



Off-the-Cuff

A Publication of Prudential Overall Supply

Vol. 38, No. 4

1661 Alton Pkwy., Irvine, CA 92606

(714) 250-4855

Holiday 1997



*Happy
Holidays!*



Story of pins on page 10

From the Prudential Mailbag

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



October 21, 1997

Mr. Mel DeMello
Sales & Service Manager
Prudential Overall Supply
1429 North Milpitas Boulevard
Milpitas, CA 95035

Dear Mr. DeMello:

This purpose of this letter is to call to your attention the extraordinary service your Customer Sales Representative Kelly Wiens has provided to our company. Kelly has been providing uniform and mat service to our Northern California Division since our move here to Newark in May 1996.

I can honestly report to you that Kelly is one of the most professional service representative we've had the pleasure of working with - and we see hundreds of them. Kelly is dependable, on time and very professional in carrying out his duties. We've used him as an example for our own personnel in how a service representative should work - fast, steady, business like - yet pleasant to deal with, cheerful and as helpful as possible.

Kelly is a model Sales Representative! He is looking to promote your business in a customer focused way. His enthusiasm and sales sensitivity invites customers to do more work with your company. If I had an opportunity for him, he'd be #1 on my "hire list".

I would appreciate your passing our thanks and appreciation on to Kelly. He has done Prudential proud - you are fortunate to have him on your staff.

Sincerely,

Guy H. Morley
Director of Logistics

Kelly Wiens (02/27/95), Customer Sales Representative at Milpitas Industrial Plant.

Heather Whitten (03/23/92), Office Clerk at Mesa Cleanroom.



SPEEDFAM CORPORATION
A Subsidiary of SPEEDFAM INTERNATIONAL, INC.

SEMICONDUCTOR GROUP
305 N. 54th Street
Chandler, Arizona 85226-2416

Phone: (602) 961-1606
FAX: (602) 795-2786

29 October 1997

Chip Fiandaca
General Manager
Prudential Cleanroom Services
107 W. Hampton
Mesa, AZ 85210

Dear Chip,

I would like to commend Heather Whitten for a job well done. Anytime I call your office she is always polite, helpful and cheerful. My job can get very stressful at times and it is nice to know that whenever I call Prudential, I will be greeted in a friendly manner.

There have been numerous occasions when Heather has gone out of her way in assisting me. If I cannot get in touch with Les, she makes sure that someone else is aware of the issue and makes sure they make a return phone call.

I want to sincerely thank her for her efforts. She definitely understands sense of urgency and customer satisfaction. You have an excellent, dedicated team player in Heather! Thank you.

Regards,

Sandra T. Kairis
Buyer/Planner

Cc: Les Edwards

ASPEN
DISTRIBUTION II, INC.

"Pursuing Perfection"

October 27, 1997

Prudential Overall Supply
Attention: Bill Dodson
6920 Bandini Blvd.
Commerce, CA 90040

Dear Bill,

I would like to take the opportunity to inform you on the great job that Victor Covarrubias has done for our Montebello facility. Victor has been with our account for the past year and a half. Victor took over our account at a time that there were major issues with your services. Since Victor took over our account, there has been very limited issues on our account.

Victor is very dedicated to our facility. He makes sure that if an issue arises that the issue is dealt with in a fast and professional manner.

I just wanted to take the time to recognize one of your employees for a job well done.

Sincerely,

C. Joe Eastman
Vice President

Victor Covarrubias (09/10/92), Customer Sales Representative at Los Angeles Industrial Plant.

OFF-THE-CUFF



A Quarterly Publication of Prudential Overall Supply
Dedicated to the improvement of employee morale and the broadening of customer relationships

Mary Kirkpatrick - Editor
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
(714) 250-4855

December, 1997

To Our Friends,

On April 11, 1997 Prudential Overall Supply celebrated its 65th anniversary. This is a milestone most companies never reach. My father founded Prudential Laundry on April 11, 1932. Our company's first week's revenue was \$4.86. Today our weekly revenue is over \$2,000,000. From one employee to over 1,800 employees, Prudential now provides for many families.

Today Prudential consists of 18 plants, 8 service centers, 4 cleanroom consumable products distribution centers, 2 joint ventures in Malaysia, a Mexican subsidiary, and a support staff consisting of a corporate office, a garment manufacturing facility, and a central garage.

My dad would be very proud of what we have accomplished together, from acorns to giant oaks. The history of Prudential is simply the action of people working together, moving up the ladder of success one step at a time.

I would like to thank each one of you, our employees, our suppliers, and our customers for making our 65th anniversary a reality. It is because of your team work, your respect for one another, and your commitment that Prudential progresses.

No one can foresee the future but I feel confident that if we keep true to our mission statement, treat our employees as our most important asset, and continually develop people for the future we will grow and prosper for years to come.

At this time of year we cherish the privilege of expressing our sincere thanks to each of our customers, employees, suppliers and friends for the nice things they have done for us in 1997 and to extend our heart felt best wishes for 1998. It is my wish that we keep the holiday spirit alive throughout the year. This attitude of optimism, hope, faith, love and goodwill toward all will help to produce positive attitudes and results in each one of us.

May God grant each of you joy, peace and happiness in this Holiday Season and the forthcoming year.

Dan Clark

Dan Clark, Chairman of the Board



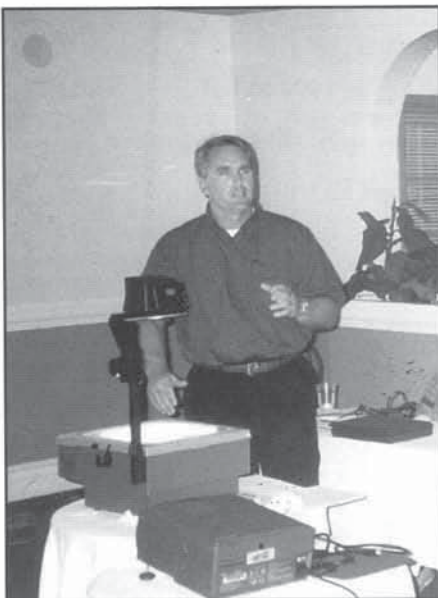
Catalina Island Site of 1997

The annual General Managers' Fall Conference was held in October on the beautiful island of Catalina, just off the Southern California coast.

Prudential's General Managers and Regional Managers' Meeting Group enjoyed pleasant weather and beautiful scenery during the three day long event. Upon arriving at the island, everyone quickly got down to business.

Included in the Fall Conference was a discussion on ethics at Prudential, presented by Don Nordstrom, Vice President of Human Resources (see page 8). A Dun & Bradstreet computer seminar all day Monday was part of the Conference.

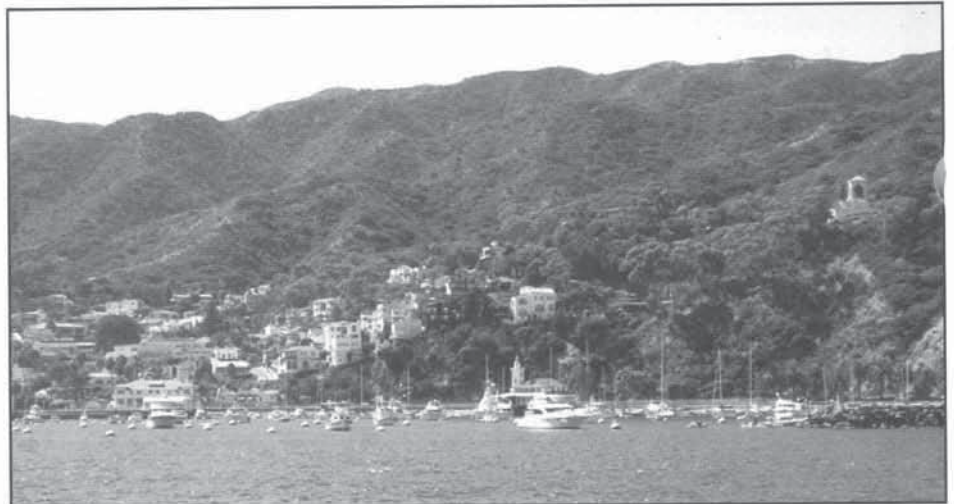
"The Fall Conference was very productive," said President Don Lahn. "Many attendees reported this conference was one of the best ever. Everyone seemed to have a good time."



