



# Off-the-Cuff

A Publication of Prudential Overall Supply

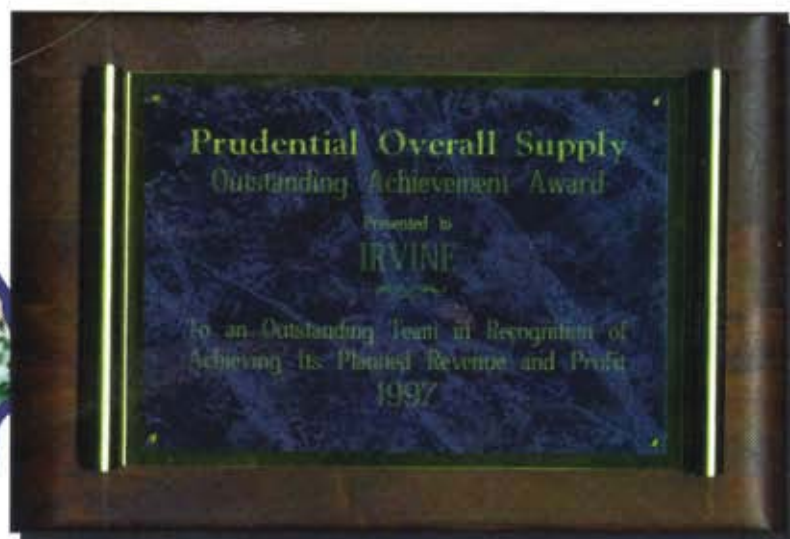
Vol. 39, No. 1

1661 Alton Pkwy., Irvine, CA 92606

(949) 250-4855

Spring 1998

## Six Plants Receive Outstanding Achievement Award



# Thank You Letters from the Prudential Mailbag

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

**Bank of America**

January 23, 1998

Mr. Dan Clark  
Chairman of the Board  
Prudential Overall Supply  
1661 Alton Parkway  
Irvine, CA 92606

Dear Dan,

I recently had the opportunity to read your Holiday 1997 *Off-The-Cuff* publication and wanted to drop you a note on how impressed I was with its content. Specifically, I enjoyed your letter celebrating Prudential's 65th anniversary and more importantly, the value you clearly place on your employees. This insight, the ethics of excellence and the ways Prudential strives for ethics in the workplace ("Ethics, Soul of Prudential" - page 8) provide a real understanding to Prudential's long term success - not typically identifiable via a balance sheet or profit and loss statement.

As a long time banker in Orange County and a friend of the company for many years, I wanted you to know how I enjoyed the recent publication. I look forward to meeting you some time soon. Best wishes for continued success in 1998.

Sincerely,

*Randy Friedman*

Thank you letter for Off-the-Cuff.

**M.L. KISHIGO MANUFACTURING COMPANY**  
*A Native American Firm*

November 18, 1997

Mr. Dan Clark  
CEO  
Prudential Cleanroom Services  
1661 Alton Parkway  
Irvine, CA 92606

Dear Dan:

For over ten years M.L. Kishigo has been a supplier to many of the various POS Cleanroom and Industrial laundry facilities.

I thought you, and others at the corporate office, might be interested in learning about the effect these past ten years have meant to not only M.L. Kishigo's development, but to the neighboring community.

As of 11/12/97, twenty-two of our employees and forty-four of their children are dependant for virtually all of their income from the orders that we receive from your purchasing department.

On behalf of the management and employees of M.L. Kishigo, we want to thank you and the employees of Prudential Cleanroom Services for their past support, and we will continue to work hard to earn your support in the future.

Sincerely,

*Joe Oakson*  
Joe Oakson

*Maria Minnie*  
Maria Minnie

*Johnnie*  
Johnnie

*Elizabeth Nieza*  
Elizabeth Nieza

*Bertha Barajas*  
Bertha Barajas

*Estelita Barajas*  
Estelita Barajas

*Rosalia*  
Rosalia

*Antonio*  
Antonio

*Samilla*  
Samilla

*Frankie*  
Frankie

*Joe R.*  
Joe R.

*Q. Maria*  
Q. Maria

*Gennylope*  
Gennylope

*Johnnie*  
Johnnie

2901 Daimler Street, Santa Ana, California 92705 (714) 852-1963 (800) 858-9490 Fax (714) 852-0263

Thank you letter from a supplier.

**overall**

February 4, 1998

Mr. Truman Tate  
General Manager  
Prudential Overall Supply  
5102 West Roosevelt  
Phoenix, Arizona 85043

Dear Truman:

Just a short note to thank you for providing a plant tour to the Plant Operations Steering Committee on February 2nd. It is always a pleasure to have the opportunity to be in one of Prudential's plants, and Phoenix was no exception. The plant was organized, efficient, and obviously well-managed. As usual, you and the Prudential staff were courteous and professional.

If you are ever in the Pacific Northwest, please feel free to call on me should you be interested in touring one of Overall's plants.

Thanks again.

Sincerely,

*Mike Ellis*  
Mike Ellis  
Vice President - Operations

Above: Thank you letter from an industry association visitor.

Left: Thanks to Darren Kekua (11/24/86), Customer Sales Representative, Carson, California.

**LESLIE LOCKE**

LESLIE-LOCKE, INC.  
875 W. Mar Vista Street  
Compton, California 90220  
(310) 838-1185  
FAX: (310) 838-1829

March 6, 1998

Tony Carpenter  
Prudential Overall Supply  
951 E. Sandhill Ave.  
Carson, CA 90746

RE: Darren Kekua

Dear Mr. Carpenter:

Today I was made aware of an incident which involved Mr. Darren Kekua; an incident that needs to be acknowledged.


While counting the soiled uniforms at our Artesia facility Darren came across a watch that had been left in a shirt pocket. He immediately inquired regarding ownership and returned it to the proper employee. Darren's honesty deserves recognition since his action is reflective of the company we are doing business with.

Kudos to Darren!

Sincerely,

*Maria Sanchez*  
Maria Sanchez  
Human Resources Manager

**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

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1661 Alton Pkwy.  
Irvine, CA 92606  
(949) 250-4855



# 1997 Achievement Award Winners Announced

1997 Prudential Achievement Award Winners have been announced. Winners were selected using various criteria including:

- New customer sales and customer retention; Bonus Program results;
- Route sales development, team effort, leadership and accomplishment of goals, and
- Dedication to personal development and community interests.

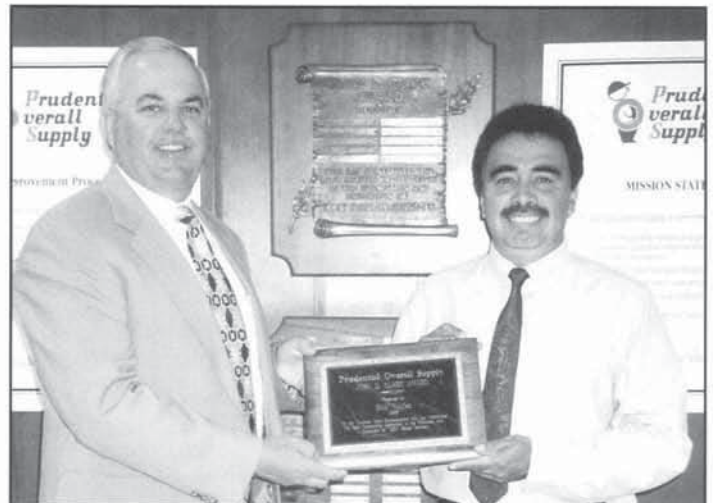
Each candidate must have held the same job for at least one full year.

