



OFF-THE-CUFF



*Prudential
Celebrates!*

*75th
Anniversary
1932 - 2007*

Thank you for helping to make this possible!

ALSO IN THIS ISSUE

Las Vegas Clean show preview

Competition and sales ethics

Energy-conserving equipment



Prudential was featured on the front cover and in a five page article in the April 2007 issue of Industrial Launderer, published monthly by the Uniform & Textile Service Association.

This is a photo of some of the Vista, California plant employees.

Copies of the article are available upon request to the Sales & Marketing Department
1661 Alton Parkway
Irvine, CA 92606

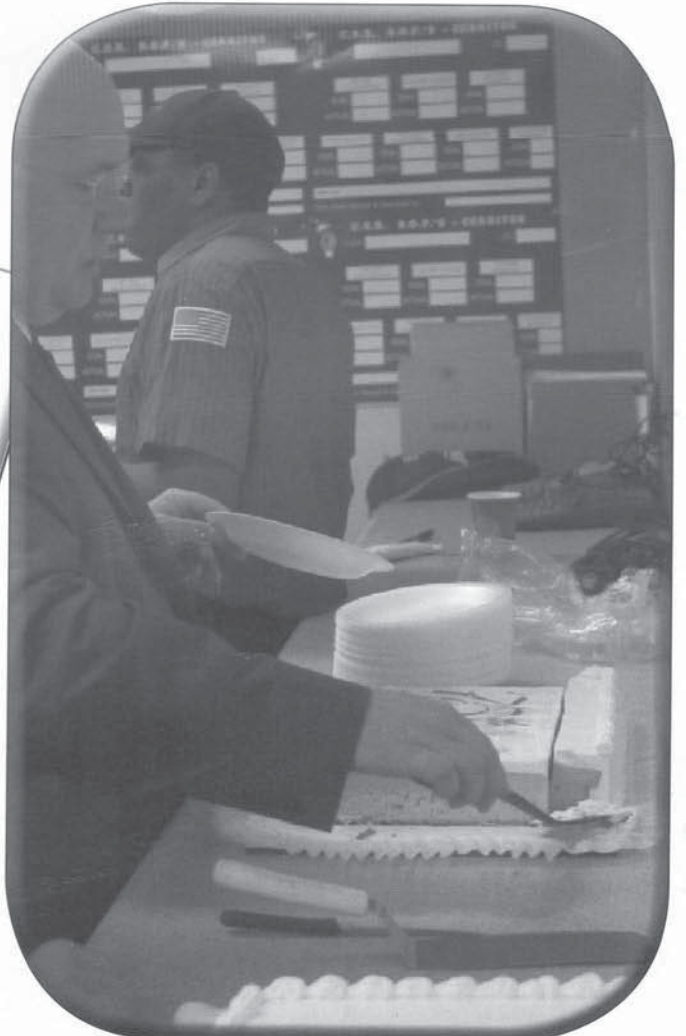
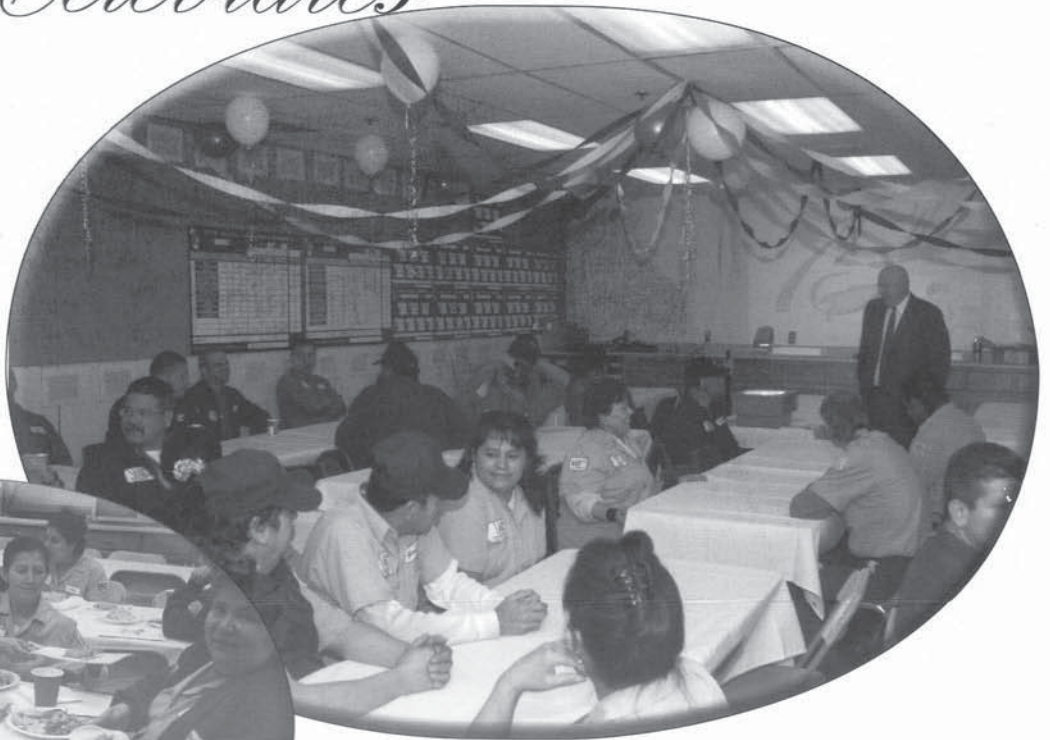
Prudential's most valued investment