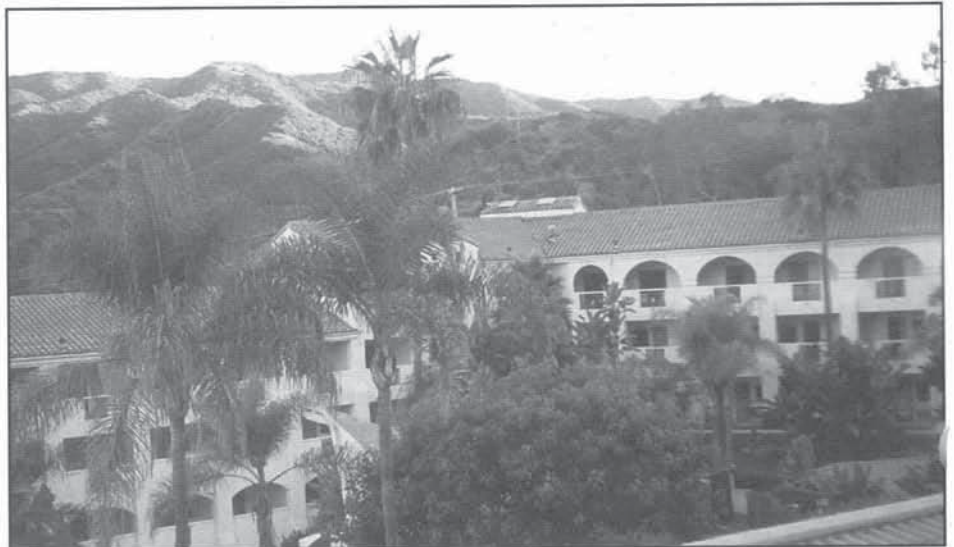
Jeff Nelson explained the system that he and Plant Superintendent Ray Stockdale devised in Vista to control the garments that are thrown out as unusable.



At 12:15 p.m. on Sunday, October 12, everyone waited to board the boat to Catalina Island.



The city of Avalon on Catalina Island.



A pleasant view of rolling hills from the Catalina Resort and Spa.

General Managers' Fall Conference



A Cleanroom meeting outdoors.

Monday, October 13 was spent with Art Villafane from Dun & Bradstreet Seminars.



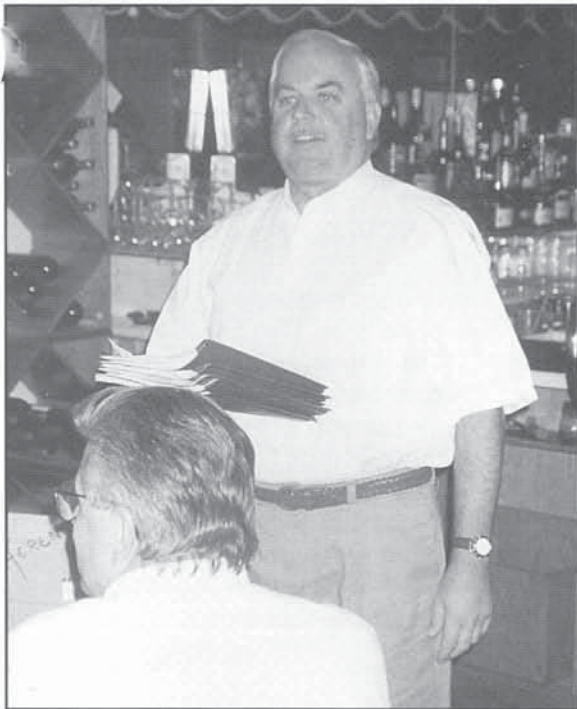
Art gave excellent instruction on the application of Microsoft Word and Microsoft Excel programs. Excel is now used extensively by Prudential for profit and revenue planning.



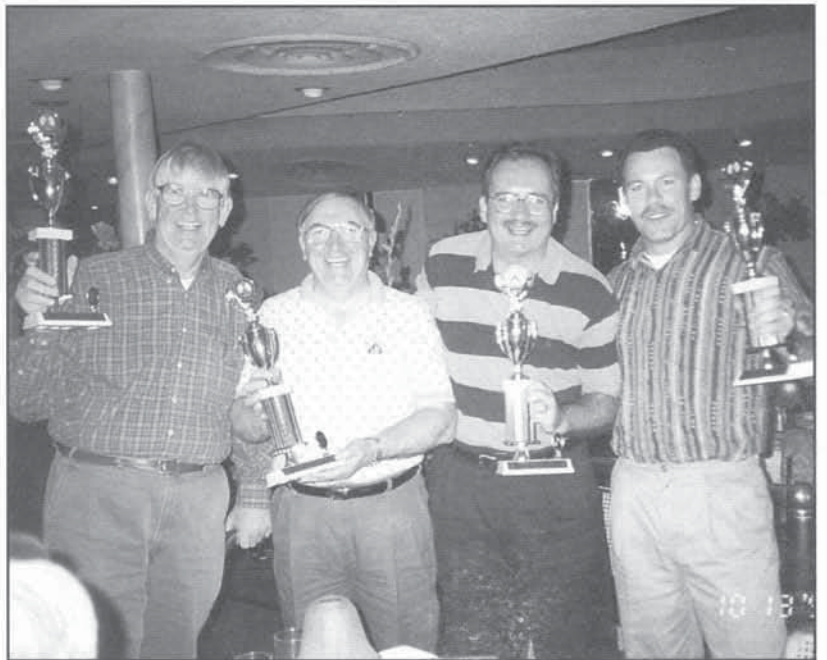
A Catalina Road Rally was a highlight. It consisted of a two hour clue directed tour of the island and some interesting trivia about its past and facts about it's current operation. Golf carts were used for the Road Rally.

At right and below, participants enjoyed relaxation and good food.





Road Rally Master Tom Watts presenting awards.



First place consisted of Don Nordstrom, Pete Travis, Alan McDaniel and Gary Newberry.



The second place team consisted of (L-R) Mark Derrington, Mike Blazek, Brandon Blanchard and Don Lahn.

Ethics: The Soul of Prudential

“**E**thics are the soul of Prudential,” says Don Nordstrom, Vice President of Human Resources. “They have always been, and always will be, the foundation of our company.”

Ethics was a primary focus of the General Manager’s Fall Conference, where Don Nordstrom chaired a two hour discussion on the topic. **The discussion highlighted the many ways that Prudential strives for ethics in the workplace, including:**

- long term employment
- profit sharing
- opportunity for advancement
- stability (only one small layoff in the 65 year history of the Company)
- commitment to employees
- action taken on ethics violations

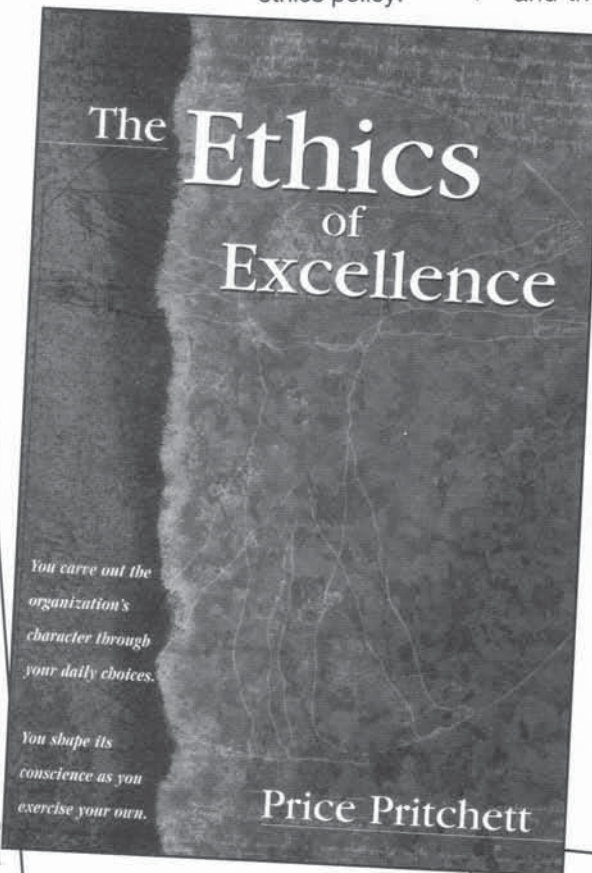
Obstacles to ethics were discussed:

- We sometimes hire based on short term needs.
- We sometimes fail to practice what we preach. We sometimes fail to walk the talk due to daily pressures.
- The bigger we grow, the more diverse we become and the more important it is to train our people in our corporate ethics.
- Ethics in the business world seem to be going down, making it more difficult for us to stand firm in our ethics policy.