The 1997 winners are:



### **Customer Sales Representative of the Year - President's Award**

*The President's Award originated in 1961 and has been presented for 36 years. This year's award was presented by President Don Lahn (08/28/67), right, to James Haas (02/26/96), Sacramento.*



### **Dust Control Customer Sales Representative of the Year - John D. Clark Award**

*Named after the Founder of Prudential Overall Supply, it originated in 1962. This year's award was presented by Vice President of Operations Tom Watts (09/08/75) to Rick Valdez (06/11/91), Vista.*



### **Plant Superintendent of the Year Award**

*This year's award was presented by Vice President of Engineering & Production Stefan Schurter (10/26/92) to Louie Perez (07/18/83), Cerritos Dust Control.*



### **The 1997 Sales & Service Manager of the Year Award**

*This year's award was presented by Regional Manager Marc O'Leary (12/07/77) to Mark Bickel (10/08/86), Irvine.*

**Nominees** - Congratulations to all 1997 Achievement Award Nominees: Customer Sales Rep. Award - Tim Stephens (01/25/93), Los Angeles Cleanroom; Alfredo Dominquez (09/09/95), Palm Springs; Dean Davis (07/15/87), Irvine; Gary Brooks (03/14/88), Vista. Dust Control Customer Sales Rep. Award - Manuel Ricker (06/03/96), Riverside; Mark Richards (08/12/91), Riverside; Paymon Golshan (08/21/90), Tucson. Plant Superintendent Award - Mike Blazer (07/30/92), Los Angeles Cleanroom; Raymond Stockdale (03/04/85), Vista; Stan Cwierz (06/05/92), Mesa Cleanroom; Bobbi Davis (07/20/92), Riverside. Sales & Service Manager Award - Tom Swegles (06/20/83), Cerritos Dust Control; Chris Freitag (11/19/90), Austin Cleanroom; Tom Stillwagon (07/28/80), Riverside; Mel DeMello (11/07/90), Milpitas Industrial.



# Six Plants Win Outstanding

## *Vista is a 5 Time Winner!*

**P**rudential Overall Supply has announced six winners of the 1997 Outstanding Achievement Award. Four Industrial Plants and two Cleanroom Plants, won the prestigious award.

The Vista Plant, which has only been in existence for eight years, has won the Outstanding Achievement Award for the 5th time. Vista received the Award in 1990, 1993, 1995, 1996 and 1997.



*Left to right: Bill Evans (04/07/97), Corporate Sales Rep., Jeff Nelson (08/08/89), General Manager, Steve Voros (12/03/90), Maintenance Supervisor, Steve Turigliatto (11/18/91), Corporate Sales Rep., Pam Flores (01/17/90), Office Manager, Rachel Malcolm (03/24/97), Office Clerk, Scott Richards (07/12/94), Sales & Service Manager, Ray Stockdale (03/04/85), Plant Superintendent, Bill Thompson (10/04/89), Route Manager and Jimmie Hoskins (03/11/96), Route Manager.*



*The Vista Team with their Outstanding Achievement Award Banner.*



# Achievement Award

## *Riverside Wins for the 4th Time!*



**T**he Riverside Plant has won the Outstanding Achievement Award for the fourth time. The Plant won the Award in 1986, 1989, 1990 and 1997.

“We’re really happy about winning the award,” said General Manager Matt Wenzel. “Everyone here works really hard and we should all be proud of receiving this Award.”

*Above: The staff of the Riverside Plant proudly posed with their Outstanding Achievement Award banner. Each of the winning plants was presented with a plaque and a banner to hang inside the facility (see front cover).*

*Below: Some of the Riverside staff took time for a break at a nearby restaurant to celebrate the Award. From left to right are: Herb Winter (07/01/96), Sales & Service Manager, Steve Perez (03/12/90), Sales & Service Manager, Steve Botello (10/31/94), Corporate Sales Rep., Michael Todd (07/18/94), Corporate Sales Rep., Rocio Ortega (10/23/91), Supply Supervisor, Jay Boyer (02/07/84), Sales & Service Manager, Bobbi Davis (07/20/92), Plant Superintendent, Brian Hartsock (10/10/94), Corporate Sales Rep., Matt Wenzel (08/19/85), General Manager, Tom Stillwagon (07/28/80), Sales & Service Manager, Nita Dennis (11/30/71), Office Manager, Richard Cowen (05/11/92), Route Manager, Skip Eastham (10/26/94), Route Manager, Robert Leyerly (03/27/95), Route Manager, Dave Harder (03/23/92), Maintenance Supervisor and Scott Walker (02/22/93), Route Manager.*





# Irvine Wins In 1997!

**T**he Irvine Plant won the Outstanding Achievement Award in 1997. The Plant also won this Award in 1987.

General Manager Gary Newberry is pleased with the progress the Plant has made over the years. "We work as a team to get things done and our hard work pays off," he says.

All employees received a tote bag with the Little Fat Man logo.



The Irvine management team from left to right, are: Bob Witoszynski (01/23/95), Sales & Service Manager, Mark Bickel (10/08/86), Sales & Service Manager, William Story (05/06/85), Sales & Service Manager, Gary Newberry (08/28/89), General Manager, Frank Rich (01/29/90), Corporate Sales Rep., Cindy Douglas (10/18/93), Office Manager, Carol Doernbrack (04/14/80), Supply Supervisor, Bill Trujillo (02/03/97), Corporate Sales Rep. and Marcelino Rivera (01/31/95), Maintenance Supervisor.

Right: The Irvine CSR's.

On the front cover with a banner (left to right): Sandra Quezada (12/01/97), Office Clerk and Gloria Sanchez (09/06/94), Office Clerk, Irvine.





# Cerritos Dust Control Wins!



**C**erritos Dust Control has won the 1997 Outstanding Achievement Award. This is the fourth time that the Plant has won this Award. They also won in the years 1988, 1989 and 1995.

*Cerritos management personnel posed with the Award plaque recently. They are (left to right): Dave Jenkins (07/21/86), Maintenance Supervisor, Ron Baublitz (09/19/94), General Manager, Seli Flores (06/02/93), Office Manager, Brian Cole (08/11/94), Sales & Service Manager, Dwayne Marcum (02/29/88), Route Manager, Ron Rains (04/21/94), Sales & Service Manager, Louie Perez (07/18/83), Plant superintendent, Tom Swegles (06/20/83), Sales & Service Manager, Dave Wallace (01/13/86), Sales & Service Manager and Robert Rusnak (05/13/96), Route Manager.*



*The staff at Cerritos Dust Control pose with their 1997 Outstanding Achievement Award banner in front of the POS shuttle truck.*



# Los Angeles Cleanroom Wins Again!

**T**he Los Angeles Cleanroom has won the Outstanding Achievement Award for the fifth time.

"We are very happy to receive this Award," said Bill Stoner, General Manager. "We are determined to do it again this year too," he said. They also won in the years 1987, 1988, 1989 and 1990.

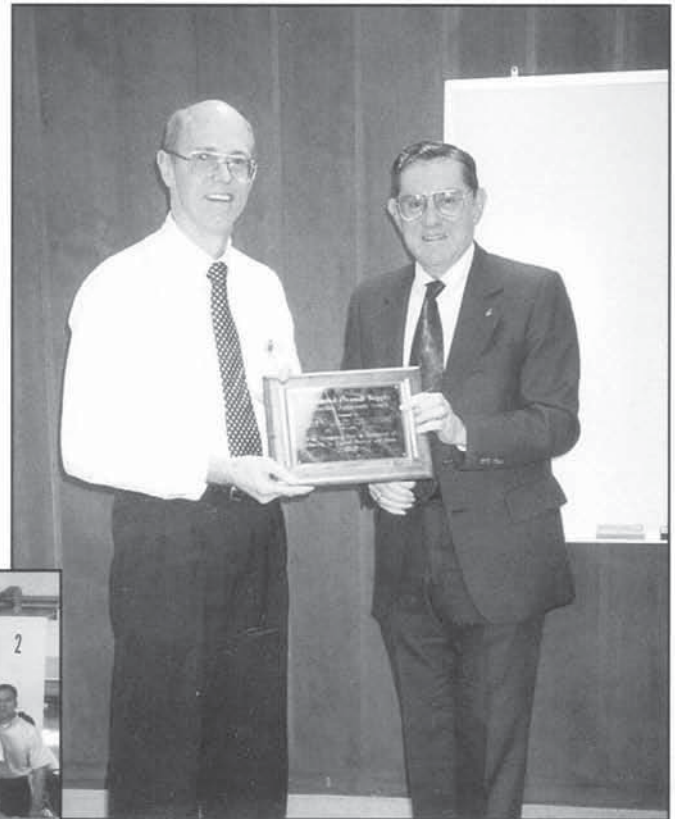
*In the photo at right are (left to right): Emily Cook (09/04/90), Corporate Sales Rep., Jim Scichilone (01/30/95), Sales & Service Manager, Mike Blazer (07/30/92), Plant Superintendent, Adriana Dansereau (04/16/92), Supply Supervisor, Hugo Rivera (01/04/89), Maintenance Mechanic, Perry Alcludia (10/17/90), Office Manager, Arnold Blumstein (04/03/89), Sales & Service Manager and Bill Stoner (09/15/88), General Manager.*



