent Corporate Sales Rep and in July received his first Top Pro Award for Selling Period 9.

He will be missed.

August 7, 1998

To: All Plant 08,18 AND 19 Employees
E-mail mailing lists

FROM: Jerry Shelton

RE: Kareem Tayeh

On Thursday afternoon August 6, 1998 Kareem Tayeh's life was taken in a traffic accident.

Kareem began with Prudential Overall Supply on 12-22-97 as part of our Corporate Sales Staff at the Fresno plant. For those of you that knew Kareem, you knew what I knew and appreciated about him. He had a zest for competition, and his aura of confidence was second to none. During his time with Prudential Overall Supply, he became one of the most successful salesman in the history of this plant. Kareem was the recipient of the Sales and Marketing Departments "TOP PRO" Award for selling period #9 during 1998.

Today the Flag at our plant is flying half-mast for Kareem, I am sure the family would appreciate a moment of silence in his honor as you conduct your business today.

1998 Midyear $100+ Corporate Sales Representatives

Corporate Sales Representative	Plant	Weekly Sales Average
Roger Rague (04/09/79)	Phoenix	$168.22
Wizzi Wisilinski (05/30/89)	Fremont	150.18
Bill Evans (04/07/97)	Vista	145.06
Steve Botello (10/31/94)	Riverside	144.29
Kent Jacobson (02/16/98)	Phoenix	120.34
Mike Ivers (11/08/93)	Sacramento	114.84
Frank Rich (01/29/90)	Irvine	113.13
Clyde Helbling (02/02/88)	Los Angeles	107.13
Emily Cook (09/04/90)	Los Angeles Cleanroom	105.32
Doug Hoskins (09/02/97)	Fresno	102.52
John Lange (03/31/97)	Van Nuys	102.16

401(k) Month at Prudential Offers

It's time to take control of your financial future!

September has been named 401(k) month at Prudential. This is the perfect time to take control and ensure you have a financially secure retirement by participating in Prudential's Blue Man account.

Don't Miss the Match

To help you take control of your financial future, Prudential will match your 401(k) contribution with 50 cents for each dollar up to 5% of your earnings. That means you're getting a 50% return on your money!

If you're not contributing 5% of your earnings, you're missing out on free money.

It is never too early -- or too late -- to start saving and investing successfully for your retirement. Just do it! With careful thought and wise investment, you can guarantee that your retirement years will be golden. But there is only one way to be in charge of your own financial destiny.

Take control and start saving now.

Today, an estimated 29 million Americans are securing their financial futures by saving for retirement in 401(k) plans. Participants nationwide have a combined total of more than $1.5 trillion invested in these plans.

September is upon us. Take advantage of this tremendous opportunity at Prudential.

If you're not already participating in the Prudential Blue Man 401(k) program, SIGN UP NOW.

If you are already participating but not the full 5%, increase your contributions.

Saving enough for retirement may seem an impossible task, but it can be as simple as passing up that daily cup of gourmet coffee or bringing lunch one more day a week. The money is set aside from your paycheck before you have a chance to spend it. You can put the money aside on a before-tax basis, which lowers your taxable income.

Time is on your side. The sooner you start, the more your savings works for you. Also, although government regulations limit 401(k) contributions, they allow you to put more money into a 401(k) than into an IRA.

Don't miss the boat! September is almost gone.

Contact your Office Manager and sign up now!

A 401(k) Success Story

by Gene Veraguth

Gene Veraguth started as an auto mechanic at the Milpitas Plant on July 12, 1976 and recently retired on May 22, 1998. *See page 21.*

Gene Veraguth

Gene says "Profit Sharing and the Blue Man, the POS 401(k) Plan, are great! I wouldn't have saved a dime except for them. If not for them, I would not have been able to retire and I would still be working. Profit Sharing and Blue Man at Prudential are great things.

Over the years, I had several loans from my 401(k) account to help with house repairs and other things.

Earlier this year, when I received my Profit Sharing Certificate, the total I had looked pretty good and I decided right there and then I was going to retire.

Now, with my Blue Man, Profit Sharing and Social Security, I'm able to take it easier and do a few things around the house. We're looking at selling our house and moving to Missouri so we can be closer to my son.

I estimate that my retirement savings are about 25% more than if I had not joined Blue Man 401(k) Program when it first started back in October 1984. I encourage everyone at Prudential who is eligible for the Blue Man to sign up during 401(k) month.

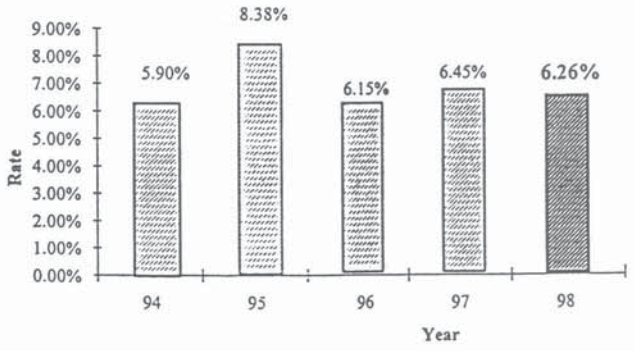
My very best to all my friends and everyone at Prudential. I hope you save for your retirement so you will be able to enjoy it as I am mine."

A Great Opportunity for Employees

Prudential verall Supply

"Blue Man" Earnings

5-Year Average 6.63%



Prudential verall Supply

Matching "Blue Man" Account

Company Matching Contributions

- Company matches 50% of your "Blue Man" savings up to 5%.
- Example: If you save 5%, company adds 2 1/2% to your savings. You automatically make 50% on your money.
- Company contributes matching amount during first quarter of year following your contribution.
- Matching portion vested according to regular schedule.