- We sometimes accept minor unethical behavior without reporting or taking the necessary corrective action due to daily pressures.

Part of the discussion include a review of the book, “The Ethics of Excellence.” The audience was divided into six small groups and given a 45 minute breakout session, opposite page. After the 45 minutes, the group reconvened to discuss the book three pages at a time. All agreed with the basics that were presented in the book, but felt that we need to constantly remind ourselves and those that report to us to follow those principles at all times.

Reactions from those attending the ethics discussion were positive. “We should be ethical because we want our customers to respect and trust us. Hopefully that will help influence them to continue doing business with us. These standards should reflect the way we are. We then will attract like minded people to work for us and do business with us. Over time, the inner soul of the company becomes a reflection of its leaders,” said Truman Tate, General Manager at Phoenix. Says Mike Blazek, General Manager at Albuquerque Cleanroom, “I’m happy to work for a company that feels ethics are important enough to talk about.”



The Ethics of Excellence

You Weren't Born Ethical.	1
A Code For The Road.	3
Obey The Law...	
But Don't Hide Behind It.	5
Do The Right Thing	
When There Is Such A Thing.	7
Listen To Your Conscience,	
Although You Can't Always Trust It.	9
Talk It Out With Others...	
But Choose Your Others Carefully.	11
Prepare To Be Punished For Honesty.	13
Stay Out Of Ethical Debt.	15
Sweat The Small Stuff.	17
React To Smells.	19
Be A Cheerleader For Ethical Champions.	21
Permit Mistakes	
So You Don't Promote Coverups.	23
Mind More Than Your Own Business.	25
Learn To Live With Shades Of Gray.	27
Bear The Blame For Your Behavior.	29
Let Pride Be Your Guide.	31
Don't Say What You Believe About Ethics...	
Show What You Believe.	33
Where The Buck Stops.	35

John D. Clark set the standards for ethics at POS and those standards continue to this day at the Company.

The ethics you live out as you go about your work can provide the foundation for excellence.

The high caliber organization is, after all, merely a reflection of its people.



Employee Service Recognition Day Started In November

Part of the Prudential tradition is the recognition of employees. Every Prudential location held an Employee Service Recognition Day during November.

Prudential places strong importance

on the value of employees with long service. Employees are encouraged to plan their careers with Prudential Overall Supply.

Every employee with five years or more of completed service in 1997 received a 5, 10, 15, 20 or 25 year pin. Everyone hired between 1993

and 1997 received a "Little Fat Man" Company logo pin (see front cover).

Each plant recognized its own long time employees during their celebrations. An Employee Service Recognition Day will be held each month starting in January 1998.

PIN YEARS	TYPE COLOR	NUMBER OF EMPLOYEES	HIRE DATES (Location on front cover)
25	Cubic Zirconium White	24	03/21/60 - 12/31/72 (lower right on front cover)
20	Emerald Green	33	01/01/73 - 12/31/77 (middle left on front cover)
15	Sapphire Blue	99	01/01/78 - 12/31/82 (top left on front cover)
10	Ruby Red	192	01/01/83 - 12/31/87 (top right on front cover)
5	Gold Pin	450	01/01/88 - 12/31/92 (middle right on front cover)
Little Fat Man		1,022	01/01/93 - 12/31/97 (lower left on front cover)
Total		1820	



Esther Hernandez (08/03/93), most senior production employee in Albuquerque, receives her little fat man pin from General Manager Mike Blazek (05/21/90) at the Albuquerque celebration.



LA - Bill Walters (06/08/64), has the 5th longest company service and Tony Guerrero, left (02/08/65) has the 6th.



Chairman Dan Clark (09/23/68), right, presented a 25 year pin to President Don Lahn (08/28/67) at the Fall Conference.



Larry Hauser, left, (01/17/64), Sales & Service Manager at Fremont Cleanroom, is the 4th longest company service employee, with Terry O'Reilly (06/06/75), who retired 10/31/97.



Fleet Manager Doug Geer (02/01/83), presented a 5 year pin to Ariel Zepeda (07/31/89), during the Employee Appreciation Day at Central Garage.



Above, President Don Lahn (left) presents a 25 year pin to Personnel Director Dale Bain (03/21/60), the employee with the longest continuous service in the Company, at the Corporate Office Employee Service Recognition celebration.



At right, Lupe Perez (07/16/62), left, the employee with the 3rd longest continuous service with the Company, receives her 25 year pin from General Manager Ron Baublitz (09/19/94), at Cerritos Dust Control.



Above, Cerritos Dust Control service award celebration.

Right, Carson Industrial Plant General Manager Mark Elberson (02/16/88) presents a 25 year watch to Production Supervisor Amparo Durazo, right (09/25/72).





Jesus Casas (05/15/62), employee with the 2nd longest continuous service in the Company, receives his 25 year pin from Van Nuys General Manager Randy Polen (11/05/86).



The Austin Cleanroom held an Employee Recognition Day on November 21, 1997. Everyone enjoyed good food and a barbecue.



Chula Vista General Manager Steve Jozefczyk (12/03/90), with Ed Cobian (09/07/66).

Prudential Overall Supply Service Award Watch Selection

 <p>W016 Men's Two Tone Bracket Watch, Or W017 Ladies' Two Tone Bracket Watch Both feature dramatic, dark gray metal/polished case with matching clasp bracelet, contrasting black dial, sweep second hand and quartz movement. Men's has date/calendar function at the 3 o'clock position.</p>	 <p>W531 Ladies' Two Tone Bracket Watch, Or W532 Men's Two Tone Bracket Watch Both feature white dial, two tone case with matching clasp bracelet, sweep second hand and quartz movement. Men's version has day/date/calendar.</p>
 <p>W007 Men's Diamond Bracket Watch, Or W008 Ladies' Diamond Bracket Watch Ladies' case with matching clasp bracelet with dramatic contrasting black dial accented by one diamond set at the 12 o'clock position and quartz movement.</p>	 <p>W556 Men's Luminette Strap Watch, Or W557 Ladies' Luminette Strap Watch Features Seiko exclusive Luminette® dial with easy night time viewing, black, brown genuine leather strap, sweep second hand, quartz movement and calendar function.</p>
 <p>W010 Men's Strap Watch, Or W011 Ladies' Strap Watch Traditional styling in an elegant unisex case featuring a gold-tone case with matching dial, sweep second hand, genuine black leather strap and quartz movement.</p>	 <p>W526 Ladies' Bracket Watch, Or W527 Men's Bracket Watch Striking white and gold-tone dial with Roman numerals, sweep second hand, elegant gold-tone case with matching clasp bracelet and quartz movement.</p>

JH Recognition Company

25 year employees choose from one of twelve watches available.

**EMPLOYEE
SERVICE
RECOGNITION DAY**

FRIDAY, NOVEMBER 7, 1997

10:00 A.M.

Every employee will receive an
Employee Service Recognition pin.

Please arrange your schedule to attend.

Coffee, juice and donuts served.

Two Retirements



Terrence O'Reilly, Fremont Cleanroom, retired on 10/31/97 after 22 years of service as a Customer Sales Representative. Terry was given a dinner in his honor and presented with a fly fishing rod. The plant helped him celebrate with a pizza party and cake.



Liz Knabe of the Milpitas Industrial Plant is retiring on January 2, 1998. She joined POS on December 8, 1984.

In Memoriam

In 1997, we lost a pioneer in the Dust Control Division. Howard Andrewson, who was known in the industry as Mr. Dust Control, started with Prudential in 1954 after moving west from Chicago Towel Company, where he was employed from 1938 to 1954. He spent the first 10 years in Chula Vista until 1964 when he was asked to start up the fledgling Dust Control Division. He continued to build that organization until his retirement in 1982. Howard was the first to achieve \$80,000 per week in Dust Control revenue.

It was unheard of in those years to have a separate plant to run Dust Control only, but Howard and Prudential saw the potential for a successful operation by separating the mats, mops and towels from the uniform rental routes. Over the years that division became hugely successful. Many different companies from around the world tour the facilities. We now have two

Dust Control facilities and numerous routes throughout the company that are a result of Howard's leadership and direction.