*Below right: General Manager Bill Stoner accepts the Award from President Don Lahn.*



*L.A. Cleanroom employees each received a tote bag bearing the POS logo.*



*In the photo at left, Los Angeles Cleanroom employees pose for a photo.*





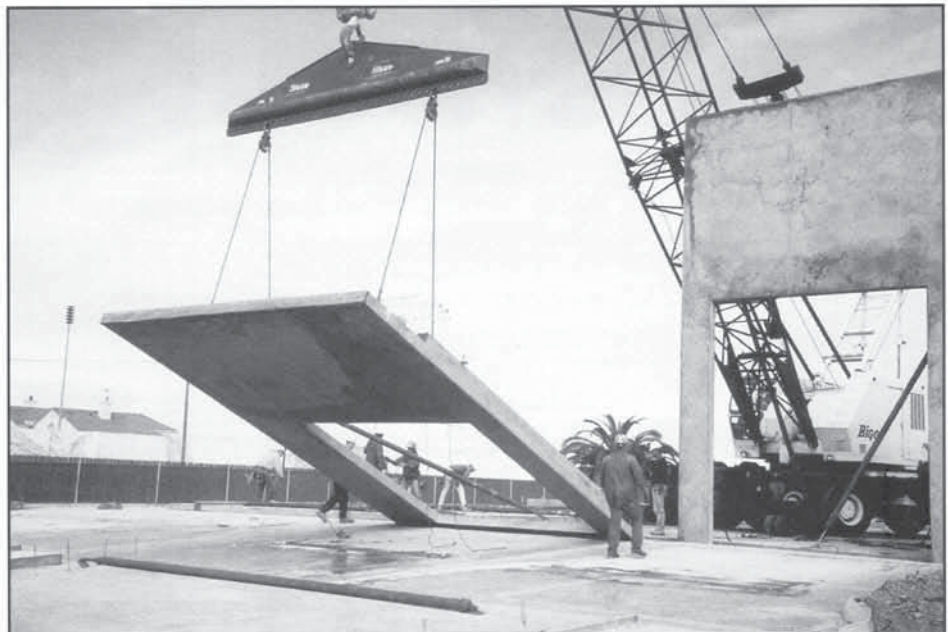
# Fremont Cleanroom Wins OAA for the Fifth Time

**T**he Fremont Cleanroom has won the Outstanding Achievement Award for the fifth time. They also won in the years 1986, 1987, 1988 and 1991.

General Manager Peter Travis says he is proud of this Fremont team. "We have a great group here and we all work together to meet our goals. Everyone here makes quality and service our top priority," he said.



*Fremont Cleanroom Staff (left to right): Aril Cansel (02/20/96), Route Manager, Jeff Wilkins (10/17/97), Sales & Service Manager, Gary Knox (11/17/97), Regional Sales Rep., Sandy Fernandez (06/23/97), MPTP, Ken Vis (08/25/97), MPTP, Larry Hauser (01/17/64), Sales & Service Manager, Bill Turnage (11/30/92), Route Manager, Wizzi Wisilinski (05/30/89), Regional Account Sales, Mike Romeyn (09/07/93), Sales & Service Manager, Susan Loredo (07/23/90), Garment Coordinator Supervisor, Peter Travis (06/06/83), General Manager, Kathy Araki (08/01/83), Plant Superintendent and Nimisha Bhatt (10/16/95), Inventory Control.*



*Above: Walls are going up on the new Fremont/Milpitas Cleanroom, which is under construction.*

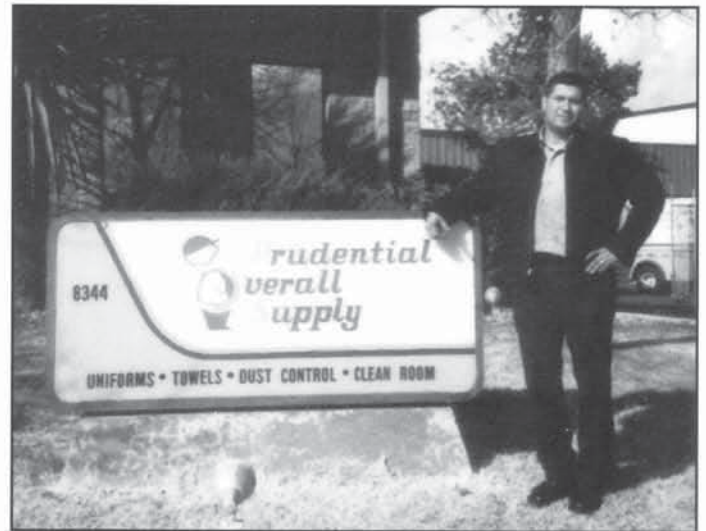
*Left: General Manager Peter Travis accepts the Award from President Don Lahn.*



# 1997 POS Super Star Awards Presented



Each year, the Super Star Award is presented to all CSRs achieving CSR of the Month three times in a calendar year at their respective plant. Each winner received a \$200 check.  
Above, Barbara Miller (05/04/92), Riverside.



Jose Perez (07/21/97), the first Super Star at Albuquerque.



Rick Valdez (06/11/91), Vista. Also see page 3.



Kevin Waller (08/22/95), Van Nuys, five times CSR of the month.



James Haas (02/02/96), Sacramento. Also see page 3.



Art Magana (10/29/90), Carson, started as a Truck Unloader.



# Awards Presented at Sales Conference



Chairman Dan Clark (09/23/68) presented the Dan Clark Award for highest weekly sales average by a Sales Department to Jeff Zeidman (10/10/85) left, and Gale Richardson (12/24/84), right, of the Tucson Plant.



The Rookie of the Year Cub Award was presented to Mike Todd (07/18/94) of Riverside (right) by District Sales Manager Dean Killion (03/06/95), left. Mike's weekly sales average for 1997 was \$95.45.



President Don Lahn (08/28/67) left, presents Tom Laws (09/03/96), Austin Cleanroom, with the Gold Star Award for Top Producing RSR. His 1997 weekly sales average was \$241.91.



President Don Lahn, left, presents Steve Botello (10/31/94), Riverside, with the Gold Star Award for the Top Producing CoSR in 1997. Steve's weekly sales average was \$173.65.



The 1998 Sales Conference was held at the Corporate Office on February 26 and 27.



Tom Watts, Vice President of Operations (09/08/75) speaks at the 1998 Sales Conference.



# 1997 Presidents Club Awards Given



President Don Lahn (far left) presents plaques to the Corporate Sales Reps in the 1997 Presidents Club. Members (L-R) Jeff Zeidman (10/10/85), Tucson, Steve Turigliatto (11/18/91), Vista, Wizzi Wisilinski (05/30/89), Fremont, Tom Laws (09/03/96), Austin, Emily Cook (09/04/90), Los Angeles Cleanroom, Gale Richardson (12/24/84), Tucson, Steve Botello (10/31/94), Riverside, Roger Rague (04/09/79), Phoenix, Clyde Helbling (02/02/88), Los Angeles, Frank Rich (01/29/90), Irvine.



Corporate Sales Rep. Mike Ivers (11/08/93), (left), receives his plaque from Milpitas General Manager Jerry Brigham.

# Clean Pro Award Winners Announced



Left photo: Gary Knox, left, (11/17/97) receives his first Clean Pro Award from Fremont General Manager Pete Travis (06/06/83) for selling period 5.



Left photo: Wizzi Wisilinski (05/30/89), Fremont Cleanroom, proudly displays her awards for selling periods 1, 3 and 6.



Above: Emily Cook, right, (09/04/90) receives her Clean Pro Award from Director of Sales Jerry Martin for selling period 4.