Prudential verall Supply

"Blue Man" Account

Your Savings

- Save 2% to 14% of earnings.
- No current income tax, taxable only when you retire or terminate and withdraw funds.
- Invested in guaranteed investment contracts issued by leading insurance companies (Allstate Life and New York Life)
- 100% vested; never forfeited.
- Ideal automatic way to save for your future.

Prudential verall Supply

"Blue Man" Savings

If You Earn	5% Savings Would Be	Current Tax Savings	Net Pay Decrease	If you don't save at least 5% you have THROWN AWAY
$15,000	750	120	630	$375
20,000	1,000	170	830	500
30,000	1,500	285	1,215	750
40,000	2,000	380	1,620	1,000

If you are eligible, we have forms available NOW!

EMPLEADO DE PRODUCCION REFERENCIA DE CO-OP

Fecha_____

Yo trabajo para Prudential Overall Supply; puede nuestra persona de ventas llamarle?

Nombre del empleado_____ Planta #_____ Empleado #_____

1. *Nombre de Compania* _____

   Zona Postal _____ *Telefono#* _____

   Domicilio _____

2. *Con quien debe mi socio de ventas vistar?* _____

   Titulo _____ *Tiempo del dia que es mejor* _____

3. *Tienes un Servicio que te Renta Articulos ahora?* Si ☐ No ☐

   Si es, con quien _____

Su Socio de Ventas _____

(Continue atras para mas dar mas informacion)

Form #10399A

CO-OP LEAD

Date _____

I work for Prudential Overall Supply; may I have our sales person call on you?

Employee Name _____ Plant #_____ Employee #_____

1. *Company Name* _____

   Zip Code _____ *Telephone #* _____

   Address _____

2. *Whom should my sales person see?* _____

   Title _____ *Best time* _____

3. *Do you have a Rental Service now?* ☐ Yes ☐ No

   If Yes, with whom _____

Your Sales Partner _____

(Use back for more information)

Form #10399

Employees Utilizing Prudential's Co-Op Sales

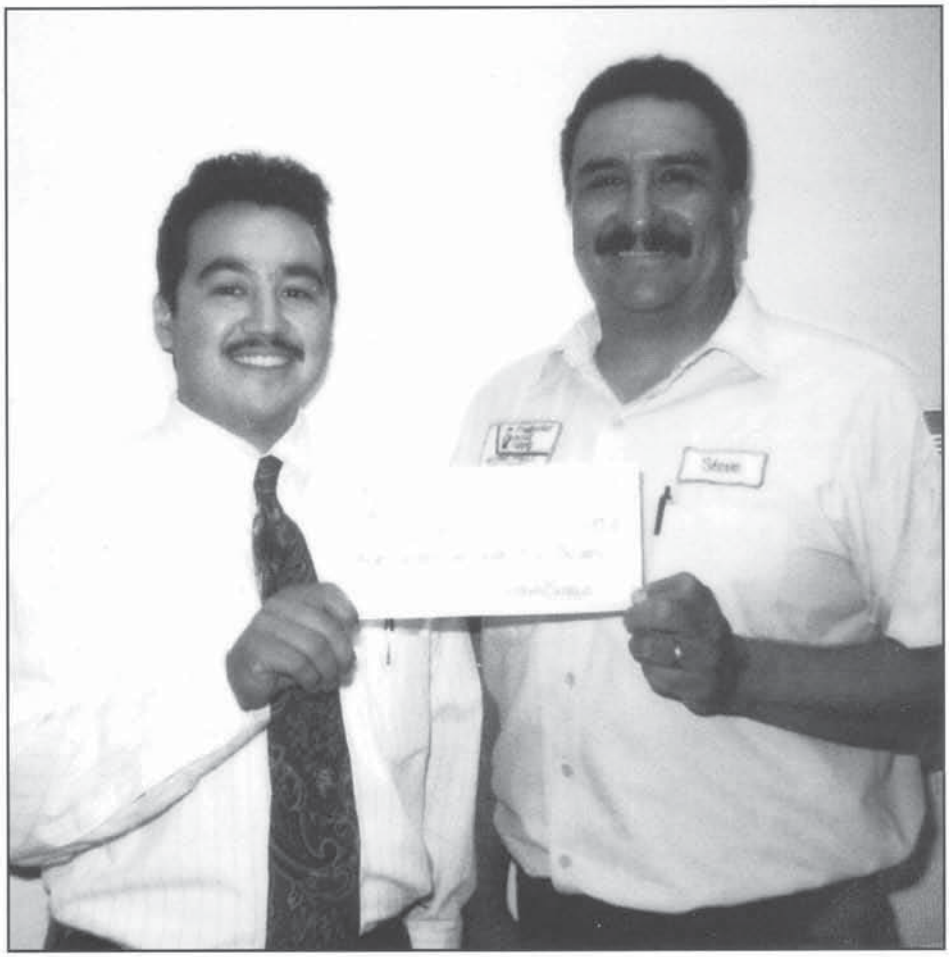
Prudential's Co-Op Sales Lead Program is a great way for employees to win monetary awards for referrals that ultimately become Prudential customers.