One of the most significant impacts that Howard had on the company was his ability to develop and nurture people into achieving their full potential. Those of us who were fortunate enough to have worked with him speak fondly of his kind, but demanding demeanor, as well as his ability to take inexperienced, unproven people and help to guide them to successful careers both in and outside of the Company.

There are many of us who owe a debt of gratitude to Howard for his help and mentoring during our early years with Prudential. We will all miss his inspirational leadership, but his memory continues to influence our organization at all levels.

*-Tom Watts (09/08/75),
Vice President of Operations,
Industrial Services Division*



1997 Service

25 YEARS OR MORE

Name	Location	Job Title	Hire Date
Bain, Dale	00	Personnel Dir	03/21/60
Casas, Jesus	01	Presser	05/15/62
Perez, Guadalupe	07	All Other Empl	07/16/62
Hauser, Larry	10	Sales & Serv Mgr	01/17/64
Walters, William	05	Sales & Serv Mgr	06/08/64
Guerrero, Antonio	05	Soil Counter	02/08/65
Vosburgh, Richard	06	Cust Sales Rep	05/10/66
Cobian, Edward	03	Soil Sort	09/07/66
Estrada, Ana	15	Alterations	06/05/67
Lahn, Donald C.	00	President	08/28/67
Suarez, Esther	05	Asst Supv	01/02/68
Felix, Delfino	03	Presser	07/12/68
Clark, J. Daniel	00	Chairman of Board	09/23/68
Snyder, Rosa	02	Asst Supv	09/16/70
Stewart, Karen	00	Data Proc Mgr	10/12/70
Lowden, Gene	05	Cust Sales Utilit	01/13/71
Quintana, Mary	10	Lead Gmt Coord	11/15/71
Dennis, Juanita C.	02	Office Manager	11/30/71
Mayfield, Robert	04	Cust Sales Rep	04/24/72
Corona, Samuel	07	Shuttle Coord.	05/01/72
Cabrera, Paula	07	All Other Empl	08/07/72
Niemann, Celia	07	All Other Empl	08/28/72
Durazo, Amparo G.	04	Supervisor	09/25/72
Cabrera, Manuela	07	All Other Empl	12/13/72

20 YEARS

Name	Location	Job Title	Hire Date
Verduzco, Elpidia	04	Plant Supt Tr	03/07/77
Sanchez, Francisco	06	Presser	05/12/77
Nieto, Filomena	02	Presser	05/31/77
Ramirez, Louie C.	09	Line Driver	07/08/77
Garcia, Maria E.	04	Counter	07/12/77
Mora, Yolanda	05	Alterations	07/26/77
Mota, Juan C.	07	Truck Loader	08/09/77
Pelayo, Alberto	10	Washer	10/28/77
O'Leary, Marc E.	00	Regional Mgr	12/07/77
Cortez, Francisco R.	01	Presser	12/27/77
Reyes, Maria	01	Distributor	12/28/77

15 YEARS

Name	Location	Job Title	Hire Date
Blanco, Lydia M.	01	Distributor	01/13/82
Ortiz, Miguel	91	Serv Attendant	01/25/82
Hernandez, Silvina	02	Presser	07/12/82
Lara, Teresita	01	Distributor	08/23/82
Ortiz, Rosa D.	02	Supply Clerk	10/18/82
Lewis, Harry C.	00	Dist. Sales Mgr.	11/22/82

10 YEARS

Name	Location
Sandoval, Medarda D.	98
Duarte, Ana H.	98
Walker, Guy	18
Bencomo, Amelia	22
Sanchez, Eloisa	06
Guerrero, Sabrina	05
Madrid, Lina	22
Burish, Clarence	21
Grieco, Michael	02
Gamez, Maria	10
Mafi, Finau	22
Vergil, Maria	10
May, Noreen	17
Arellano, Carmen	15
Davis, Dean	06
Ford, Martha	00
Brown, Dee	22
Fonseca, Victoria	15
Ferensak, Virginia	02
Buenrostro, Alicia	02
Garcia, Michael	02
Nunez, Olivia	21
Lopez, Mary	06
Gerber, Gary Lee	06
Rosales, Eglantina N.	07
Reyes, Aurelio C.	07
Romo, Consuelo H.	02
Verduzco, Margarita A.	96
Camarena, Gloria	01
Rennegarbe, Charles	02
Sarabia, Barbara	01
Carpenter, Tony S.	04
Peer, Leonor	10
Tafoya, Estela	04

5 YEARS

Name	Location
Gonzalez, Domingo	98
Janairo, Bienvenido	98
Mendoza, Macrina J.	08
Santiago, Juan J.	13
Gutierrez, Araceli S.	10
Ledesma, Olga Z.	10
Hernandez, Lidia	10
Martinez, Rosa G.	21
Martinez, Hortencia	02
Whitten, C. Heather	23
Fajardo, Ana M.	10
Harder, Dave H.	02
Chute, Calvin E.	00
Van Camp, Shawn S.	21
Martinez, Gerardo A.	98
McAllister, Leonard L.	04
Casada, III, Victor B.	04
Neiman, Dennis M.	22
Dansereau, Adriana	15
Cama, Laurentina	15
Castellanos, Teresa	15

Anniversaries

5 YEARS

Job Title	Hire Date	Name	Location	Job Title	Hire Date
Mach Oper	01/12/87	Moreno, Esperanza	15	All Other Empl	04/16/92
Mach Oper	01/18/87	Vargas, Roberto	22	Prod Cont Supv	04/20/92
Service Ctr. Mgr.	02/02/87	Martin, Gerald P.	00	Dir Sales/Mktg	04/20/92
Folder	02/12/87	Allender, Martin W.	80	Group Oper Mgr Co	04/27/92
Presser	02/17/87	Perez, Martha	22	Towel Folder	04/28/92
Distributor	02/17/87	Moreno, Josefina	23	Soil Sort	04/29/92
Presser	03/09/87	Lynch, Julie	24	Operations Mgr	04/29/92
Cust Sales Rep	03/09/87	Sjelin, Carmen	00	Safety Manager	04/29/92
Cust Sales Rep	03/16/87	Miller, Barbara Ann	02	Cust Sales Rep	05/04/92
Distributor	03/16/87	Harrill, Michael G.	02	Cust Sales Rep	05/04/92
Folder	03/30/87	Cowen, Richard P.	02	Route Manager	05/11/92
Supply Clerk	04/13/87	Erno, David L.	22	Maintenance Supv	05/19/92
Office Manager	05/04/87	Figueroa, Jesus S.	21	Lead Person	05/28/92
All Other Empl	05/19/87	Cwierz, Stanley M.	23	Plant Supt	06/05/92
Cust Sales Rep	07/15/87	Blanchard, Brandon K.	00	Regional Mgr	06/08/92
Computer Oper	07/23/87	Foster, Steven V.	22	Auto Mechanic	06/08/92
Cust Sales Utilit	08/13/87	Halstead, Dennis W.	06	Cust Sales Rep	06/29/92
All Other Empl	08/18/87	O'Brien, Johnny B.	05	Sales & Serv Mgr	07/01/92
Presser	08/24/87	Boltz, Donald H.	07	Maint Mechanic	07/06/92
Stock Rm Clerk	09/01/87	Barrios, Alejandrina	21	Presser	07/10/92
Cust Sales Rep	09/02/87	Castillo, Sylvia E.	96	Secretary	07/13/92
Presser	09/09/87	Stanton, Mark R.	21	Sales & Serv Mgr	07/13/92
Presser	09/22/87	Davis, Bobbi L.	02	Plant Supt	07/20/92
Cust Sales Rep	09/28/87	Garcia, Esperanza	07	All Other Empl	07/27/92
All Other Empl	10/06/87	Tona, Sylvia G.	21	Supply Clerk	07/27/92
Truck Loader	10/12/87	Blazer, Michael S.	15	Plant Supt	07/30/92
Presser	10/12/87	Arellano, Ebelia	15	Soil Counter	08/03/92
Mach Oper	10/23/87	Espinoza, Jose I.	05	Washer	08/07/92
Distributor	10/26/87	Villalobos, Jose De J.	07	Truck Loader	08/10/92
Cust Sales Rep	10/26/87	Aguayo, Rosalba	01	Distributor	08/13/92
Presser	11/02/87	Gonzalez B., Fernando	06	Presser	08/17/92
Route Manager	11/16/87	Perez, Olivia	07	All Other Empl	08/21/92
Garment Coord	11/30/87	Guzman, Nicolas H.	03	Truck Unloader	08/31/92
Presser	12/08/87	Felix, Rosa A.	21	Towel Folder	09/04/92
		Covarrubias, Victor	05	Cust Sales Rep	09/10/92
		Aguayo, Rosa I.	21	Laundry Worker	09/10/92
		Gonsalez, Rafael C.	17	Truck Unloader	09/14/92
		Mota, Juana	07	All Other Empl	09/14/92
		Engels, Michael W.	02	Cust Sales Rep	09/14/92
		Benitez, Adan G.	98	Bundle Person	09/21/92
		Munoz, Andres	07	Soil Counter	09/22/92
		Neumiller, Pamela R.	09	Office Clerk	10/06/92
		Ruvalcaba, Yolanda	02	Presser	10/12/92
		Lira, Catalina	21	Distributor	10/19/92
		Mohammed, Ibrahim	08	Presser	10/19/92
		Aguilar, Miguel	96	Printer	10/23/92
		Schurter, Stefan	00	VP Eng & Prod	10/26/92
		Story, Shirley L.	08	Supply Clerk	10/26/92
		Plata, Micaela	07	All Other Empl	10/30/92
		Madril, Frances G.	23	Soil Insp/Scan	11/04/92
		Peraza, Maria E. O.	07	All Other Empl	11/12/92
		Ochoa, Maria G.	07	All Other Empl	11/12/92
		Wenzel, James C.	22	Plant Supt	11/16/92
		Serrano, Esmeralda	13	Supply Suprv	11/23/92
		Turnage, William B.	10	Route Manager	11/30/92
		Hobden, Kenneth R.	09	Cust Sales Rep	11/30/92
		Serrano, Larry J.	07	Cust Sales Rep	12/23/92
		Hackleman, Lillian A.	10	Garment Coord	12/29/92