The company's celebration of 75 years in business highlights the role of every employee in its success

Cerritos Celebrates

75th Anniversary

1932-2007

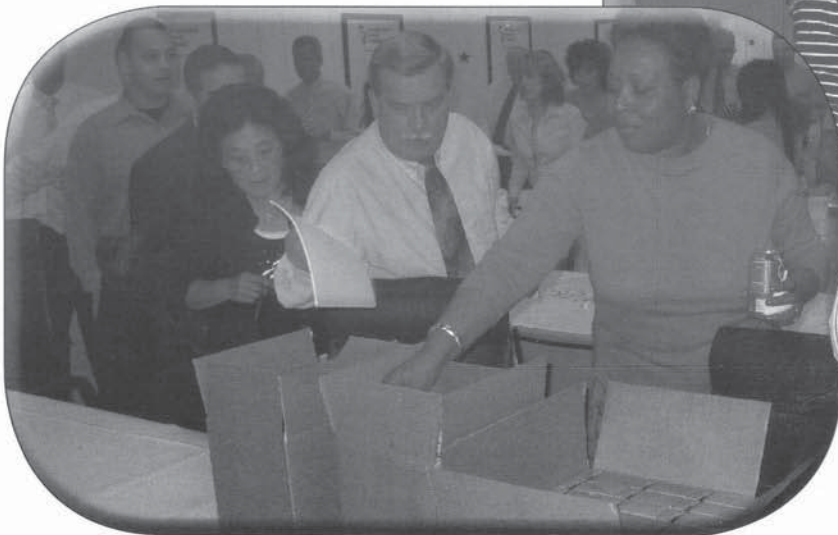


Every employee received a copy of the 75th Anniversary Off-the-Cuff issue. Copies are available upon request.

Corporate Office Celebrates

75th Anniversary

1932-2007



Every employee received a 75th Anniversary key holder.

Fresno Celebrates

75th
Anniversary
1932-2007



Milpitas Celebrates

75th Anniversary

1932-2007



Every plant presented the 75 Years of Growth video.

Chula Vista Celebrates



Irvine Celebrates



Customer Loyalty



In the 75th Anniversary issue of Off-the-Cuff, each plant featured a long time customer under the heading "Customer Loyalty"

POS's Key Account Manager David Curry (01/17/07) called upon Merle Norman at their Corporate Headquarters in Los Angeles.

David presented his client with the 75th Anniversary edition which featured Merle Norman as Moorpark's loyal customer. The client, who has been with Merle Norman for 16 years, expressed that his company's inclusion in OTC was one of the most significant gestures of partnership goodwill experienced in his entire career there.

His emotions and feelings of pride actually produced tears. David was asked, and distributed 13 more copies to Merle Norman, to insure that all of Merle Norman's key people can enjoy the issue.



David Curry



MERLE NORMAN



Ted Morgan (07/29/96) Route Manager, Mesa Cleanroom, left, presenting Rick Olson, Operations Supervisor for Bard Peripheral Vascular, their 25 year recognition plaque.

Press Coverage

ORANGE COUNTY BUSINESS JOURNAL



Cleaning Machine

Prudential Overall Started in 1930; \$127M in Sales Outfitting Workers

By DAN BEIGHLEY



Chairman Clark, President Watts: Clark is son of founder; Watts longtime employee

Clean clothes never go out of style.

Irvine-based Prudential Overall Supply has been supplying and cleaning work clothes for auto mechanics, restaurants, city workers, factories and others for 75 years now. Last year, the company had \$127 million in revenue.

Some things have changed along the way. For the past few decades, Prudential Overall has run a special clean room division to wash clothes for science labs, where even one stray eyelash could contaminate a multimillion-dollar piece of equipment. Prudential's clean room operation is featured in a Smithsonian Institution display. Some of its clean room garb was worn by a doctor in the movie "E.T. the Extra-Terrestrial."

The company once made uniforms itself but no longer can compete with foreign makers, according to Prudential executives. The move away from mak-

ing uniforms to supplying and cleaning them boosted profits, they said.

Chairman Dan Clark is quick to credit employees—there are 1,625 workers companywide at 19 laundry plants and 10 service centers.

"The people who work here are the essence of this company," he said.

Walking through the company's Irvine plant, Clark and President Tom Watts exchange "good mornings" with every worker they come across.

Training programs and promoting from within have preserved the company's family culture, they say.

"We're very family oriented," Watts said. Clark's father, John D. Clark, started the business in 1932 at the age of 22 after he moved to Los Angeles from Iowa. John Clark died in 1991.

For two years, John Clark worked as a gas station attendant and delivery boy for a laundery that catered to medical workers.

He saw a chance to offer laundry services to other industries, according to Dan Clark. So John Clark traded in his Model A Ford for a delivery truck. He made \$4.86 in his first week. Prudential's first facility was a small shed made of tin.

The original name was Prudential Laundry, a name John Clark thought suggested strength and character. The name Prudential Overall came later, denoting the typical uniform blue-collar workers wore in the 1930s.