The referrals can come from any imaginable source which require services offered by POS. Good referral sources might be:

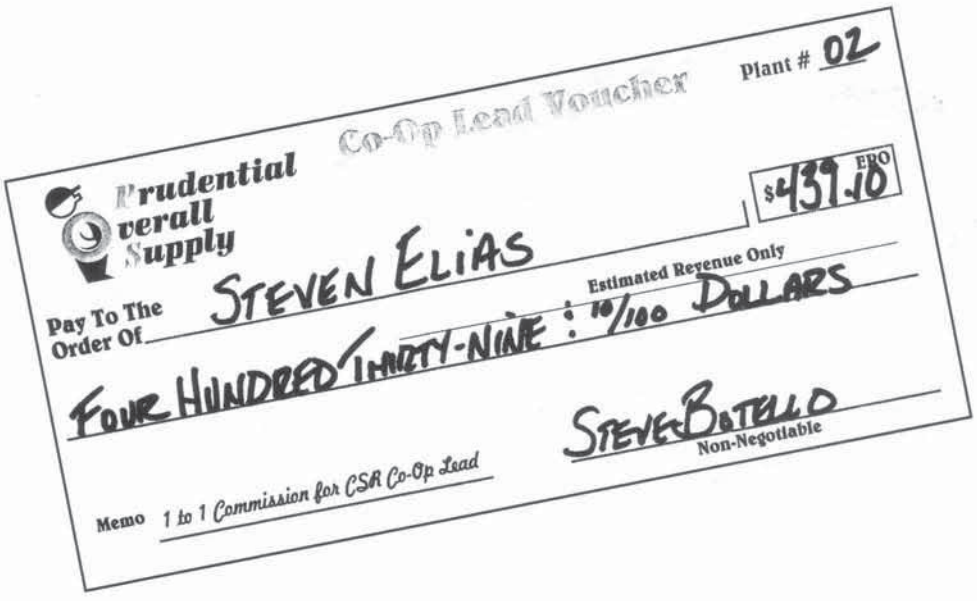
- family members or friends who work at or operate a business requiring the types of services offered by Prudential
- the car repair shop where you have your vehicle repaired
- the grocery store where you shop
- the golf course where you play
- the plumbing company you use
- a new business being constructed in your neighborhood

The sources for leads are endless!

If you have a sales lead, complete the green Co-Op Lead form or the white Prospect Entry Form and turn it into your supervisor.



Riverside Corporate Sales Representative (CoSR) Steve Botello (10/31/94) presents Riverside Customer Sales Representative (CSR) Steve Elias (04/25/88) a check for $439.10.



Case Study #1

POS Employee Steve Elias Wins Big With Co-Op Sales Lead Program

Steve Elias attended church with the person responsible for hiring a uniform company for Jurupa Unified School District. Steve's contact mentioned that he was unhappy with their current supplier. Steve completed the Co-Op Lead form and the account was ultimately sold. Steve received a check for $439.10

Lead Program Earn $ Rewards

Case Study #2

Dean Davis (07/15/87), CSR at Irvine, observed a building being remodeled in his service area. Dean then inquired within, obtaining valuable information such as the name of the company, the decision maker's name, phone number, address, and services needed. The Co-Op lead was then forwarded to Frank Rich (01/29/90), CoSR at Irvine, who sold the account.

Frank (left) presented Dean (on right in photo) with a check for $80 for his efforts.

Case Study #3

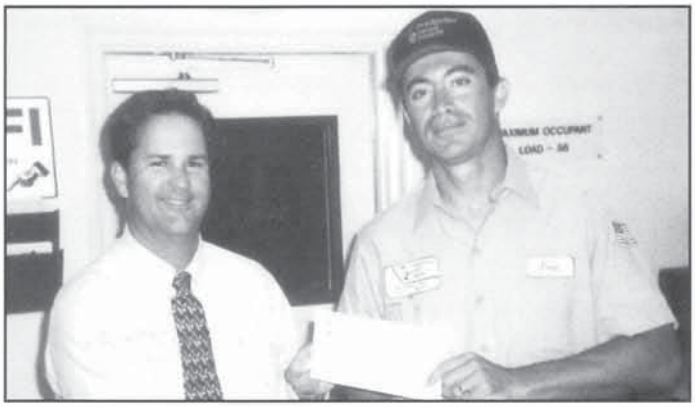
Susie Valdez (06/10/91), Office Manager at Tucson, turned in a Co-Op Lead Card. Susie's brother's best friend operates All American Assemblies The lead was forwarded to CoSR Gale Richardson, who ultimately sold the account.

Susie was awarded a check for $65.00 from Gale Richardson (12/24/84).

Case Study #4

Lou Hazen (02/10/94), CSR at Vista, became aware of a new division in an account he already serviced. He turned in a Co-Op Lead Card, which was forwarded to Bill Evans (04/07/97), CoSR at Vista, who sold the account.

Lou (on right in photo) received a check for $145, which was presented by Bill.



How YOU Can Win!

The green "Co-Op Lead" card or the white "New Prospect Entry Form" must be completed and turned into your General Manager for consideration in the Co-Op Sales Lead Program. Your General Manager will have the Office Manager assign the lead to the appropriate salesperson.

Once the salesperson signs the account and after nine weeks of service, you are paid!

See the Company Policies & Procedures or ask your General Manager for a more detailed explanation. Samples of the two forms are on page 16.

Easy to Fill Out Forms

CO-OP LEAD

Date DATE LEAD SUBMITTED

I work for Prudential Overall Supply; may I have our sales person call on you?