Chuck "The Bear" Wright Retires After 15 Years



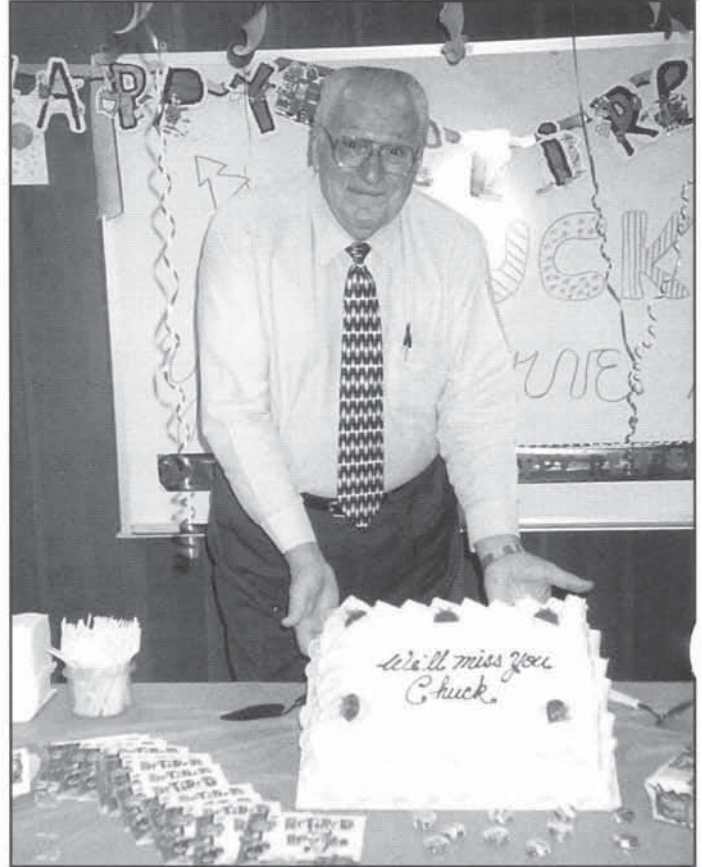
Chuck Wright, left, with Chairman Dan Clark, retired as Director of Sales & Marketing on October 17, 1997. He joined POS on April 4, 1983.



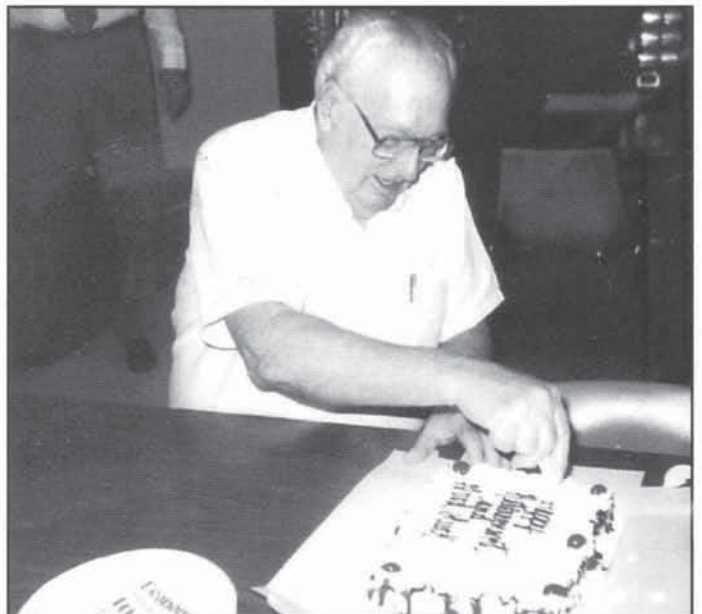
Chuck with Jerry Martin (04/20/92), the new Director of Sales & Marketing.



Don Lahn (right), President, presents Chuck with a fishing rod and reel from the Company.



Chuck with his farewell cake.



Chuck at his Phoenix Plant retirement party.

Dan Maurer Recognized for Heroic Actions

“He just wanted to help another person and didn't think about himself,” says Los Angeles Industrial Plant General Manager Alan McDaniel.

McDaniel is referring to the heroic actions of Los Angeles CSR Dan Maurer (06/27/83). On August 14, 1997, while servicing a Prudential client, Dan came to the rescue of a woman who was being carjacked. Dan surprised the man, pulled him out of the woman's car, and kept him pinned to the ground until police arrived.

For his heroic actions, Dan was recognized by the Los Angeles Police Department (see letter and photo).

“What he did was very brave. I think its fantastic,” said McDaniel. The perpetrator was arrested and Dan testified at his trial. The perpetrator was convicted and under the three strikes law, he was sentenced to life in prison.

“Its nice to know there is one less bad guy on the street,” said McDaniel. “All because of Dan Maurer.”



LOS ANGELES POLICE DEPARTMENT

BERNARD C. PARKS
Chief of Police



RICHARD RIORDAN
Mayor

P.O. Box 30158
Los Angeles, Calif. 90030
Telephone: (213) 485-2566
TDD: (213) 485-6407
Ref# 4.3

October 20, 1997

Mr. John O'Brien
Prudential Overall Supply
6920 Bandini Boulevard
Los Angeles, CA 90040

Dear Sir:

On August 14, 1997, at approximately 9:00 A.M., victim Lori Richardson stopped her vehicle in front of 4471 De Longpre Avenue to drop off her children at the day care center. She stepped out of the car and stood approximately one foot away as she watched her children enter the school. Her back was against the passenger side door. When she re-entered her car, she observed a suspect sitting in the passenger seat. The suspect began to struggle with her, over the keys in the ignition, and attempted to push her out of the car. Ms. Richardson screamed for help as she struggled with the suspect. The suspect stopped struggling and picked up her bag and attempted to exit the vehicle. Witness Daniel Maurer heard the victim screaming and ran to the victim's vehicle.

Maurer had just completed a delivery at Von's market, directly across from the victim's location. He observed the suspect walk up to Richardson's vehicle and enter the passenger seat. He did not think anything of it because the suspect walked up and entered the victim's vehicle very calmly. He did not know the victim personally, however, he knew her face, her vehicle and knew she was dropping off her children at the day care center. He had observed her doing this every Thursday while making his delivery. He heard the victim screaming for help and struggling with the suspect inside the car. He immediately ran towards the car and observed the suspect in a panic attempting to get out. He pulled the suspect out of the car and detained him until the police arrived.