# Top Pro Award Winners Announced



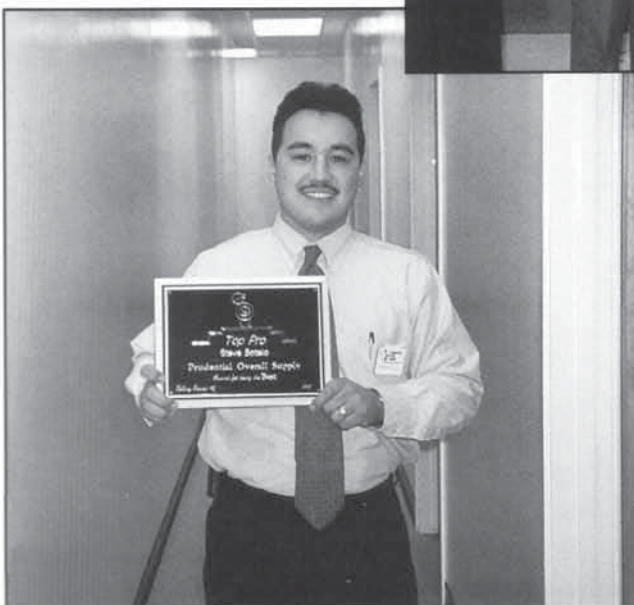
Above, Bill Evans, CoSR, (04/07/97) Vista with his first Top Pro Award for Selling Period 5.



Above: Clyde Helbling (02/02/88), Los Angeles, receives the Top Pro Award from District Sales Manager Julie Danley (02/19/91), for Selling Period 1.



At left: Clyde Helbling (right) receives the Top Pro Award for Selling Periods 4 and 5 from Director of Sales & Marketing Jerry Martin (04/20/92). This is Clyde's third this year!



Steve Botello (10/31/94), Riverside, Selling Period 2.



Kent Jacobson (02/16/98), Phoenix (right), receives Selling Period 6 Award from Phoenix General Manager Truman Tate (10/23/89).



# 1997 Plant Awards Presented

## Northern Region Winners



Left - Milpitas General Manager Jerry Brigham (07/21/97) receives Best Customer Retention Award from Regional Manager Brandon Blanchard (06/08/92).



Cerritos Dust Control General Manager Ron Baublitz, right, (09/19/94) receives three awards from Brandon Blanchard.

## Appreciation Award



Carson CSR Mike Healy (06/08/83) received an Appreciation Award from United Airlines. In the photo above, Steve Richey (07/24/95), left, Sales & Service Manager at Carson, presents Mike with the Award. Mike has had PERFECT ATTENDANCE SINCE 1987.

## Riverside Plant Award Winners



Manny Ricker (06/03/96), Top CSR at the Riverside Plant.



Top District MIR Ranking (L-R) Rob Cesario (10/07/85), Sales & Service Manager and Scott Walker (02/22/93), Route Manager.



Top MIR Ranking-CSR's Garment-Left to right: Kent Pulsen (11/28/94) and Virgil Shoemaker (11/17/75).



Lost Business Under 5% - Left to right: Virgil Shoemaker (11/17/75), Gary Cowdery (12/26/95), Terry Lindsay (09/08/97), Michael Garcia (09/02/87), and Steve Elias (04/25/88).





The 1997 Annual Jacket Contest plaque was awarded to Albuquerque General Manager Mike Blazek, left, (05/21/90) by Regional Manager Marc O'Leary (12/07/77). Albuquerque also received Honorable Mention for the 1997 Outstanding Achievement Award. Albuquerque Industrial achieved their planned revenue and profit for 1997.



CSR Eddie Ferguson, Jacket King for 1997 with 311 jackets sold. Eddie works at the Carson Plant and joined POS



The Chula Vista Accounts Receivable Team: Back left-Sales & Service Managers Ed Cicone (09/29/94), and Lee Tyler (01/29/86). Front-Danira Negrete (02/07/89), Office Manager, Thelma Saliba (09/28/95), Office Clerk, and Debra Moreno (03/02/98) Office Clerk.

## 1997 Plant Awards



CSR Scott Camp (08/21/97), seated, received his Top Sales Award from Mitch Cummins (07/21/80), General Manager at Tucson.

## Fresno Presents Two Awards



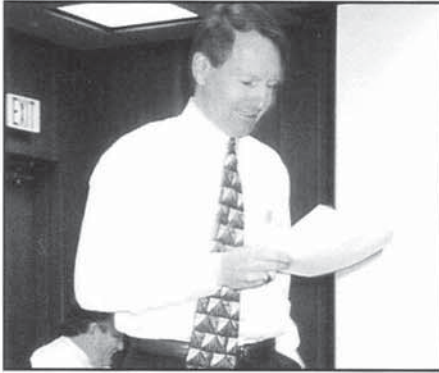
Presser Lue Vang (02/11/86) is presented a Perfect Attendance Award by Fresno General Manager Jerry Shelton (04/19/93).



Presser Evangeline Briseno (05/08/91), right, is presented a Perfect Attendance Award by General Manager Jerry Shelton.



# POS Profit Sharing Meetings Held



Chairman Dan Clark spoke about company profit results at the Annual Profit Sharing Meeting at the Corporate Office.



President Don Lahn spoke about the Profit Sharing and Retirement Plan results.

The 37th Annual Profit Sharing Meetings were held recently at the Prudential Corporate Office in Irvine, California.

As they do every year, Chairman Dan Clark (09/23/68) and President Don Lahn (08/28/67) then traveled to every plant and service center, this year using a computer overhead projector.

Dan presented the results for the Company and the specific location, and Don Lahn presented the results of the Prudential Overall Supply Profit Sharing and Retirement Plan.

Dan reported company growth in 1997 of 15.1% to \$115 million. Profit results were disappointing. Profit is necessary for continued expansion, he told groups of employees.

The Mission Statement, 1998 Company Goals and 1998 construction projects were all reviewed. Dan emphasized that Prudential wants to promote from within as the Company continues to grow to \$150 million in the year 2000. His vision for the future includes nine new plants with 600 more employees in twelve years.

"Quality only happens when you care enough to do your best," says Dan.

Some of the 44 charts presented by Don Lahn are shown below.



## Purpose of the Plan

To share the profits of the Company with those people who help make them possible.

John D. Clark, Founder



## Profit Sharing & Retirement Plan

- Profit Sharing Plan started January 1, 1958
- "Blue Man" (401(k) Plan) started October 1, 1984
- Contribution increased to 12% effective January 1, 1994



## Results for Periods Ending December 31, 1997

One Year	24.6 %
Five Years	16.6
Ten Years	14.8
Inception (39 Years)	9.0



## 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.



## "Blue Man" Investment Options

- May select from five mutual funds in the Vanguard Group
- All Vanguard Funds are no-load, have no sales commissions and no marketing fees
- Vanguard Group has the lowest operating cost of any mutual fund group in the industry
- \*\*\*\*\*
- Available for "Blue Man" account only. "Matching Blue Man" will continue to be invested in GIC's



## Sample of Employee Accounts

Title	Years of Service	12/31/96 Balance	Increase	12/31/97 Balance
Presser	20	73,239	18,524	91,763
Cust Sales Rep	16	113,575	28,065	141,640
Towel Counter	18	76,513	15,937	92,450
Route Manager	17	110,403	22,268	132,671
Towel Counter	18	68,524	15,255	83,779
Route Manager	12	83,228	17,177	100,405
Cust Sales Rep	13	72,415	15,769	88,184



# In Memoriam – Bernice Shoberg

June 5, 1998

To: All POS Employees who knew Bernie  
From: Dan Clark

I received the news that my Aunt Bernice Shoberg died this morning. I last saw Bernice February 19, 1996 with my mom and wife. Bernice recognized none of us and was totally incapacitated. She has only gotten worse since that date. I feel this is a blessing for the family.



Bernice and nephew Dan Clark, Chairman of the Board, pose in front of John D. Clark's portrait.

## Bernice Clark Shoberg Retires After Nearly 40 Years

**B**ernice Shoberg, sister of deceased founder John D. Clark, has retired from Prudential as of June 17, 1991.

Bernice joined her brother's fledgling company in 1939, after moving to California from Iowa with her husband. "I've held just about every job in the company and I've enjoyed every one of them," she says. "I've worked at almost every plant in the company too."

For the last several years, Bernice has served as Special Projects Manager. In this capacity, Bernice has been sent where she is needed. Most recently, she was working at the Los Angeles Plant.

Bernice left Prudential in 1958 to raise her family, and rejoined in 1970. All together, she has worked for the company for 40 years.