Employee Name YOUR NAME (LEAD GIVER) Employee # YOUR EMPLOYEE #

1. Company Name COMPLETE

   Zip Code COMPLETE Telephone # COMPLETE

   Address COMPLETE ADDRESS WITH CITY AND ZIP CODE

2. Whom should my salesperson see? CONTACT NAME OF DECISION MAKER

   Title CONTACT'S TITLE Best time BEST TIME TO CALL UPON

3. Do you have a Rental Service now? COMPLETE Yes ☐ No ☐

   If Yes, with whom COMPLETE IF KNOWN

Your Sales Partner SALESPERSON WHOM LEAD WILL BE FORWARDED TO

(Use back for more information)

Prudential Overall Supply
NEW PROSPECT ENTRY FORM

Salesperson # LEAVE BLANK Salesperson Name LEAVE BLANK

☐

Call Date DATE LEAD SUBMITTED Phone ( ) COMPLETE Ext. SIC 1 IF KNOWN

Company COMPLETE Parent Co IF APPLIES SIC 2 N/A

Address COMPLETE City COMPLETE State Zip COMPLETE

Mail Address COMPLETE City COMPLETE State Zip COMPLETE

Contact 1 COMPLETE Title COMPLETE Total # Empl. IF KNOWN

Contact 2 Title Empl. In Uniform IF KNOWN

Types of Services of Interest CHECK OFF WHAT TYPES OF SERVICE NEEDED

Shirts & Pants ☑ Coveralls ☐ Flat Goods ☐ Clean Room ☐ Mats ☑ Towels ☐ Dust ☐ Linen ☐ ESD ☐ Sale ☐

Competitor's Name IF KNOWN District

SRA Expiration Date IF KNOWN Route

Estimated $ Volume IF KNOWN Priority Code (1 = Hot; 2 = Warm; 3 = Cool; 4 = No Interest Now; 5 = Dead)

General Info

Remarks

Remarks Relating to Current Contact: Type of Contact 5 (New Prospect) 3 (Probe) 4 (Proposal)

Date of Contact DATE ACCOUNT CONTACTED

Remarks

ALL HELPFUL COMMENTS TO ASSIST SALESPERSON'S EFFORTS

Follow-Up Date LEAVE BLANK

Send Letter # Salutation Rental $

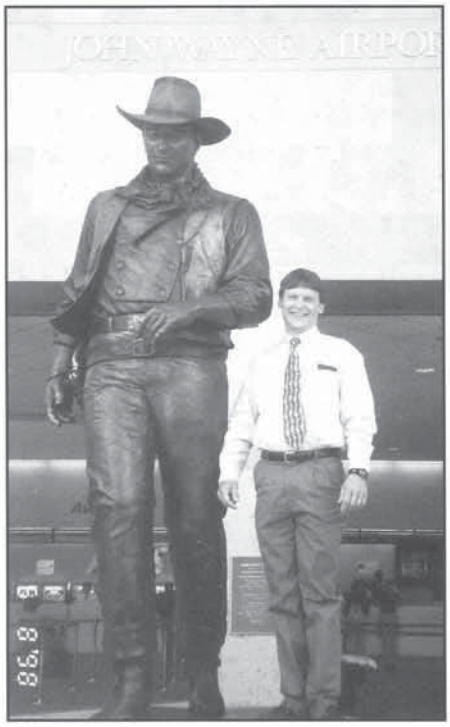
Sold on This Contact: Direct Sale $

**If this is a co-op lead you must fill in all information in the shaded areas and supply information below.

LEAD GIVER INFO: Co-Salesperson # YOUR EMPLOYEE # Co-Salesperson Name YOUR NAME Plant YOUR PLANT Date Lead Given DATE LEAD SUBMITTED

Form 10249
Rev. 02/15/94

SMTP Held In May



"When I attended SMTP, I got to stand next to John Wayne and have my picture taken!" said Mike Campbell (03/18/96), Sales & Service Rep., Austin Cleanroom.

Supervisory Management Training Program 16 was held May 4-8, 1998 at the Corporate Office. Don Nordstrom (08/11/86), Vice President of Human Resources, was SMTP leader. When the class was completed, each participant received a Certificate of Completion from President Don Lahn. In the above photo were the class participants. Front row L-R: Mike Campbell (03/18/96-50); Adriana Dansereau (04/16/92)-15; Robyn Cavitt (08/01/96)-83; Elizabeth Pfeuffer (08/15/96)-50; Yolanda Velasco (09/17/90)-10; Harry Simpson (02/23/98)-23; Robert McCann (09/15/97)-03; Carl Lineberger (08/01/96)-83.
Back Row L-R: Kerrick Johnson (09/09/96)-22; Gary Shipp (01/20/98)-00; James Owen (10/20/97)-06; Doug Everts (08/26/97)-00; Andrew Anschultz (03/02/98)-00; Mike Ball (04/21/97)-22; Richard Harper (08/21/95)-00; Stefan Schurter (10/26/92)-00; Geoff Otts (07/29/96)-00; Brent Barnes (03/02/98)-00; Jonathan Hine (01/06/97)-17; Won Yi (08/04/97)-23; Ken Vis (08/25/97)-10; Danny Martinez (12/04/95)-02; Don Nordstrom (08/11/86)-00.