Daniel Maurer is commended for his bravery and decisive action. His disregard for his own safety in the detention of a robbery suspect is admirable and demonstrates his high regard for public safety. The Los Angeles Police Department and Northeast robbery detectives would like to thank your outstanding employee for his heroic act.

The suspect is a career criminal who has an extensive criminal history that includes rape, kidnapping and robbery. He is a cocaine user who will not hesitate to do whatever is necessary to maintain his addiction. He was charged with one count of attempted carjacking and is facing his third strike with the possibility of 25 years to life imprisonment.

Congratulations to your employee who is well deserving of recognition for his exemplary deed.

Very truly yours,

BERNARD C. PARKS
Chief of Police


RAUL F. VEGA, Lieutenant
Detective Commanding Officer
Northeast Community Police Station

Year 2000 Project On Target

Newspapers, television and radio have made everyone aware of one of the most talked about topics related to the new century – the year 2000 problem. This “problem” centers around the issue of whether computers and their numerous programs are capable of handling 21st century dates. While some forecasters predict impending doom as a result of many business and government computer systems failing when the Year 2000 arrives, recent articles suggest that the magnitude of the problem has been severely overestimated and that the ultimate impact may be minimal.

Prudential began analyzing the year 2000 problem about two years ago, and code work began a year ago. “This involves a review of all our programs on a line by line basis and adjusting the code as needed,” said John Thompson (02/16/93), Vice President of Finance. “At Prudential, this means thousands and thousands of lines of code need to be looked at.”

Significant resources are being devoted to making sure that the approaching new century will have no impact on our ability to deliver outstanding service to all our customers. The Company has assigned four programmers to this project on a full-time basis and three

other programmers will be devoting part of their time. Programmer Analyst Walter Delgado and Programmer Marlan Bigler are concentrating on the programs which run on the Company's AS 400 computer, while Programmers Augustine Chung and Malka Salomon are devoting their time to PC based

programs. They are being assisted by Systems Analyst Jorge Sotolongo, Systems Analyst Fawn Tao and PC Specialist Chuck Freese.

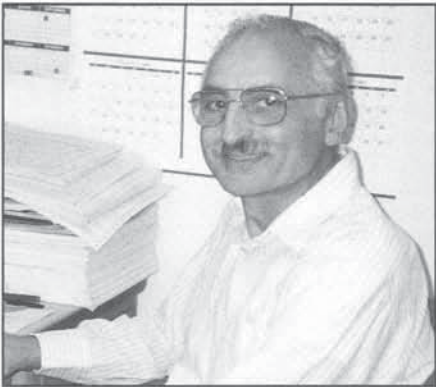
“I’m confident we’ll make our deadline, and we’ll probably be a bit early. We will have this completed in 1998,” said Thompson.



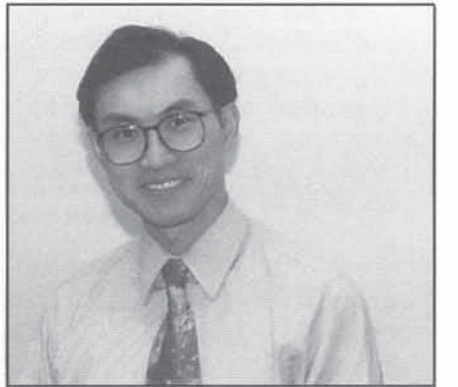
*Karen Stewart (10/12/70),
Data Processing Manager.*



*Marlan Bigler (11/26/84),
Computer Programmer Trainee.*



*Walter Delgado (01/22/79),
Programmer Analyst.*



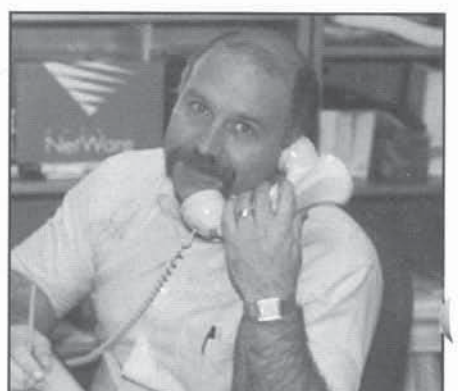
*Augustine Chung (09/15/97),
Programmer Analyst.*



*John Thompson (02/16/93),
Vice President of Finance.*



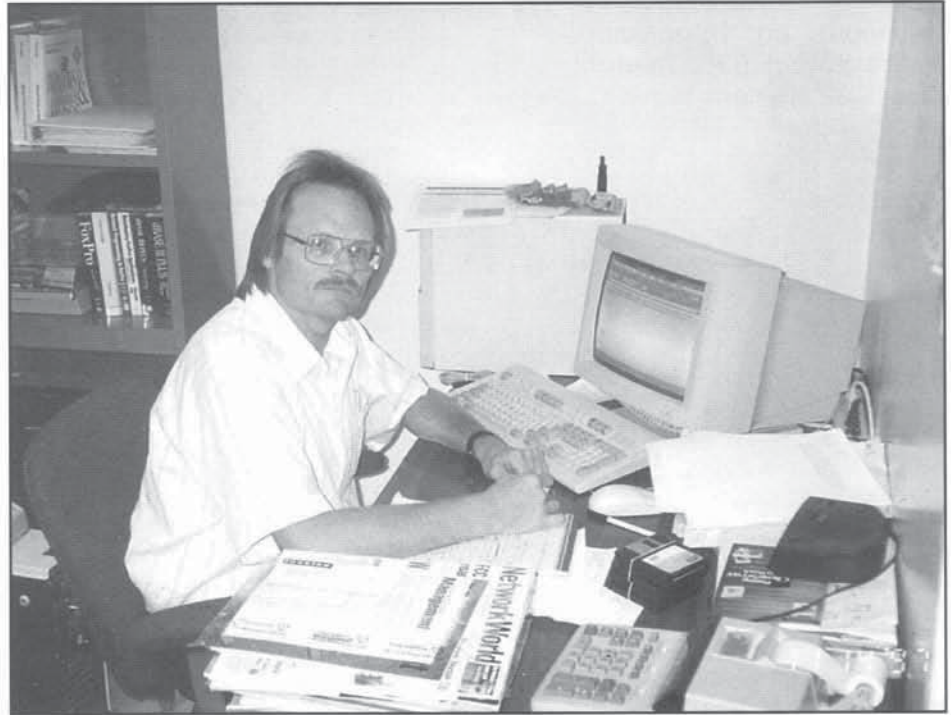
*Fawn Tao (07/12/95),
Systems Analyst.*



*Jorge Sotolongo (11/13/78),
Systems Analyst.*

Master File Program Improves Customer Service

Prudential employees are constantly searching for ways to improve customer service, and Chuck Freese (09/29/80) is no exception. A PC Specialist at the Corporate Office, Chuck saw a need for improved networking of all Prudential computers throughout the Company. Two years ago, Prudential invested a significant amount of money installing the latest computer equipment at all plant and cleanroom locations, as well as at the Corporate Office. "With a significant investment like this, we have to make sure we're using it wisely," said John Thompson, Vice President of Finance. "Chuck looked at the situation and found a solution."



Chuck Freese

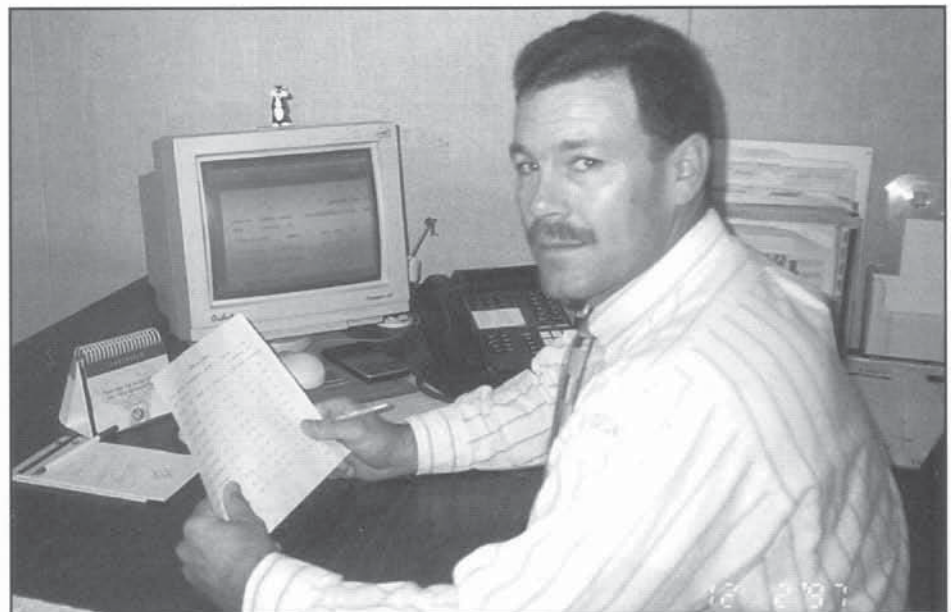
The new Master File Program Chuck developed copies customer file databases and puts it out to each plant, so that each plant can view and print information pertaining to their customers. This includes unit prices, replacement values, merchandise usage amounts, inventories, loss charges and more. "All plants will have the Master File in place by year end," said Thompson.