"As a manager, I've learned to be flexible," says Bernice. "I've worked now with over three generations of people, so I have had to change with the times. I've had to update my way of thinking to fit the way young people are thinking today – not 40 years ago."

Bernice lives in San Diego with her daughter, Gigi and her grandson, Jeff.

Prudential would like to thank Bernice for her many, many years of service and commitment. We all wish you the very best!

*This retirement article appeared in the Holiday 1991 Off-the-Cuff.*

Aunt Bernice joined POS in 1939 with her brother John D. Clark, founder of Prudential. Bernice worked at POS for 40 years - 1939 to 1958 and 1970 to retirement in 1991. Bernice was one of the best Plant Superintendents ever and our first female General Manager.

I would describe Aunt Bernice as a true Clark with a passion for living. There might be a few characteristics that needed modification, but don't we all have a few shortcomings. Bernice gave me guidance, direction, help, support and love from the time I was a little guy to her retirement. What more can one ask for.

Bernice will be buried in Inglewood with her parents early next week.

I am sure the family could use a prayer during their time of need and you might tip your glass to Bernice this weekend.

### Bernice Clark Shoberg

#### Enjoying Life the Prudential Way



Bernice Clark Shoberg has always enjoyed working for Prudential. And that's saying a lot — considering she began her career with the company at age nineteen, fifty-eight years ago.

"It was 1939 when my husband, Wally and I moved out to California from Iowa to come to work for Prudential," she recalls. "What a change — the big city! But I loved it and I still do."

The younger sister of founder John D. Clark, Bernice was eagerly welcomed into her brother John Clark's fledgling business and she started out working in the plant.

"I've held just about every job in the company," she says. "And I've enjoyed every one of them. I've worked at almost Bernice's title is Special Projects Manager, which means she works where she is needed. For the past two years, that has been as Plant Superintendent of the Carson Plant. She also worked on a special project at the Garment Manufacturing Plant in 1986.

Carson General Manager, Bob Warren couldn't be more pleased. "I can't think of anyone more dependable than Bernice," he says, "or anyone that cares about our plant employees more than her. She knows each and every one of them as individuals — and she cares about who they are, on the job and off."

That caring attitude earns her the respect, trust and love of her fellow employees. In fact, Bernice has been instrumental in assisting several Prudential employees who are not U.S. citizens in gaining their Authorization to Work under the new amnesty program.

"As a manager, I've learned to be flexible," Bernice says. "I've worked now with over three generations of people, so I have had to change with the times. I've had to update my way of thinking to fit the way young people are thinking today — not fifty years ago."

And during her time with the company, that the most thrilling moment I've had with Prudential," Bernice says, "was moving into our Los Angeles plant. We moved every bit of equipment over the weekend and were ready for business Monday morning."

Bernice recalls another high point in her career, which was also a real honor. During her stint as General Manager of the Los Angeles plant in 1978 through 1983, she was asked to be the first and only female member on the Board of Directors of the Industrial Council for the City of Commerce. At that time, Bernice was also the only female General Manager in Prudential Overall Supply as well as most of the of the City of Commerce Industrial Council," she says. "I learned a lot about business — plus board members. They were the great guys," she says with a twinkle in her eye.

No matter where she works, Bernice has always managed to have fun. She recalls a "funny" story that only now, after many years have passed, can she laugh about. "It's really a confession," she whispers confidentially. "I was way back in the early 1940's — now you've got to understand that I'd played semi-pro softball in Iowa, just before moving to California —

and I was working at the Prudential plant on Stauson and Vermont.

"Somebody wrapped up a tennis ball so that it wouldn't hurt anybody and taped a dollar bill to it. Then we tossed it around the plant to see who could throw it the furthest," she recalls, "and then who was the one who did it." "Until he reads this article, that is."

But the real thrill for Bernice has always been working with the people. "Over fifty-eight years, I've met a lot of people — and when there were only a few plants, it was easy to know everybody and their families. Now it's more difficult because we've grown so much. I'm lucky. I've moved with people at plants all over the company. It's kind of like having a huge family all over California and Arizona."

Aside from her Prudential family, Bernice has a daughter, Gigi who lives in Encinitas and a grandson, Jeff, who graduated playing football at college in Tempe, Arizona.

Bernice lives in Anaheim Hills and during her spare time, she enjoys dancing, shooting pool and of course, being with people. "The one thing I don't like very much," she finally admits, "is long vacations. I miss all my friends at work too much."

*Bernice was featured in the Fall 1987 Off-the-Cuff.*



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# POS Announces General Manager Promotions



## **Marc Woodruff**

Marc Woodruff has been promoted to General Manager of the Los Angeles Plant. Marc has been with Prudential since June 27, 1994. His promotion became effective on March 30, 1998. Marc most recently served as Sales & Service Manager at the Carson Plant. During his time with Carson he won numerous awards.



## **Mel DeMello**

Mel DeMello has been promoted to General Manager at the Van Nuys Plant effective March 30, 1998. Mel joined Prudential on 11/07/90. He most recently served as Sales & Service Manager at the Milpitas Plant and last year won the Sales & Service Manager of the Year Award.

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## **Bob McCann**

Bob McCann has been promoted to Chula Vista Plant Superintendent effective March 30, 1998. Bob joined Prudential on September 15, 1997.

## **Vincent Garza**

Vincent Garza has been promoted to CSR from Head Washer at Fresno effective February 16, 1998. He joined Prudential on August 1, 1989.

## **Tom McCoy**

Tom McCoy has been promoted to Route Manager at the Fresno Plant effective April 1, 1998. Tom joined Prudential Overall Supply on June 26, 1987.

## **Duke Pagan**

Duke Pagan has been promoted to Route Manager at Van Nuys, effective August 11, 1997. He joined Prudential on January 22, 1996 as a CSR at the Moorpark Plant. He transferred to Van Nuys and was promoted to Sales & Service Representative on February 3, 1997.



*Robert McCann*



*Vincent Garza*



*Tom McCoy*



*Duke Pagan*



# POS Announces Employee Promotions & Changes

## **Gary Shipp**

Gary Shipp (01/20/98) has been rehired as District Sales Manager effective January 20, 1998, based out of the Van Nuys Plant.



*Gary Shipp*

## **Michael Mellick**

Michael Mellick was promoted to Route Manager at the Los Angeles Plant, effective May 11, 1998. He joined Prudential on June 4, 1990.



*Michael Mellick*

## **Evelyn Monleon**

Evelyn Monleon was hired as a Programmer Analyst at the Corporate Office on December 15, 1997.



*Evelyn MonLeon*

## **Carmen liams**

Carmen liams joined the Carson Plant as a Corporate Sales Rep. on February 10, 1998.



*Carman liams*

## **Angel Mix**

Angel Mix was promoted from Accounts Receivable Clerk to General Accounting Clerk in the Corporate Office effective March 23, 1998. She joined Prudential on July 29, 1996.



*Angel Mix*

## **Elena M. Del Campo**

Elena M. Del Campo, General Accounting Clerk, has been given higher level responsibilities in the Accounting Department at the Corporate Office. Elena joined Prudential on November 20, 1989.



*Elena Del Campo*

## **Brad Schultz**

Brad Schultz, Sales & Service Manager, transferred from Moorpark to Los Angeles Cleanroom effective October 6, 1997. He joined Prudential on June 1, 1976.



*Brad Schultz*

## **Robyn Cavitt**

Robyn Cavitt (08/01/96) has been appointed Operations Manager at the San Diego Cleanroom Consumable Products Distribution Center effective December 29, 1997. Robyn joined Alameda Industries on January 26, 1987.



*Robyn Cavitt*



# More Employee Promotions & Changes

## **Elpidia Verdusco**

Elpidia Verdusco has been promoted to Plant Superintendent effective December 1, 1997 at Carson. She joined Prudential on March 3, 1977.

## **Gary Reese**

Gary Reese has been promoted to Corporate Sales Rep. at the Irvine Plant effective January 5, 1998. He started with the Company as a CSR on April 1, 1996.

## **Scott Boothe**

Scott Boothe was promoted to Route Manager at the Irvine Plant effective February 2, 1998. Scott was hired on July 30, 1996 as a CSR.