QIP Seminar

A Quality Improvement Process Coordinators Seminar was held at the Corporate Office May 13 and 14, 1998. Don Nordstrom coordinated the sessions. Participants included, front row L-R: Jennifer Layton (10/03/97)-15; Melanie McDonald (12/01/97)-50; Linda Wenzel (05/10/93)-22; Norm Aguiar (05/13/74)-01; James Owen (10/20/97)-06; John Murakami (03/17/97)- 05; Ben Janairo (01/29/92)-98; Rita Chaidez (10/24/95)-04; Hilda Carrillo (06/26/90)-91; Heather Whitten (03/23/92)-23; Laurie Lecair (08/09/79)-09; Erik Lewis (07/01/95)-80; Back Row L-R: Bill Stoner (09/15/88)-15; Don Nordstrom (08/11/86)-00; Guy Walker (02/02/87)-18; Ron Rains (04/21/94)-07; Brian Cole (08/11/94)-17; Mike Shores (07/25/94)-40; Ron Baublitz (09/19/94)-07; Spencer Setty (06/13/88)-08; Dave Moore (07/18/94/)-05; Bob McCann (09/15/97)-03; Mark Derington (03/15/93)-50; Steve Voros (12/03/90)-13; Robert Leyerly (03/27/95)-02; Danny Martinez (12/04/95)-02; Gordy Siewert (11/02/93)-21; Dan Barnum (07/17/90)-22; Doug Chew (10/27/97)-10; Shahn Jafari (06/12/95)-00.

Management Changes In the News

John Murakami

John Murakami
Plant Superintendent
John Murakami (03/17/97) was been promoted to Plant Superintendent at the Los Angeles Industrial Plant effective 05/14/98. John joined the Company as a Maintenance Supervisor.

Arnold Duran

Arnold Duran
Service Center Manager
Arnold Duran has been promoted to Bakersfield Service Center Manager as of June 1, 1998. Arnold joined Prudential on November 17, 1997. He is married and has two daughters. He enjoys golf and family get togethers.

Randy Laine

Randy Laine
Sales & Service Rep
Randy Laine has been promoted to Sales & Service Rep at Fresno, effective August 10, 1998. He joined Prudential in the MPTP on September 15, 1997. Randy enjoys basketball, golf and stereo phonics. He is looking forward to a long and successful career with Prudential Overall Supply.

Al Sanders

Al Sanders
Corporate Sales Rep
Al Sanders has been promoted to Corporate Sales Rep at Chula Vista effective 11/3/97. Al joined the Company in the MPTP on 05/06/94.

Mike Elveston

Mike Elveston
Route Manager
Mike Elveston has been promoted to Route Manager effective August 3, 1998 at Richmond Consumable Products. Mike started in the MPTP at Austin Cleanroom on August 25, 1997.

Jose Perez

Jose Perez
Corporate Sales Rep.
Jose Perez has been promoted to Corporate Sales Rep at Albuquerque effective August 24, 1998. Jose joined the Company in the MPTP on July 21, 1997. Jose currently has a $30 sales average and was Albuquerque's first "Gold Star" last year.

Rich Fairchild

Rich Fairchild
Route Manager
Rich Fairchild was transferred from Moorpark to Route Manager at Van Nuys, effective April 1, 1998. Rich joined Prudential on January 3, 1994.

Management Changes In the News

Catherine Travis
Office Manager
Catherine Travis (02/18/84) has been promoted to Office Manager at the Fremont Cleanroom effective 03/23/98.

Won Yi
Service Center Manager
Won Yi has been promoted to Service Center Manager at Denver, Colorado effective July 13, 1998. Won started with Prudential Cleanroom Services on August 4, 1997 as a MPTP in the Mesa Cleanroom

Betty Johnson
Sales & Marketing Administrator
Betty Johnson has joined Prudential as Sales & Marketing Department Administrator effective April 27, 1998.

Mark Hamilton
Route Manager
Mark Hamilton has been promoted to Route Manager at Cerritos Dust Control effective August 10, 1998. Mark started as a Dust Control CSR on June 2, 1997.

Brent Barnes
Plant Superintendent
Brent Barnes has been promoted to Plant Superintendent at Milpitas effective July 6, 1998. He joined POS on March 2, 1998. Brent received his BS Degree from the University of Arizona and has extensive Naval training which includes nuclear powered steam propulsion. Brent completed the Plant Superintendent Training Program at the Phoenix Plant.

Mel Anderson
Corporate Sales Rep
Mel Anderson joined the Company on April 15, 1998 as a Corporate Sales Rep at San Rafael.

Carmen Lugo
Supply Supervisor
Carmen Lugo was promoted to Supply Supervisor at Milpitas Industrial effective May 4, 1998. She joined Prudential on November 16, 1994.

Catherine Travis

Won Yi

Betty Johnson

Mark Hamilton

Brent Barnes

Mel Anderson

Carmen Lugo

More Promotions In the News

Catherine Hernandez
Office Manager
Catherine Hernandez has been promoted to Office Manager at Albuquerque as of August 10, 1998. She joined the Plant as Office Clerk on May 11, 1998.

Mike Garcia
Route Manager
Mike Garcia has been promoted to Route Manager at Riverside effective August 31, 1998. He joined Prudential on September 2, 1987.

Danny Martinez
Route Manager
Danny has been promoted to Route Manager at the Riverside Plant effective June 1, 1998. He joined Prudential on December 4, 1995.

Jerry Lytal
Service Center Manager
Jerry Lytal has been promoted to Las Vegas Service Center Manager effective March 30, 1998. He joined the Company on September 8, 1997.

Robert Rusnak
Route Manager
Robert Rusnak has transferred from Cerritos Dust Control to Route Manager at Riverside effective August 3, 1998. He joined Prudential Overall Supply on May 13, 1996.