Seven years after starting the company, John Clark's parents sold their Iowa farm and moved to California to become partners with their son.

Today, Prudential has sites in Nevada, Arizona, Oregon, Texas, New Mexico and Virginia.



Worker Virginia Molina pressing shirt: 80 people in Irvine handle more than 70,000 pounds of laundry a week



Ramon Herrera, Jose Sanchez: "People who work here are the essence of this company," Chairman Clark says

Prudential

from page 1

Angela from Iowa. John Clark died in 1991.

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Clean Room

In the 1960s, the company got into providing ultra sterile clean room clothes for space scientists. The uniforms are free of any dust or other contamination.

The idea to enter the space race came from Dan Clark's uncle, Don Clark.

Don Clark came into the business after a career as a professional football player and head coach of the University of Southern California's football team from 1957 to 1959. He was at Prudential from 1960 to 1984 as an executive vice president, president and chairman.

These days, Prudential's clean room clients include Intel Corp., Baxter International Inc. and Amgen Inc. The division is about 20% of the company's business.

The bulk of the business lies in traditional laundry and uniform services.

Prudential offers companies their pick of uniform colors and designs, many with logos on them. It supplies the uniforms and then takes care of them, replacing worn ones. It also

offers shop towels, mats and restroom services.

The industry is pegged at about \$30 billion a year, according to President Watts. About \$13 billion of that is serviced by industrial laundries such as Prudential, he said.

Big players Aramark Corp., Cintas Corp. and AlSCO Inc. dominate.

Sales at Prudential have been growing for the past four years at a roughly 3% clip, according to executives. Last year, the company saw a 10% gain, they said.

"The goal is to fill all of the plants to capacity," Watts said. "Right now we're running at 65% capacity."

Prudential has about a quarter of the Southern California market, he said.

The company's white and blue trucks with an orange stripe down the middle pick up dirty clothes.

Irvine Operation

InNext to Prudential's headquarters is a 35,000-square-foot plant where 80 people handle more than 70,000 pounds of laundry a week.

At the end of each day, trucks come in with laundry. Just like at home, colors and fabrics are separated before being put into machines.

Prudential's Irvine plant has four 450-pound-capacity washing machines. A household washer may hold 18 pounds.

The Irvine plant has the company's oldest equipment. Orders are in for new washers that'll hold 800 pounds.

The secret isn't the soap but the shuffling motion of the washers, Watts said.

Clothes are put on conveyer belts where they are dried and treated with blasts of steam to get wrinkles out.

About 5% of the washing is for executive business clothes. The majority is of the blue-collar variety.

The final leg of the process is when the clean clothes are delivered back to businesses.

Dan Clark is the majority holder owner of Prudential Overall, along with other shareholders.

As chairman, he said he sees it as his duty to preserve the company culture his father created.

"I wasn't planning to get into the business," he said. "My dad and I had a great relationship. I didn't want to mess it up."

Dan Clark first worked as a sorter and clerk for the business.

He came on permanently in 1968 at the age of 22 as a management trainee. He recalls his father "ordering" him to come in after the company lost some key personnel.

Calling Clients

InMaking a hundred visits to clients each year, Dan Clark said he enjoys the time he dedicates to maintaining good relationships.

"The board says I'm wasting my time, but I know it's important to clients," he said.

"Dan is the epitome of an employee's and customer's advocate," Watts said.

Dan Clark's son, John D. Clark, works with the company as a business systems analyst. His first job with the company was working summers as a towel folder.

Other relatives also have worked for the company, including Dan Clark's aunt Bernice Clark Shoberg, who worked for the company from 1939 to 1983 and was a general manager. Uncle Frank Clark worked from 1939 to 1987 and was a general manager.

Management training programs are key to success, according to Dan Clark.

"We want to develop from within," he said. Watts, charged with running the operations, has been with the company since 1975.

He began his career as a delivery driver, following his father who also was a driver with the company.

"I really liked the people, they were very friendly and outgoing," he said.

Watts moved through the ranks, working as a general manager and operations vice president.

"I'm not much on desk sitting, but getting out with other people and showing them how to do it better is a big part of what I like to do," he said.

Managing people is Watts' biggest challenge, he said.

The company has about 20% employee turnover per year.

"It all comes down to getting them, training them and keeping them," Watts said. ■



Clothes in Irvine: blue-collar uniforms drive business



Prudential truck: familiar sight on county's freeways

Press Coverage cont.

The Oregonian

Hillsboro - Prudential Overall hits 75th year in business

Prudential Overall Supply, an Irvine, Calif.-based garment company with a Hillsboro outlet, recently celebrated 75 years in business.

Prudential operates a cleanroom and industrial garment distribution center at 5757 N. W. Cornelius Pass Road. The Hillsboro center has been in operation since October 2005 and employs 41 people.

Prudential Overall supply offers industrial and business uniform rental, laundry services, cleanroom garment processing and distribution. It also supplies entrance and logo mats, wiping towels, dust and wet mops, paper towels, soaps, air fresheners and similar products and services.

The privately held company operates 34 industrial laundries and distribution centers in nine states, Mexico and Malaysia.