The Irvine Plant, led by General Manager Gary Newberry (08/28/89), was one of the first Prudential locations to try the new Master File Program. "It's fantastic," said Gary. "The ability to get any information on any customer at any time allows us to provide customer service while on the phone. Or if we plan to visit a customer, we can print out reports before we visit them, without having to send in a request to the Corporate Office for this

information," he added.

"Chuck is also planning on adding a section for Notes, which will allow anyone working on the account to

enter the history, transactions, problems, customer comments, and other important information into that customer's account log," said Gary. "I'm really very pleased with it."



Gary Newberry

Quality Awareness Week At Riverside Plant

The Riverside Plant, as part of its focus on Opportunity for Improvement (OFI), celebrated Quality Awareness Week October 13-17, 1997.

**Quality=Professionals
Overseeing
Satisfaction**

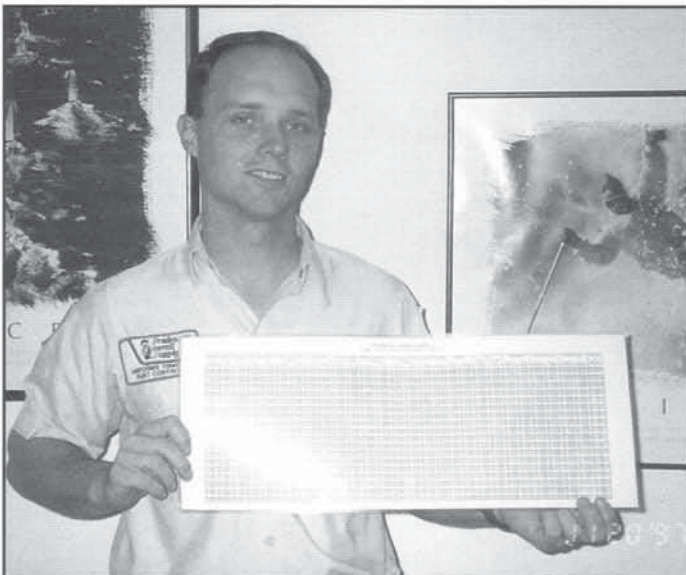
The theme of Quality Awareness Week.



Skip Eastham (10/26/94), Riverside QIP Coordinator, talking about OFI's. There were 90 OFI's submitted by the employees!



Riverside posed for a group photo.



Pete Pochop (01/14/91), CSR at Riverside, used his own time to develop this Damage Charge Depreciation Schedule.



1998 Riverside Quality Slogan Team Winners

Purchasing CAT Team Solves Error Problem

The Purchasing Department recently formed a CAT (Corrective Action Team) to study supply room requisition errors. They documented their progress and the solution by creating a slide presentation using computer software. The slide program is shown below.



Team members (l to r): Bret Bielefeld (02/06/84), Lilli Hunter (06/12/79), Karen Munizich (08/01/96), Anita Woodruff (11/14/96) and Mary Olsgaard (03/21/95).

Measuring Supply Room Requisition Errors

Purchasing Department Corrective Action Team - 1997

11/17/97 1

Team Members

- Bret Bielefeld, Director of Purchasing
- Lilli Hunter, Purchasing Agent
- Karen Munizich, Buyer
- Anita Woodruff, Buyer
- Mary Olsgaard, Buyer

11/17/97 2

Define the Problem Corrected

- On daily requisitions, an excessive number of errors were received by the Purchasing Department, causing a delay of processing the orders in a timely manner

11/17/97 3

What Caused The Problem?

- Lack of training
- Insufficient resources
- Communication errors between Supply and Sales

11/17/97 4

Steps Purchasing Implemented To Solve The Problem

- Measured the requisition errors over a five-week period
- Determined that 98% of errors related to sizing
- Developed a complete size code chart to include all possible sizing combinations
- Distributed new size code charts

11/17/97 5

Steps Purchasing Implemented To Solve The Problem

- Each Buyer followed-up with a phone call to their assigned Supply Supervisors to better elaborate on the new size chart
- Measured the requisition errors again, over a five-week period

Result:

- The Plants showed a 55% improvement.

11/17/97 6

How Much Is Saved?

- A minimum of three days are saved when merchandise is ordered correctly
- Monetary savings can be measured based on daily revenue
- Time savings for the Supply Department and the Purchasing Department
- Improvement of internal and external customer service
- Better able to meet commitments to POS and PCS customers

11/17/97 7

Supply Room Requisition Improvement Graph

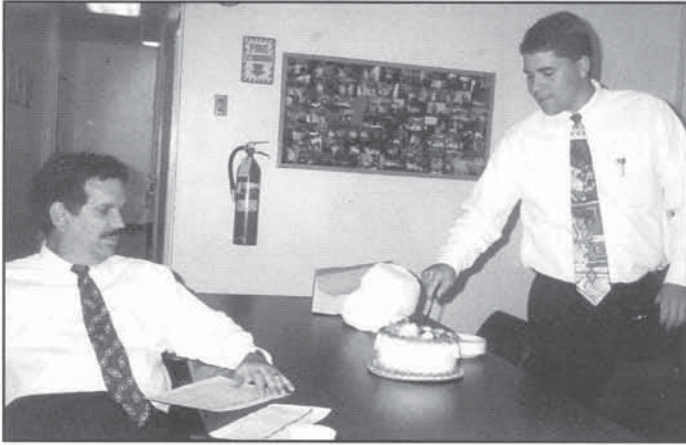
Supply Room Requisition Errors

Note: A 55% improvement after distribution of new size code chart

11/17/97 8



Management Changes In the News



Ed Baublitz (12/30/96) was promoted from the Sales & Service Manager Training Program to Sales & Service Manager at the Fresno Industrial Plant, effective 09/29/97. Ed is shown cutting his farewell cake at Carson.



Rob Saylor has been promoted to Route Manager at Vista. He joined the Company on January 13, 1997 and was promoted on July 21, 1997.



Christine Oliver (11/10/97) has rejoined the Company as Group Controller for the Consumable Products Group. She reports to the Vice President of Finance.



Trey Engerran has been promoted to Sales & Service Manager at Van Nuys, effective May 5, 1997. Trey joined Prudential in January 1983 as a CSR at Tucson and rejoined the company June 1, 1993.



Ron Rains has been promoted to Sales & Service Manager at Cerritos Dust Control, effective October 20, 1997. Ron joined POS on April 21, 1994.



Bob Connolly joined Prudential on October 6, 1997 as Human Resources Manager at the Corporate Office.



Jerry Brigham has been promoted to General Manager of the Milpitas Industrial Plant effective November 17, 1997. He joined Prudential on July 21, 1997.



Robert Rusnak has been promoted to Route Manager at Cerritos Dust Control effective October 20, 1997. Robert joined POS on May 13, 1996.



Marty Allender has been promoted to Group Operations Manager of the Cleanroom Consumable Products Group effective November 17, 1997. Marty joined Prudential on April 27, 1992.



Alex Serrano has been promoted to Sales & Service Representative at Cerritos Dust Control effective October 20, 1997. He joined the Company on July 15, 1996.



Michael Campbell (03/18/96), has been promoted to Sales & Service Representative at Austin Cleanroom effective November 18, 1997.