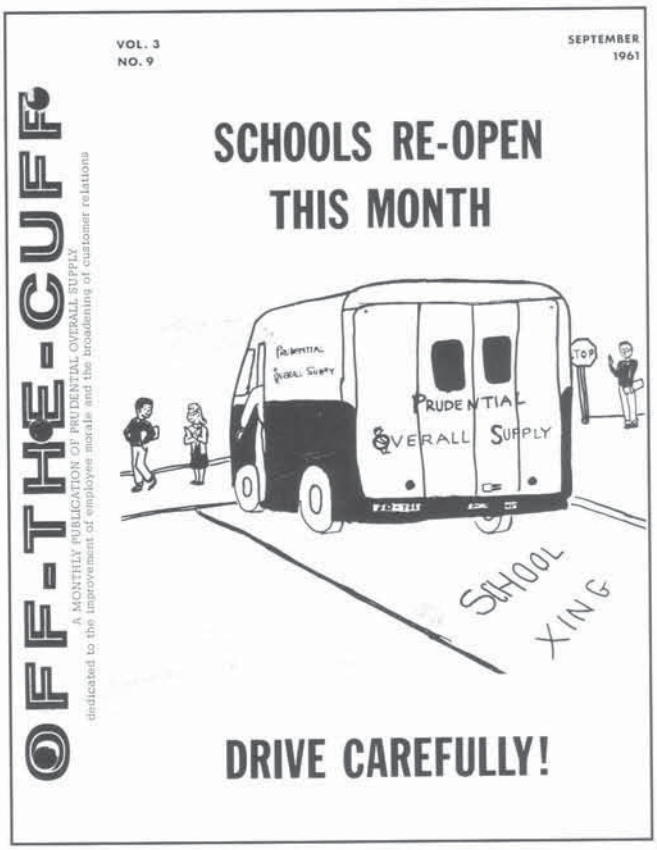
Robert Rusnak

Catherine Hernandez

Mike Garcia

Danny Martinez

Jerry Lytal



Long Time Employee Honored

Steve Jozefczyk (12/03/90) General Manager at Chula Vista (left in photo) presents Felix Delfino, Presser, with a 30 Year Certificate.

Felix joined Prudential on July 12, 1968.

Two POS Employees Retire

Gene Veraguth, who retired on May 22, 1998 as an Auto Mechanic at Milpitas Industrial, poses with his retirement cake. Fleet Manager Doug Geer (02/01/83), left, and Milpitas Industrial General Manager Jerry Brigham (07/21/97), right, thanked Gene for his years of service. Also see page 12.

Gene joined Prudential on July 12, 1976. Congratulations Gene. Enjoy your retirement!

In the photo on the left, Mercedes Rodriguez receives flowers upon her retirement after 18 years from Bobbi Davis, Plant Superintendent (07/20/92), right, and Eileen Snyder, Riverside Assistant Supervisor (09/16/70), left.

Mercedes joined Prudential on October 27, 1980. She retired April 16, 1998.

Congratulations Mercedes!

What's News?

2 Employees Become U.S. Citizens

Stefan Schurter

Two Prudential employees recently became United States Citizens.

Stefan Schurter, Vice President of Engineering and Production, and his wife Monika became citizens October 6, 1997.

Freddie Hernandez, Plant Superintendent at Garment Manufacturing, became a citizen July 2, 1998.

Stefan joined the Company on 10/26/92 and Freddie on March 20, 1989.

Freddie Hernandez

Mexico Water Department Tours POS

In photos at right and below, Compliance Supervisors for Mexico's Waste Water Department toured the Chula Vista Plant on June 23, 1998 at the invitation of the City of San Diego. Plant Superintendent Bob McCann (09/15/97), is fourth from left and General Manager Steve Jozefczyk (12/03/90), is fifth from left.

What's News?

El Niño Strikes Riverside Route

El Niño hit a Riverside Route. In the photos at right and below, **Brian Lee** (09/12/94), CSR who services Lake Arrowhead, poses in the snow and puts on tire chains to service his customers.

Frank Olguin Runs In Marathon

Frank Olguin, Head Washer at Riverside (08/08/80) ran in the Los Angeles Marathon and placed 370th out of 20,000. His time was 3 hours and 10 minutes.

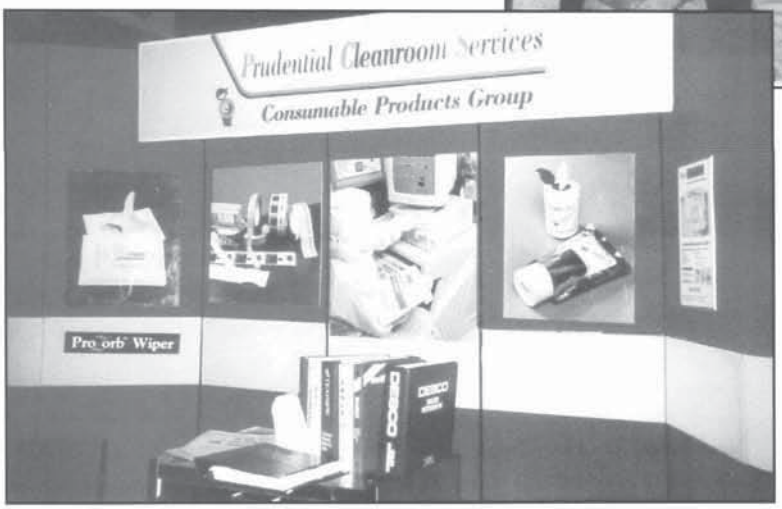
Salsa Winners Announced

Winners of the Cinco De Mayo Salsa Contest held at Milpitas Industrial Plant are left to right: Pam Neumiller (10/06/92), Laura Lecair (08/09/79), and Rebeca Mendoza (05/29/90).