The Oregonian
June 7, 2007

The Bakersfield Californian

BUSINESS LONGEVITY

Prudential marks 75 years

Prudential Overall Supply, an Irvine company with operations in Bakersfield, is celebrating its 75th year in business. The company, which rents and launders industrial and business uniforms, was launched in 1932, when founder John D. Clark sold his Model A Ford Sports Roadster to buy a used delivery truck. Prudential employs nearly 1,700 people, including six in Bakersfield. It has 18 locations in California.

The Bakersfield Californian
May 22, 2007

THE BUSINESS JOURNAL

SERVING THE GREATER TRIAD AREA

ANNIVERSARIES

Prudential Overall Supply recently celebrated its 75th anniversary. The business uniform rental and laundry service company operates a garment distribution center in Greensboro.

The Business Journal Triad
June 14, 2007

Henrico County LEADER

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home : news : community : community briefs
Business Report

06/22/2007

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Prudential Overall Supply celebrates 75th anniversary

Employees at Prudential Overall Supply's Sandston location recently helped the company to celebrate its 75th anniversary. The company specializes in industrial and business uniform rental and laundry services. Headquartered in Irvine, Calif., Prudential has 34 industrial laundries and cleanroom garment processing and distribution centers in nine states, Mexico and Malaysia.

Prudential's Richmond facility at Sandston has 81 employees and provides cleanroom garment processing services. The company itself has a total of 1,700 employees, and serves 110 Fortune 500 companies.

More than 1,500 of the company's 40,000 customers have relied on Prudential for more than 25 years. Inffreon is one of the company's Richmond customers, according to a news release from Prudential.

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THE PRESS ENTERPRISE

IN BUSINESS Las Vegas

BUSINESS SCRAPBOOK: PRUDENTIAL OVERALL SUPPLY CELEBRATES Company enjoys 75 years of success

BY SHARILYN BARKOLE
SPECIAL TO THE PRESS-ENTERPRISE

What's new: Prudential Overall Supply in Riverside is celebrating its 75th anniversary.

What it is: A uniform rental and laundry service.

What it offers: Rents, sells and launders uniforms, floor mats, mops and wiping towels.

The 70,000-square-foot Riverside plant serves 5,000 businesses in Riverside and San Bernardino counties and Las Vegas, plant manager Jay Boyer said. Since joining Prudential in 1984, Boyer said he's seen the business triple in size due to regional growth.

When it's open: Monday through Friday, 7 a.m. to 9 p.m.

When it opened: April 1932

Where it is: 6997 Jurupa Ave.

Riverside

About the owner: Prudential Overall Supply is owned by members of the family of its founder, the late John D. Clark. His son, Dan Clark, is the company chairman.

How many employees: 150

Find out more: 951-687-0440 or at www.pas-cleas.com.

Is your business new or growing? Expanding? Celebrating a significant milestone? You can share that news with the community every Wednesday in The Press-Enterprise's Business Scrapbook. Go to www.PE.com/business-scrapbook to submit an item for consideration.



Uniforms and other items go through several cleaning stages, including a drying process, as they are laundered at Prudential Overall Supply. The company is celebrating its 75th anniversary.



Daniel Madaris works at Prudential Overall Supply on West Hacienda Avenue.
TIFFANY BROWN / STAFF PHOTOGRAPHER

The Press Enterprise
May 30, 2007

Overall, Prudential marks 75 good years in business

By **Stephanie Tavares** / STAFF WRITER

It takes a lot of good luck, business savvy and adaptability to make a business last a lifetime.

In a climate where half of small businesses fail in the first few years, a business that can make it 75 years is an anomaly, to say the least. Prudential Overall Supply, which has a distribution center in Las Vegas, has done just that.

"It is pretty incredible," said Jerry Martin, vice president of sales and marketing for Prudential. "Only 2 percent of businesses in the United States have been around for 75 or more years. We're in that group and we're fortunate for that."

Martin said the key to Prudential's long-term success is its ultraconservative growth strategy. The company funds all growth internally and does not use loans or external investors.

"Our founder came from a background of an Iowa farming family and really they've always held the philosophy that 'make a little money, spend a little less,'" Martin explained. "It's a very conservative approach to expansion, but it has expanded quite rapidly in the last 20 years. The core philosophy is that Midwestern farm community values that have just carried through to today."

The company started out as a uniform supply service but over the decades has expanded its scope to include the manufacture, rental and cleaning of uniforms and sales of business sup-

plies such as slip-free mats and paper supplies. It has kept up with emerging competition by seeking the most efficient equipment and processes. They also seek to provide the best customer service and accommodate the growth or relocation of clients.

"We're always pushing ourselves at Prudential as far as service," Martin said. "We prescribe to keep progressing. We're never satisfied with where we're at, we're always pushing ourselves to find new ways to do things."

The company's Las Vegas facility has 18 employees at its plant on West Hacienda Avenue. They serve various Las Vegas companies including the Orleans. And Prudential has no plans to leave. Martin said that as Las Vegas grows, more of their existing customers relocate here or open branches here. The company had to expand its plant and distribution center here a few years ago and expects to do so again in the next few years.

"We're looking to continue to ride the wave of continued growth there," Martin said of Las Vegas.

Stephanie Tavares covers small business and law for *In Business Las Vegas* and its sister publication, the *Las Vegas Sun*. She can be reached at (702) 259-4059 or at stephanie.tavares@lasvegassun.com.