## **Brian Hartsock**

Brian Hartsock has been promoted to Corporate Sales Rep (CoSR) from CSR at the Riverside Plant effective February 2, 1998. He joined Prudential on October 10, 1994.

## **Margarita Guevara**

Margarita Guevara has been promoted to Production Supervisor at the Vista Plant effective September 29, 1997. She joined Prudential on February 12, 1996. Margarita and her husband, Paul, have two sons.

## **Larry Sanchez**

Larry Sanchez has been promoted to Sales & Service Rep. at the Vista Plant effective September 1, 1997. He joined Prudential on September 19, 1990. Larry and his wife, Pam, have one son and raise miniature horses in their spare time.



*Elpidia Verdusco*



*Gary Reese*



*Scott Boothe*



*Brian Hartsock*



*Margarita Guevara*



*Larry Sanchez*

## **James Owen**

James Owen has been promoted to Plant Superintendent at the Irvine Plant effective February 23, 1998. James joined Prudential on October 20, 1997 and was placed in the Plant Superintendent Training Program. James is a graduate of the University of Nebraska and also has a Masters Degree in Business Management. He left the Air Force as a Lieutenant Colonel after 23 years of service.



*James Owen*



# Three POS Employees Retire



Ron Wahl retired from Irvine March 24, 1998 after almost 12 years of service. He joined the Company on May 12, 1986.



Riverside Corp. Sales Rep. Dick Sompayrac retired on January 2, 1998. He joined Prudential on May 29, 1984.

Many happy retirement years everyone!!



Don Patton retired on January 2, 1998. He joined POS February 18, 1963, left the company in 1964, was rehired in July 1966, left in 1979, and was rehired in 1984. He most recently served as Plant Superintendent at Moorpark Dust Control.

## Employee Recognition Days

New employee Harry Simpson, right (02/23/98), Plant Superintendent Trainee at Mesa, is given his Little Fat Man Pin during Employee Recognition Day by Mesa General Manager Chip Fiandaca (06/26/95), left.



Left photo: Employee Recognition Day at Tucson with General Manager Mitch Cummins (07/21/80), handing out Thank You Certificates.

## Margarita Perez Receives 25 Year Watch



Margarita Perez (center), Presser at Chula Vista, received a 25 Year Watch from Regional Manager Marc O'Leary (12/07/77), left, and Steve Jozefczyk (12/03/90), General Manager. Margarita joined Prudential on January 08, 1973.



# Malaysia Cleanroom Consumable Products Joint Venture

**P**resident Don Lahn recently returned from another trip to Malaysia. During this trip, he visited Pacific Cleanroom Malaysia in Penang, which is located near the equator.

Tom Watkins started with the joint venture as General Manager in July 1997, of which Prudential Overall Supply has a 60% controlling interest. They handle cleanroom consumable products, similar to Plant 80-Milpitas. Most of their customers (many of them are the same customers as Prudential's United States customers), are in the free trade zone.

Their facilities in Penang include 10,000 square feet in a public bonded warehouse, with offices and warehouse space on the third floor.

They have a Sales Representative in Singapore.



*Left to right: Tom Watkins, Khim Lim, Elizabeth Chang, Fizah Rusli, Tey Siew Hoon, Choong Minlee and Steven Choy.*



*Above: The Penang Public Bonded Warehouse.*

*Left: General Manager Tom Watkins.*



# Prudential Joint Ventures Grow In Malaysia

## Prudential Enters Joint

**E**arlier this year, Prudential entered into a joint venture with AMPri Industries to jointly operate a cleanroom facility in the town of Batang Kali, Malaysia, near Kuala Lumpur, the capital of Malaysia. The joint venture helps Prudential's long established overseas and establishes Prudential as an international operator.

High-tech companies, which are one of the largest buyers of cleanroom services, have found Malaysia to be an ideal location for manufacturing facilities. This abundance of potential customers offers Prudential with a tremendous opportunity to grow.

Approval of Prudential executive Tony Lahn, gave the joint venture, cleanroom services available in Malaysia one of a more quality and efficient. Prudential entered into the Malaysian market in a soon to become team, offering them the opportunity for an extremely high-quality product and service.

Prudential's leadership and reputation for excellence in cleanroom services is well-known, and a key factor in our continued growth in the cleanroom industry.

Prudential's cleanroom services were introduced to the Batang Kali region by AMPri Industries. This article was written after the interview was held on the first page of the industry of the strong interest in business in obtaining cleanroom services.

The joint venture company is called Prudential AMPri Cleanroom Services (PACS). The new company has longer operation and marketing, and faces to have clients on hand soon. They are taking 10 parties - all local companies - and hope to conclude talks with them.



Mr. Tony Lahn, Prudential Director, talks to an AMPri executive about the company.

## Venture in Malaysia



View of the AMPri and Prudential facility.

## Prudential Expands to Singapore Cleanroom Service Center.

**P**rudential and PACS, our joint venture in Malaysia, have rented a warehouse in Singapore to better serve our customers in that part of the world. Singapore is a free port and is an island country at the bottom of Malaysia. The announcement was made by President Don Lahn at the General Managers' Fall Conference.



This is the second location outside the United States affiliated with Prudential. POS started in Batang Kali, Malaysia, near Kuala Lumpur.

The new POS location is a rented warehouse with 3,833 square feet, about a good size home in the U.S. It is on the 4th floor of a 15 story new building about one mile from the port in Singapore. Singapore is the second largest port in the world.

The warehouse is being rented on a three year lease. Rents are relatively reasonable in Singapore, while purchasing is extremely expensive by comparison. For example, this space (you can buy one floor of a building) would cost \$1.1 million.

Prudential's Cleanroom Division, Pacific Cleanroom Supply, and Prudential AMPri Cleanroom Services (PACS) are all working together to meet the needs of our cleanroom customers in Malaysia, Singapore. Somewhere and anywhere there is a need for One-Stop-Cleanroom services.

Prudential is excited about the challenges of dealing with different countries, cultures, language and currencies.

1. Holiday 1994 Off-the-Cuff. Prudential AMPri Cleanroom Services (PACS), Batang Kali, near Kuala Lumpur, the Capital of Malaysia.

2. Holiday 1995 Off-the-Cuff. PACS Singapore Cleanroom Service Center.

## Pacific Cleanroom Services – Penang, Malaysia

**PACIFIC CLEAN ROOM SERVICES SDN. BHD.**

**Keith Godfrey**  
Managing Director

CC# 331789-H

20 Lintang Berings 3, Batu Maung  
Off Jalan Permatang Damar Laut  
11960 Penang, Malaysia  
Ph: 04-626-4155  
Fax: 04-626-4152

196 Pandan Lagg #56-34  
Pantech Industrial Complex  
Singapore, 128384  
Ph: 02-872-3633  
Fax: 02-872-3622

Prudential Overall Supply has a 60% interest in PCS, a Consumable Products Company. For business reasons, Pacific was used rather than Prudential in the name. Some parts of the world continue to use two words for cleanroom while some have changed to one word.

PCS - Penang services all of Malaysia and Singapore. Penang has a free trade area and electronic industry. The PCS office and warehouse have a computer network to provide world class customer service.

3. April 11, 1997 Off-the-Cuff. Pacific Cleanroom Services, Penang, Malaysia.

## Malaysia Joint Venture Cleanroom

Prudential expanded its Cleanroom operations overseas with a 1994 Joint Venture with AMPri Industries in Malaysia known as PACS, Prudential AMPri Cleanroom Services (OTC, Holiday 1994).

Kit Phing is the PACS Manager. They service all of Malaysia and Singapore.



A photo of the outside of the PACS facility.



Above: Inside the PACS facility. Left: The PACS truck, bearing the Prudential name.

4. April 11, 1997 Off-the-Cuff. PACS.



# Quality Assurance Technician Conference Held

**A** Quality Assurance Technician Conference was held at the Corporate Office March 20, 1998. Attending the Conference were (left to right): Doug Chew (10/27/97), QA Technician, Fremont Cleanroom; Jennifer Layton (10/03/97), QA Technician, LA Cleanroom; Melanie McDonald (12/01/97), QA Technician, Austin Cleanroom; Lupe Acosta (09/11/95), QA Technician, Albuquerque; Shahn Jafari (06/12/95), QA Manager, Corporate; Rebecca Koury (06/24/91), QA Technician, Mesa Cleanroom, and John Marana (02/27/89), QA Auditor, Corporate.