POS Attends IEST Meeting

Prudential Cleanroom Services employees attended the IEST Annual Technical Meeting on April 26-30, 1998 in Phoenix, Arizona.

In the photo below is the Prudential booth at the Meeting.



Prudential employees who attended the meeting (above) are, left to right, Terry Wendorf (07/15/96), Charles Boyd (04/07/97), Wizzie Wisilinski (05/30/89), Terry Lahn (09/11/89), Mark Derington (03/15/93), and Richard Harper (08/21/95).

Starting Young!

Jason Zehnder, 20 month old grandson of Prudential President Don Lahn, is learning how to clean with a mop. A promising future at Prudential lies ahead.

Two Employees Win Rugs

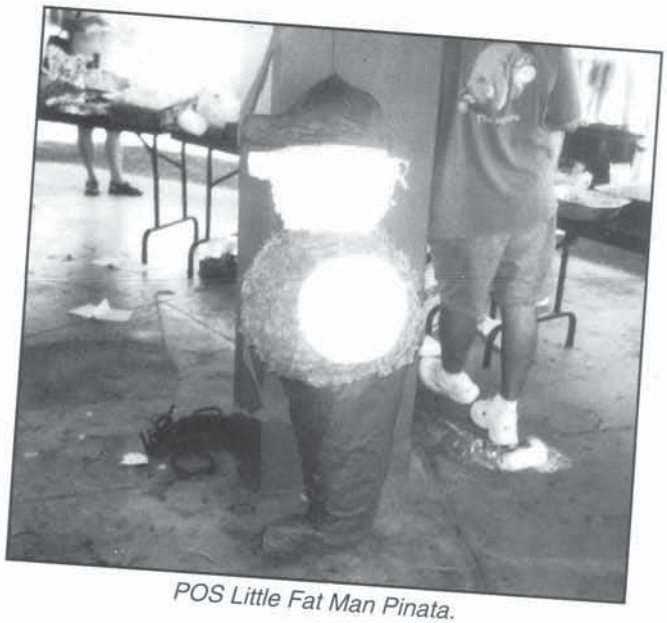
Two Chula Vista employees recently won Milliken rugs when their district was the highest producing district of all the plants in a Kex Spring 1998 Mop contest.

Ed Cicone, Sales & Service Manager (09/29/94), left, and Ron Costa, Route Manager (02/04/80).

What's News?

Los Angeles Industrial Plant Holds Annual Picnic

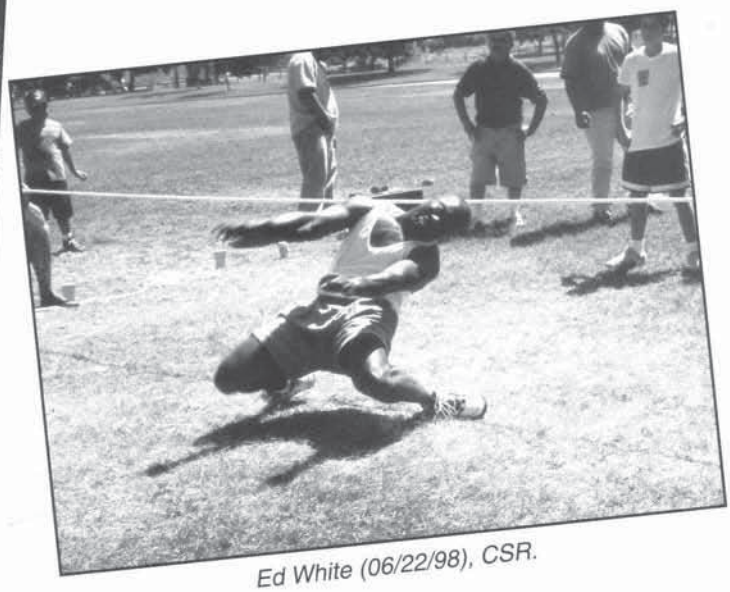
The Los Angeles Industrial Plant had their company picnic on Saturday, July 25, 1998. The turnout was excellent. Everyone enjoyed games, pinatas, food and a delicious Prudential Overall Supply cake.



POS Little Fat Man Pinata.

Irvine Holds Annual Picnic

Irvine held its Annual Picnic on July 25, 1998 at Irvine Regional Park. In the photo above, both parents and kids enjoyed the food and games.



Ed White (06/22/98), CSR.

Thank You Letters from the Prudential Mailbag

A-1 Spring Service
9722 MacArthur Blvd ~ Oakland, CA 94605
Phone 510-569-6611 ~ Fax 510-569-6612 ~ Email a1spring@aol.com
Web Site: www.a1spring.com

January 31, 1998

General Manager
Prudential Overall Supply
1429 N. Milpitas Blvd
Milpitas, CA 95035

Dear Sir:,

I'm pleased to tell you about Kelly Wiens, whom I have had the pleasure of dealing with, since he has become our Customer Sales Representative. He is extremely punctual, positive attitude and friendly.
It is always a pleasure to see him arrive on time, and taking into consideration our busy schedule. He knows when to get to our shop. He seems a good family man and always makes sure our needs are taken care of. He is very detail-conscious and a hard-working individual.

After doing business with your company for 20 plus years, We, at A-1 Spring Service, appreciate you supplying fine people to represent your Company, servicing our area.

Thank you for your time.

Sincerely,

Ruben Flores
Owner
A-1 Spring Service

Juice it Up!