In Business Las Vegas
Week of May 18-24, 2007

2006
Superstar
Awards



Julio Murillo (01/24/00) was
Riverside Superstar for 2006



Al Trevizo (04/20/98) was
Los Angeles Industrial Superstar for 2006



Mike Shields (11/29/99) was
Irvine Superstar for 2006



Jose Pleitez (04/18/05) was
Fresno Superstar for 2006



Duke Sevilla (06/10/96) was
Milpitas Industrial Superstar for 2006



Rick Valdez (06/11/91) was
Vista Superstar for 2006



Hal Bush (03/10/03) was
Moorpark Superstar for 2006



Guadalupe Martinez (04/10/03)
was Van Nuys Superstar for 2006



Stacy Kohlman (04/13/98) was Albuquerque Superstar for 2006



Paul Strohmaier (04/05/04) was Sacramento Superstar for 2006



Thomas Mays (04/04/05) was Austin Superstar for 2006



Stan Ratliff (04/17/95) was Tucson Superstar for 2006



Tom Chmielewski (12/01/98) was Phoenix Superstar for 2006



Ray Santiago (11/15/05) was Las Vegas Superstar for 2006



David Hernandez (05/28/04) was San Antonio Superstar for 2006



5 Plants Win 2006 Outstanding Achievement Award

PLANT	PREVIOUS WINS SINCE 1986	2006 WINNERS	TOTAL TO 2006
01-VAN NUYS	0		0
02-RIVERSIDE	6		6
03-CHULA VISTA	1	1	2
04-CARSON	1		1
05 LOS ANGELES IND	1		1
06-IRVINE	5		5
07-CERRITOS	5	1	6
08-FRESNO	1		1
09-MILPITAS IND	3		3
10-MILPITAS CR	4		4
13-VISTA	6		6
15-LOS ANGELES CR	6	1	7
17-MOORPARK	1		1
21-TUCSON	4	1	5
22-PHOENIX	2		2
23-MESA CR	1		1
45-ALBUQUERQUE	3	1	4
50-AUSTIN	0		0
70-RICHMOND	1		1
19 PLANTS TOTALS	51	5	56



Tucson Plant



Albuquerque Plant



El Paso Service Center part of Tucson Plant



Los Angeles Cleanroom Plant



Chula Vista Plant



Cerritos Plant

2006 Annual Achievement Award Winners

John D. Clark Award

Dust Control Customer Sales Representative of the Year

Steve Galvez (12/30/91) Riverside Plant



President's Award

Customer Sales Representative of the Year

Dean Cesario (12/27/89) Irvine Plant



Plant Superintendent of the Year Award

Brad Schacherl (04/08/99) Austin Plant



Sales & Service Manager of the Year Award

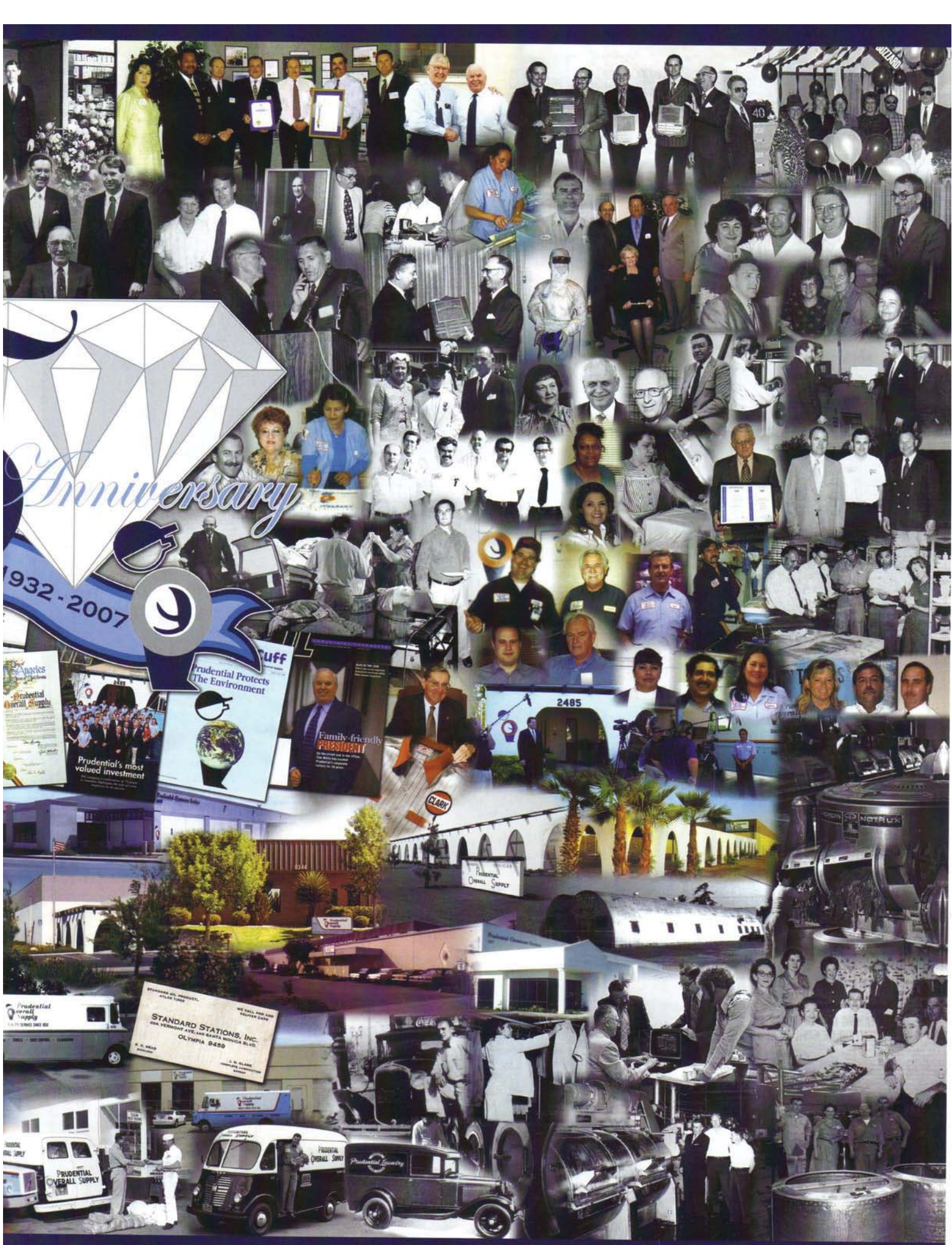
Tom Stillwagon (07/28/80) Palm Springs Service Center