## New QA Technicians Announced



*Melanie McDonald (12/01/97), Austin Cleanroom, is one of Prudential's new QA Technicians. New QA staff were added to three Cleanrooms.*



*Doug Chew (10/27/97), Fremont Cleanroom.*



*Quality Assurance Manager Shahn Jafari*



*Jennifer Layton (10/03/97), Los Angeles Cleanroom.*



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# Austin Cleanroom Consumable Products Distribution Center Moves to New Location

Effective February 9, 1998, the Austin Cleanroom Consumable Products Distribution Center (Plant 51) is located at:

2200 Grand Avenue Parkway  
Suite 106  
Austin, TX 78728

Phone: 512-252-2437  
FAX: 512-252-2804



*Rebecca (Becky) Reid as been appointed Operations Manager effective December 22, 1997. She joined POS on April 1, 1996 as Office Manager at the Austin Cleanroom Plant.*

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## Richmond, Virginia Cleanroom Service Center Opens



*Employees from Milpitas Consumable Products, Plant 80, conducted inventory at Richmond. From left to right: Erik Lewis (07/01/95), Warehouse Manager, Mike Balestri (07/01/95), Account Manager, Marty Allender (04/27/92), Group Operations Manager with Billy Gill (01/19/98), Warehouse Person, the first Richmond employee.*

Prudential has opened the Richmond (Virginia) Cleanroom Service Center (Plant 71) effective April 3, 1998. This new location will be serving both Cleanroom Garment customers and Cleanroom Consumable Products customers in the Mid-Atlantic region.

Prudential Cleanroom Services  
Richmond Service Center  
5766 Charles City Circle  
Richmond, Virginia 23231

Phone: 804-222-1111  
Fax: 804-222-2110

*Erik and Marty also took inventory the same weekend at Portland, Oregon (pictured at right), and at Roy, Utah outside warehouses.*



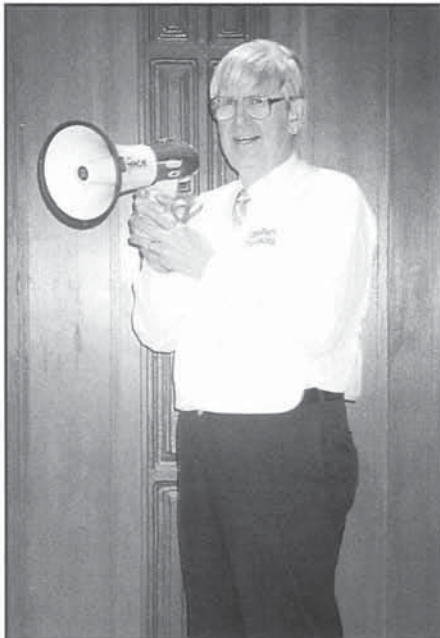


# Corporate Office Holds Earthquake Drill

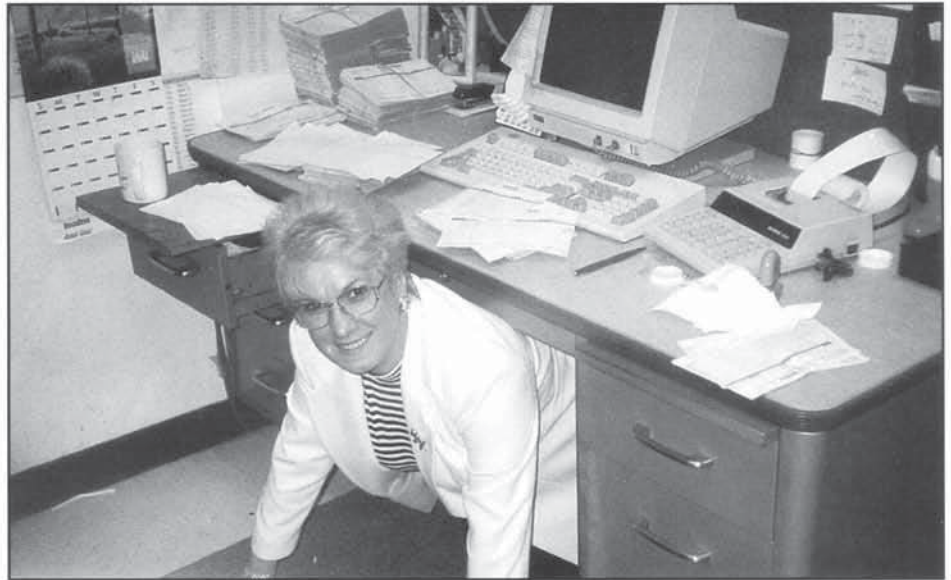
**T**he Corporate Office held an earthquake drill on March 31, 1998. Everyone took cover and then gathered outside. Team captains reported that everyone got out safely.



*Safety Manager Carmen Sjin (04/29/92), showed a video "It's Too Late When It Quakes."*



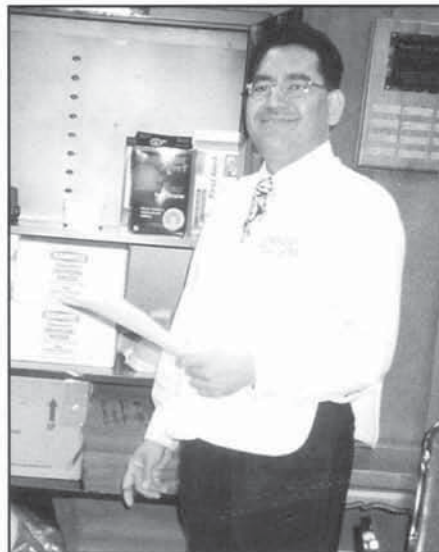
*Vice President of Human Resources Don Nordstrom (08/11/86), yelled "Earthquake Drill. Take cover," for one minute.*



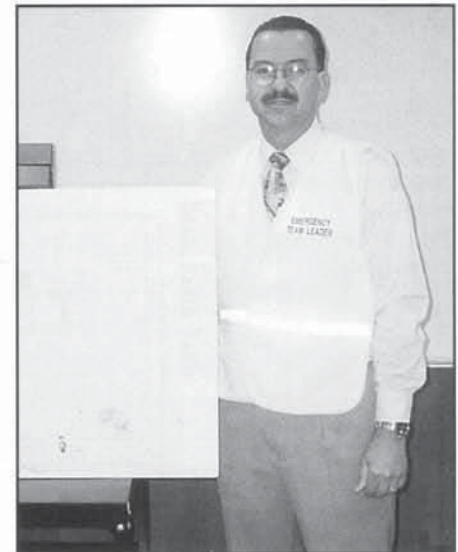
*Hedy Evertsen (03/12/86), Data Control Clerk, took cover under her desk.*



*Everyone gathered outside and Team Captains reported that everyone got out safely.*



*Ejaz Farrukh (08/08/94), Process Engineer is in charge of supplies.*



*Lee McAllister (03/31/92), Project Engineer prepared the layout and spoke on earthquake preparation.*



# Riverside Training Meeting



The Riverside Plant held a special Saturday training meeting on October 25, 1997. Roger Dye from Kleen-Tex held a product knowledge meeting. Mat, mop and sales education was the primary focus of the meeting. Role playing, including Roger, was held at the end of the meetings. Everyone attending the meeting took time out for an Off-The-Cuff photo (above).



## Mickey Sue Haynes-Connor Earns Associate of Arts Degree

Mickey Sue Haynes-Connor (09/12/90), Office Manager, Mesa Cleanroom, received her Associate of Arts Degree from Chandler/Gilbert Community College January 2, 1998.

Mickey used the Prudential Tuition Reimbursement Program.



## Employees Go the Extra Mile for Quality

Rebecca Moreno (01/16/95), Supply Clerk at Fresno, received a Certificate of Appreciation for "Going the Extra Mile." She found an additional \$1,100.00 in damage charges in the Supply Room that the Sales & Service Dept. missed during 1997.



Delmy Rosales (10/12/88), Assistant Supervisor at Fresno, left, and Shirley Story, right, (10/26/92), Supply Clerk at Fresno, received QIP Certificates for OFI's that have been implemented at Fresno.