Elizabeth Pfeuffer has been promoted to Plant Superintendent for the Austin Cleanroom effective November 10, 1997. Elizabeth joined Prudential on August 15, 1996.



Doug Rix (07/05/95), has been promoted to Sales & Service Representative at Fresno effective September 1, 1997.



Joe Kutka (03/04/96), has been promoted to Route Manager at Fresno effective September 15, 1997.



Jeff Shepherd (04/05/94), has been promoted to Sales & Service Manager at Fresno effective September 15, 1997.



Delmy Rosalas (10/12/88), has been promoted to Production Supervisor at Fresno effective September 1, 1997.

Top Pro Award/Clean Pro Awards



Most Clean Pro Awards for 1996/1997 MAPS Reporting Year

Tom Laws (09/03/96), from the Austin Cleanroom received three Clean Pro Awards. "The entire team, from Purchasing to Management, helped me create my success," said Tom.



Most Top Pro's for 1996/1997 MAPS Reporting Year

Clyde Helbling (02/02/88), right, from the Los Angeles Industrial Plant received an outstanding five Top Pro Awards. "I love selling," says Clyde. "I really appreciate the support of District Sales Manager Julie Danley, left, and the Marketing Department."

Focus On Safety



John Murakami "The Cook" hard at work at the Los Angeles Industrial Plant's Safety Barbecue in October, celebrating 834 days with no lost time accidents.



Enjoying the food at the Los Angeles Industrial Plant's Safety Barbecue.



Garment Manufacturing celebrated 1500 days with no lost time accidents with a banquet and costume contest.



Central Garage Safety Barbecue held in celebration of 1350 days with no lost time accidents.



A CPR class was held recently at the Carson Industrial Plant. Left to right is Elena Mercado (07/16/90), Lomberto Perez (09/04/84) and Tony Jimenez (01/21/86).

Reminder: The Visitors Log located at the front desk at each company location must be signed by each visitor. "Employee Only" signs, requiring all visitors to sign in at the front entrance, should be posted on all doors, gates and other entrances. In the event of an emergency evacuation of the Company location, it is the responsibility of the front desk receptionist to take the visitor log outside and account for all visitors who are not signed out.

Safety Manager's Column

by Carmen Sjelin



1997 has been a good year for Prudential in Safety. The Plants are doing a good job, but most Safety Committees need to be more proactive. The Fresno and Vista Safety committees are to be

commended for their exceptional commitment and positive contributions. They meet once a month to review and discuss opportunities. They have a thorough knowledge of safety and apply safety principles to every day situations.

The Safety focus in 1998 will be "You can make Safety happen." Zero lost time accidents is our goal.

Back strains are still the most common injuries. Every employee needs to use the proper techniques when performing their job. In 1998, more attention will be paid to the new Ergonomic Standards for control of exposures and employee training. Wishing everyone a safe holiday season.

What's News?

Two employees Earn Class B licenses

Two employees from Milpitas Consumable Products now have their Class B Driver Licenses. They are (left to right) Chad Stock and Sergio Rodriguez. Chad joined Prudential on August 26, 1996. Sergio came on board on November 15, 1996. Their efforts have been instrumental in providing customers with top quality service.



Corporate Office Holds Halloween Party Potluck

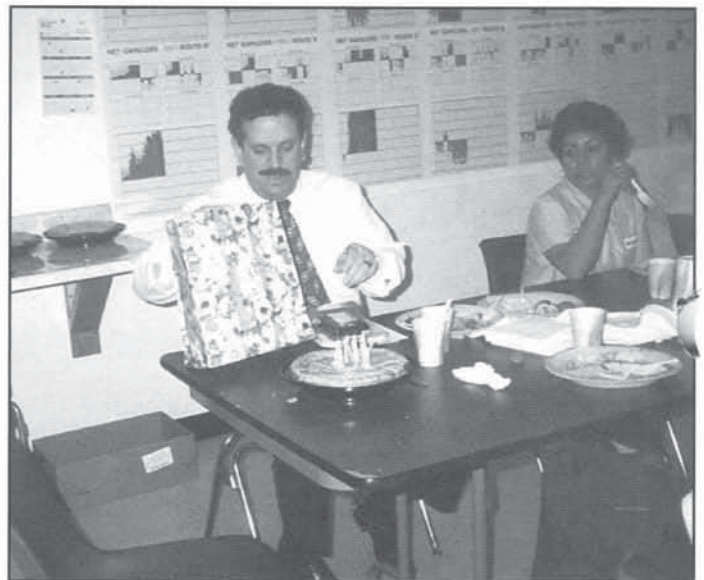


Lots of great food!

Can you tell which one is the REAL Tom Watts? It's not Paula Johnson (04/01/85), Data Processing Supervisor on the right.



Jean Powers (02/05/90), Human Resources Administrative Assistant, won first prize.



A birthday party was held for Carson General Manager Mark Elberson (02/16/88). That's his date of hire, not his date of birth. Look at all those pies!



Mesa Consumable Products held a Plant Picnic in November. Everyone enjoyed beautiful weather and good food.

What's News?



Top Pro Award - Periods 12 and 13

Mike Ivers (11/08/90), left, Corporate Sales Representative at the Milpitas Industrial Plant, received these awards. Says Mike "I could not have done it without the support of the office staff and service department." Mel DeMello (11/07/90), Sales and Service Manager, right, presents the awards.

A Maintenance Supervisor Training Seminar was held at the Corporate Office in October.



A Supervisor Management Training Program (SMTP) was held at the Corporate Office October 20 - 24, 1997.



1998 Company Goals



1. **Customer Service and Customer Satisfaction=Retention of Business.**
 - a. Increase customer retention % by two percentage points.
 - b. Have Lost Business Council, CPP 78.01, an ongoing weekly procedure at every Industrial Division Plant.
 - c. No lost customers at Cleanroom Garment Plants and Cleanroom Consumable Products Distribution Centers.
2. **Customer Verification Service Check Process (CV).**
 - a. Every plant CV completion at 100% each six months.
 - b. Every plant at 2.5 grade average.
 - c. Every plant at minimum completion of 16% of Major Accounts List per month.
3. **Quality Improvement Process.**
 - a. Every Plant have at least one Quality Improvement Team (QIT) Meeting every month.
 - b. Every plant have at least two Corrective Action Team (CAT) completed projects approved by the Regional Managers' Meeting Group.
 - c. Every plant have twice the number of their employees Opportunity For Improvement (OFI) forms submitted.
 - d. Two Cleanroom Plants ISO 9000 certified.
 - e. Focus for 1998 is **CONSISTENCY!** Do it right the first time, every time.
4. **People Development.**
 - a. Have two employees promotable and considered for every open position.
 - b. Have all Management Potential Training Program openings filled within two months of opening.
 - c. Have all Performance Review Procedures; pay, performance and potential, completed by February 28, 1998.
 - d. Every plant to meet employee turnover 1998 reduction goal.
 - e. Every new employee have completed all of the New Employee Selection Process.
5. **Training Programs.**
 - a. Every employee complete 8 hours of in-house training.
 - b. Every supervisor and manager have completed Supervisory Management Training Program.
 - c. Every Sales & Service Representative, Route Manager and Sales & Service Manager have completed Route Manager Training Program.
 - d. Every Customer Sales Representative have been certified.
 - e. Route to Success updated.
6. **Safety and Health Program.**
 - a. Zero lost time accidents.
 - b. Revised Injury and Illness Prevention Program, Safety and Health Program in effect at every plant by June 30, 1998.
 - c. Reduce Workers' Compensation costs by 20% at every plant.
 - d. Driver Safety Program updated and implemented by June 30, 1998.
7. **\$150 Million in Revenue in the Year 2000.**
 - a. Achieve 1998 Company Revenue Goals on a quarterly basis.
 - b. Every plant not to have any consecutive months of not making revenue plan.
8. **Improve Profitability.**
 - a. Achieve Company Profit Goal on a Quarterly basis.
 - b. Every plant not to have any consecutive months of not making profit plan.
9. **Contribute \$1.5 Million Into Profit Sharing Plan.**
 - a. A Quarterly Status Report will be prepared for all employees.
10. **Every plant is to develop specific goals for their plant based on these Company Goals.**
11. **Communications.**
 - a. Every plant to submit a Quarterly Plant Goal Status Report.
 - b. The Company to prepare a Quarterly Company Goal Status Report for distribution to all employees through the General Managers