Anniversary

1932 - 2007



Los Angeles
Prudential overall supply
Prudential's most valued investment

Prudential Protects The Environment

Family-friendly PRESIDENT

STANDARD STATIONS, INC.
904 VERMONT AVE. SAN SANTA MONICA BLVD.
OLYMPIA 98505
A. S. HARRIS
CORPORATE COMMUNICATIONS
SERVICES

2006 Prudential Sales Awards Presented

Gold Star Award

Clayton Foutch (01/05/04)
Milpitas Cleanroom



Rookie of the Year

James Hough (01/09/06)
Irvine Plant



District Sales Manager of the Year

Myles Reukema (01/05/04)
Corporate Office



Dan Clark Award

Milpitas Cleanroom
Myles Reukema, left
Clayton Foutch, right



Annual Top Pro Award

Samuel Ross (03/20/00)
Tucson Plant



Annual Clean Pro Award

Clayton Foutch (01/05/04)
Milpitas Cleanroom



2006 Prudential Sales Awards Dinner



2006 Prudential President's Club Harbor Cruise Dinner



1st Row, Left to Right:

Eric Stewart (06/09/03) National Account Executive, Corporate Office,
Tony Fernichio (10/01/98) Corporate Sales Representative, Phoenix
Plant, **Jeff Zeidman** (10/10/85) Corporate Sales Representative, Tucson
Plant

2nd Row, Left to Right:

Lisa Schiel (11/14/05) Corporate Sales Representative, Las Vegas Service
Center, **Jimmie Hoskins** (03/11/96) Senior National Account Executive,
Corporate Office, **Dwayne Marcum** (02/28/88) Corporate Sales
Representative, Fresno Plant, **Winson Wong** (08/11/97) Corporate Sales
Representative, Milpitas Industrial Plant

3rd Row, Left to Right:

Tom Watts (09/08/75) President, **Jerry Martin** (04/20/92) Vice President
Sales & Marketing, **Dan Clark** (09/23/68) Chairman of the Board, **Sam
McFarland** (11/17/93) Corporate Sales Representative, Phoenix Plant,
Myles Reukema (01/05/04) Cleanroom National Account Sales Manager,
Clayton Foutch (01/05/04) Senior Account Executive, Portland Service Center,
Samuel Ross (03/20/00) Corporate Sales Representative, Tucson Plant

4th Row, Left to Right:

Michael Bankhead (11/01/04) Corporate Sales Representative, Carson
Plant, **John Brown** (07/12/05) Corporate Sales Representative, Irvine
Plant, **Mark Fragus** (03/03/03) Corporate Sales Representative,
Bakersfield Service Center, **Gene LeClair** (03/15/99) Corporate Sales
Representative, Chula Vista Plant, **James Hough** (01/09/06) Corporate
Sales Representative, Irvine Plant, **Andrew Holliday** (11/10/03) Corporate
Sales Representative, Los Angeles Industrial Plant, **Nate King** (05/24/04)
Senior Account Executive, Austin Cleanroom



Sales & Marketing Department

Annual Sales Conference - February 27th - March 1st, 2007

"**FASTER, HIGHER & STRONGER**"

The 2006 sales year realized another record setting year for corporate sales growth for the industrial, cleanroom and national sales teams! This growth was fueled by consistent weekly performance coupled with a well-executed Pride account strategy.

The Company's 2007 goals, and this year's sales conference lend direction in helping to realize these goals in our 75th year of business.

The conference title, 'FASTER, HIGHER, STRONGER,' communicates that it is important to push ourselves harder, so that we can realize exceptional results.