# POS Celebrates Christmas

## Riverside

**T**he Riverside Plant held a Christmas CSR Auction. This was a contest in which CSR's earned points to bid on prizes. Dinner included the families of the CSR's. In the photo at right, Sales & Service Manager Jay Boyer (02/07/84), left, and General Manager Matt Wenzel (08/19/85), prepare to auction a gift.



*Below: Riverside CSRs and families bidding at the auction.*



## LA Plant Holds Party

The Los Angeles Plant held a Christmas Party for all employees. In the photo at left, employees enjoyed lots of good food and festivity.



## Corporate Office Dan Clark Gives Roses

Chairman Dan Clark has handed out roses every Christmas to the women in the Corporate Office, and 1997 was no exception. Left- Karen Stewart (10/12/70), Data Processing Manager and right is Paula Johnson (04/01/85), Data Processing Supervisor.



## San Diego In the Spirit of Giving

Prudential presents all employees with gift certificates to Ralph's Grocery Store as a Christmas present.

In the spirit of holiday giving, the employees of the San Diego Consumable Products Distribution Center donated their gift certificates to a mother and son struggling to make ends meet. The San Diego plant learned about the family when they were profiled in a newspaper article.

"Debra" and her son were overwhelmed with the support given to them from the newspaper article. Her son is now doing well in school and their lives are greatly improved from their struggles in the past few years.

It is nice to know that the spirit of giving is alive and well at Prudential Overall Supply.



# New Fremont Cleanroom Folding Machine

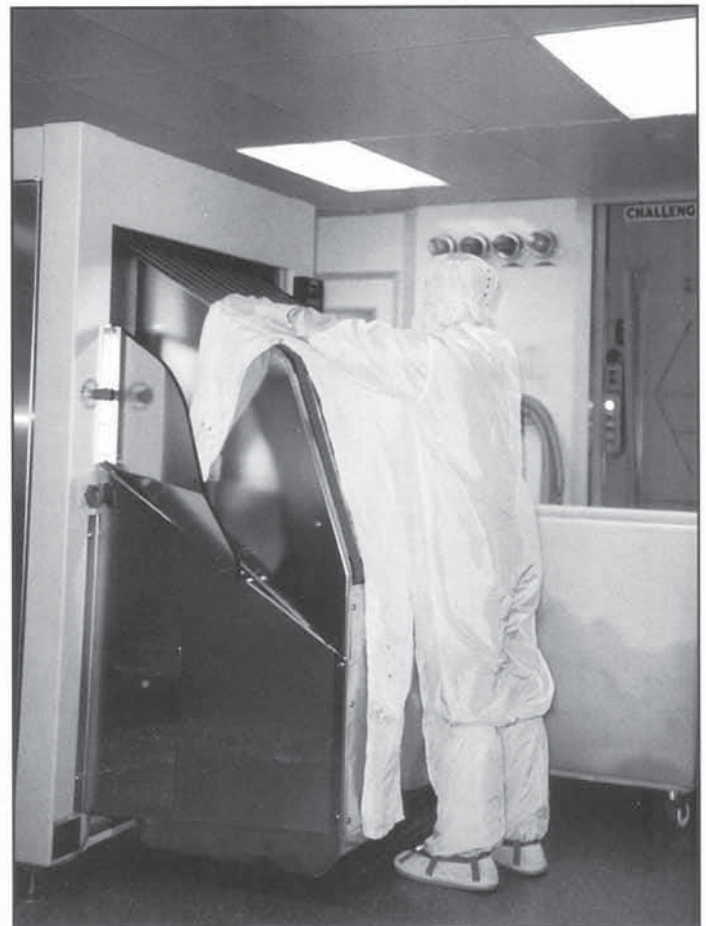


A new folding machine was installed at the Fremont Cleanroom.

## The Gift of Life



The Fresno Plant held a blood drive with Central California Blood Mobile at the plant for several hours. Employees donated 15 pints of blood. Above Lourdes Valencia (10/24/88), Presser, gives the gift of life.





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# Steak & Beans Contest "Steakers"

*No names used out of respect for the "Beaners"*

## Riverside

The winning team of Las Vegas/Palm Springs had a combined \$21.68 CSR weekly sales average.

The Riverside plant sold a total of \$3,988.64 in new weekly revenue, which equates to a \$17.49 CSR weekly sales average.



## Cerritos Dust Control Winners

## Tucson

Photo at right: The Tucson team celebrated the Steak and Beans contest with a restaurant dinner.



Left: The passing of the "winners" plaque at the Tucson Steak and Beans dinner.



## Chula Vista



The Chula Vista Steak and Beans dinner.



Steak and Beans Winner.

## Phoenix

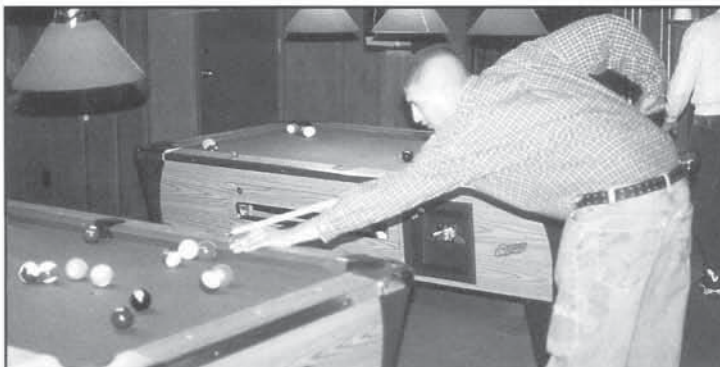


The sales board for Phoenix Steak and Beans.



Eating a hot dog instead of steak at Phoenix.

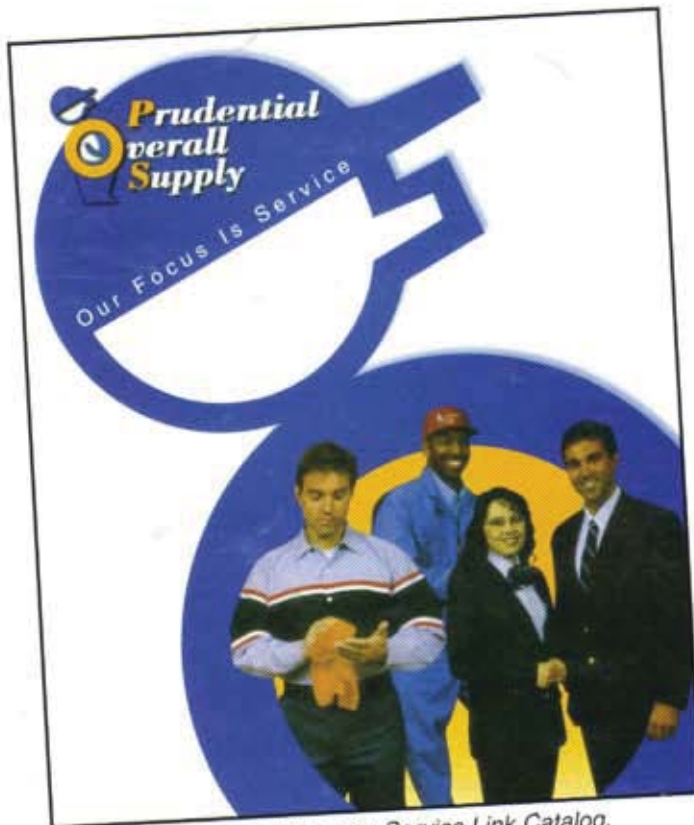
## Albuquerque





# Prudential Launches New Catalog

Prudential Overall Supply recently launched a new four color catalog, with the heading "Our Focus Is Service." The catalog will be distributed to Prudential customers and prospects. The new catalog features Prudential employees as models, wearing various uniforms and other products. The models included Anita Woodruff, Melissa Johnson and Les Hampton, who have all modeled for Prudential before, and Mike Todd, who made his first modeling appearance. Prudential likes to show off its model employees who project a professional demeanor and a photogenic personality.



Front cover of the new Service Link Catalog.



Melissa Johnson, Corp. Office Personnel Clerk (04/16/90).



Irvine Customer Sales Rep. Les Hampton (11/29/95).



Mike Todd, Riverside Corp. Sales Rep. (07/18/94).



Anita Woodruff, Corporate Office Buyer (11/14/96).