June 19, 1998

Prudential Towel Service
Dwayne Marcum
17641 Fabrica Way
Cerritos, CA 90703

Dear Dwayne,

In the midst of this very busy time of year, we appreciate your attention to our recent start-up orders for our new store in **Cypress,** California. The urgency that you placed on getting our order out to our new store in Cypress was very efficient and we thank you for your service.

We look forward to a growing and prosperous 1998, and are fortunate that **Prudential Towel Service** will be right along with us as we continue to expand.

Have a great summer! Hope you can visit your nearest **Juice it Up!** soon!

Sincerely,

Larry Sidoti
Juice Ventures, Inc.

P.S. Expect another "start-up order" for our **Cerritos** store at the end of July 1998! Not to worry, I will give you plenty of notice!

Above: Thanks to Kelly Wiens (02/27/95), Customer Sales Representative, Milpitas Industrial.

Left: Thanks to Dwayne Marcum (02/29/88), Route Manager, Cerritos Dust Control.

The date of hire is listed after each employee name throughout *Off-The-Cuff.*

Off-The-Cuff

A Quarterly Publication of Prudential Overall Supply

Dedicated to the improvement of employee morale and the broadening of customer relationships

Editor: Mary Kirkpatrick • Layout & Design: Marketing Plus • 1-800-554-7587

Please address all correspondence and address changes to:
Prudential Overall Supply • Human Resources Dept. • 1661 Alton Pkwy. • Irvine, CA 92606 • (949) 250-4855

Right: Appreciation to Matt Wenzel (08/19/85), General Manager at Riverside.

Catholic Charities of Southern Nevada

Bishop Daniel F. Walsh, Chairman Michael Husted, Executive Director

Residential Services Division

1501 Las Vegas Boulevard North • Las Vegas, Nevada 89101 • 383-0700 • FAX 383-8243

May 12, 1998

Frank T. Richo
Director

Lied Dining Facility

Employment Services Center

Residential Work Program

Emergency Shelter

St. Vincent Annex

Crossroads Transitional Housing For Senior Men

Mr. Matt Wenzel
Prudential Overall Supply
6997 Jurupa Avenue
Riverside, California 92504

Dear Mr. Wenzel:

On behalf of Catholic Charities of Southern Nevada and the Residential Services Division, I would like to extend my sincere appreciation for your donation of 82 boxes of uniforms. These uniforms couldn't have arrived at a better time. The Residential Services Division is expanding its programs; many will include the wearing of uniforms. Needless to say, your generosity has saved us a great deal of money.

Our St. Vincent Resident Work Program (formerly known as St. Vincent Shelter) has changed a great deal since its inception in 1985. Life skills, group counseling, case management, substance abuse counseling and referral services, part-time and full-time employment though our Employment Services Center is provided to enrollees in our work program. These programs assist individuals in regaining the dignity, self-esteem and responsibility lost due to unemployment and homelessness.

Again, thank you for your thoughtfulness and generosity.

Sincerely,

Frank T. Richo, Director
Residential Services Division

cc: Michael Husted, Executive Director, Catholic Charities
Charles Desiderio, Director, Community Relations
Carl McDade, Jr., Manager, Manpower

PERCLOSE

Rob McAllister
Account Manger
Prudential Cleanroom Services
1310 Piper Drive
Milpitas, CA 95035

2 May 1998

Dear Rob,

This is a belated thank you for graciously hosting our audit on 4-15-98. I am enclosing our audit report, which summarizes our observations. Overall, we feel that you have a quality system in place, which should only improve as you document it formally and move toward your quality improvement initiatives.

In addition, I am also enclosing some marketing materials with information about our device which may interest you.

Again, thanks for hosting our audit. Please pass along our thanks to Hank, Marty, Christy, Erik, Mike, Edna, Lori, and the other nice folks we met along the way. I know that you will work most closely with Bill Curry, but please feel free to contact me if I can provide any assistance in the quality arena.

Sincerely,

Trena

Trena Depel
Supplier Quality Engineer
Perclose

Left: A note of thanks to Rob McAllistar (03/19/96), Account Manager, Milpitas Consumable Products.

On the back cover: The model is Doby Byers, Vice President, American Mill Sales.

Prudential Cleanroom Services™

Introduces a Revolutionary Cleanroom Fabric Design

AS8800

SEIREN CO.,LTD.

Utilizing a revolutionary three-dimensional construction YOU can have it ALL!

Driven by the needs of Prudential's current and potential customers, Prudential partnered with the Seiren Company to design a non-coated fabric able to achieve the high performance of a coated fabric without sacrificing comfort and affordability. The end result is the AS8800.

- **High Performance**
  The highest level filtration efficiency achieved without applying any type of coating.
- **Comfort**
  Non-coated construction increases air permeability and enhances the moisture vapor transmission rate delivering increased wearer comfort.
- **Affordability**
  High performance of a coated fabric with the price, comfort and reliability of a non-coated fabric.
- **IN-STOCK Garment Program**
  Through Prudential's exclusive proprietary arrangement with the Seiren Company, AS8800 has been added to Prudential's IN-STOCK Garment Program. This program is managed by maintaining automatic ordering levels for both proprietary and other, industry recognized, fabrics ensuring Prudential's customers an affordable cleanroom garment system.

Offered Exclusively by

Prudential Cleanroom Services™

An innovator in Cleanroom Laundry Systems and Garment Design while incorporating a full range of Consumable Products and Distribution Facilities.

Since 1960

To request a sample swatch send your email to: **StephanieL@pos-clean.com**

To speak with your Regional Sales Representative call (800) 767-5536

Garments **800POS5536**

or check out our website at: **www.pos-clean.com**

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