Dan Clark (09/23/68)
Chairman of the Board



Tom Watts (09/08/75)
President



Jerry Martin (04/20/92)
Vice President of Sales &
Marketing



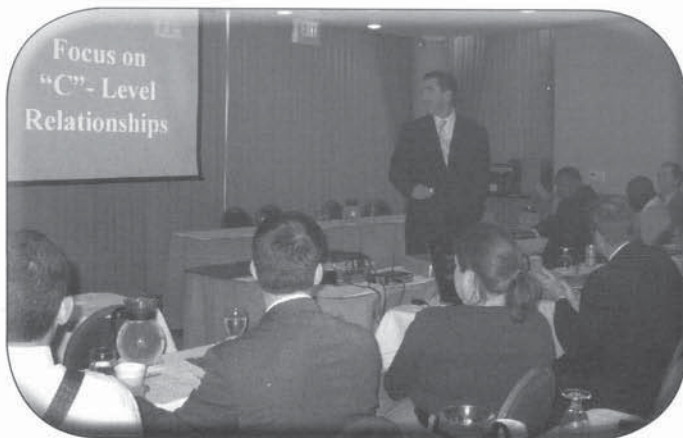
Dean Killion (03/06/95)
Director of Sales



L-R **Steve Turigliatto** (11/18/91) Corporate Sales Representative, Vista and **Jim Hough** (01/09/06) Corporate Sales Representative, Irvine (transferred to Phoenix 06/25/07) receiving laptop.



Santa Maria MGO Participants



Jeff Snow (06/28/04) Director of Marketing
presenting at the conference



A Scene from the Awards Dinner!

MAPS Replaced by Sales Logix in May 2007

Integrated Sales Management

CRM System Overview

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Integrated Sales Management

Objectives for implementing CRM at POS

The new CRM system provides more functionality and increased efficiencies than MAPS provides today, helping salespeople drive revenue increases

- Replace MAPS
- Centralize Data Storage
- Eliminate Weekly Backup / Restore
- Eliminate CoSR MAPS Office Input
 - Inputs for CoSR Co-Ops and Sales only
- Information Updated Daily

Business processes will stay the same; only the technology will change

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Integrated Sales Management

SalesLogix CRM Overview

The icons on the left represent the major functionality SalesLogix has to offer.

Account is the highest level – where all information must be linked to. Each account will be assigned to either a CoSR or AE based upon zipcode and division.

Contacts are where names of people are stored. You can also record addresses, email, phone numbers and add info such as hobbies, personal interests, etc.

Opportunities are where sales pursuit information is captured, including products, pricing and proposals.

Activities are future "to-dos" such as upcoming appointments or scheduled calls.

The **Calendar** displays Activities in a nice calendar format, by daytime/month/week/year.

The **Library** is where sales literature and documents can be stored and shared will all users.

The **Reports** section includes numerous reports, some specifically customized for Prudential.

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Integrated Sales Management

SalesLogix CRM Overview

2 Hours

Review, Discuss and Demonstrate the following topics:

- Basic SalesLogix navigation (Section 4.0)
- Review POS Sales Process (Section 5.0)
- Show the basic groups available & exporting to Excel (List / Detail View Icon)
- Searching & viewing account, contact and opportunity data (Section 6.1)
- Show Alpha Account Lookup (Section 6.1.3)
- Discuss visibility and access/security rules
- Add an account & contact (Section 6.2)
- Add a co-op lead (Section 3.5)
- Show how to record the services survey (Section 3.3)
- Show how to create an opportunity and a proposal (Section 3.4)
- Showing where pricing approvals are made (Section 3.4)
- Review Calendar, Activities, and SOP Activity (Section 8.0 & 3.2)
- Show the reports section of SalesLogix (Section 9.1)
- Show and describe Synchronization (Section 10)
- Review Appendix A, D, and E of the manual

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780 Club



Top 10% C.S.R. Sales

WEEK #52 - NBC Paid Ranking thru 12/31/2006

RANK	Top 10% C.S.R.	Plant	NBC Paid Total	NBC Avg.
1	Jeff Murray	21	\$1,680	\$32.31
2	Armando Perez	51	\$1,534	\$29.50
3	Gordon Phillips	07	\$1,500	\$28.85
4	Julio Murillo	02	\$1,496	\$28.77
5	Jose Pleitez	19	\$1,388	\$26.69
6	Tyler Young	32	\$1,340	\$25.77
7	Duke Sevilla	09	\$1,328	\$25.54
8	Stan Ratliff	21	\$1,319	\$25.37
9	Earl Earnest	22	\$1,194	\$22.96
10	Hal Bush	17	\$1,141	\$21.94
11	Geoff Hamilton	06	\$1,134	\$21.81
12	Stacey Kohlman	45	\$1,121	\$21.56
13	Jorge Delgadillo	51	\$1,115	\$21.44
14	Doug Hartman	21	\$1,105	\$21.25
15	Mike Harrill	02	\$1,078	\$20.73
16	Ray Santiago	32	\$1,023	\$19.67
17	Tom Chmielewski	26	\$1,022	\$19.65
18	Chad Frye	13	\$935	\$17.98
19	Ron Zazueta	21	\$934	\$17.96
20	Chad Jordan	21	\$917	\$17.63
21	Gabe Paniagua	02	\$898	\$17.27
22	Adam Jackson	03	\$888	\$17.08
23	Jimmie Thompson	04	\$873	\$16.79
24	Bobby Dominguez	45	\$818	\$15.73

**2006
YEAR-END
FINAL
RESULTS!**

1st - Jeff Murray - Tucson
2nd - Armando Perez - El Paso
3rd - Gordon Phillips - Cerritos

*CSR Sales Averages include New Business Sold and Co-Op Leads Given Sold.



April 6, 2007

Dear Customer Sales Representatives:

I am tremendously excited to inform you of some great changes to Prudential Overall Supply's CSR Awards Programs.

First, the company's **CSR of the Month** program has been changed to recognize any CSR selling \$80 or more as recorded in MAPS for each 4 week MAPS selling period. Previously, CSR of the Month measured your MAPS sales in 4 or 5 week periods. What this means to you is that you can now earn CSR of the Month Awards 13 times each year instead of 12 times, and tracking will be as simple as reviewing your market center's MAPS Weekly Sold Volume Analysis or CSR Sales Board each 4 week period.

Second, the company's **Superstar Award** has been modified to recognize all CSR's that achieve a \$19.32 NBC Paid average for the calendar year. Previously, only one CSR from each market center could earn Superstar. We want to add every one of our deserving CSR's to the party; this policy change invites and allows each of you to achieve Superstar status. Additionally, the Superstar Award payment has been increased from \$300 to \$500, and all other Superstar award benefits remain in place.

Last, to help commemorate Prudential's 75th **Diamond Anniversary**, the company will recognize the TOP producing CSR in NBC Paid sales with a trip to **Diamond Head**, Hawaii. Airfare and lodging for two to this beautiful and memorable island destination will be provided for the company's #1 CSR sales person and guest. This award is designated for the 2007 Diamond Anniversary year only.

I hope you'll join me in my excitement for these CSR Awards improvements. Further details are available in CPP 31.10, which your Manager can review with you. Let's mark our Diamond Anniversary with Diamond sales performances by all!

GREAT SELLING!

Tom Watts
President
CSR, 1975 - 1979

Irvine Plant Safety Committee



Hard at work on safety.



Every Safety Committee member wears a S.T.A.R. shirt



Maria Z. Orozco-Sepulveda
(07/17/00) Distributor



Eloisa Sanchez (02/17/87)
Presser



Rosalba V. Ruiz (04/12/90)
Towel Counter



Francisco J. Mendoza (08/09/01)
Maintenance Mechanic



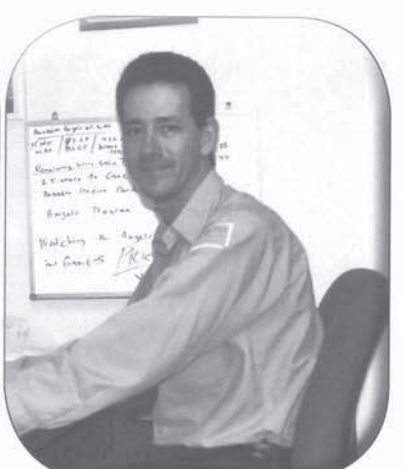
Raquel De Dios (09/12/06)
Office Clerk



Felipe Soto (02/27/90)
Stock Room Clerk



Omar Gomez (02/22/06)
Washer



Jaime Ruiz-Rehired (02/10/03)
Production Floor Supervisor
Acts as Coach

Irvine Plant Safety Committee

From Chris Kalert:

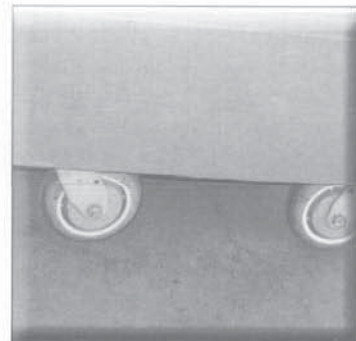
“Worker’s Compensation needed improvement. President Tom Watts contacted Milliken Kex, one of our suppliers who has an excellent safety program, and they let us use Wayne Punch on a consulting basis. We want to make the Irvine Plant into a model plant for safety and then teach the process to other plants.

We first had to convince the production employees that safety is a major concern. Each department selected their own representative for the Safety Committee on a voluntary basis. The program is employee based and not management driven. We pay great attention to details. We have training including safety training in every department.

The Safety Committee sets out what is important to them. Cost is not a consideration for us to take action, and bring their actions directly to the General Manager. We are putting documents on safety issues in every department.”



Chris Kalert (03/23/90)
General Manager, Irvine



New casters were put on all rolling carts and some larger wheels were added.



Safety Signs throughout the plant are on the walls and on the floors.



MILLIKEN

WAYNE PUNCH
Director of Safety & Health

800-759-7243 Beeper: (#5382022)
Office: (864) 503-2992
Home: (864) 468-5149
Fax: (864) 503-2853
Car: (864) 494-1122
E-mail: wayne.punch@milliken.com

Milliken & Company, M-285
920 Milliken Road
P.O. Box 1926
Spartanburg, SC 29304-1926

CREATED WITH P&HC
IN USA

Four Prudential Employees Retire

We wish you the very best in the years to come.



Carletta Brent (05/29/78) Presser, Tucson, center, retired 11/20/06, with her retirement gifts, **Desi Toler** (10/12/88) Plant Superintendent, left, and **Mitch Cummins** (07/21/80) General Manager, right. Carletta started when the Tucson plant opened in 1978. She was the longest term Tucson employee.



Dave Forst (03/26/81) Fleet Mechanic, Tucson, retired 09/20/06, right, and **Mitch Cummins** (07/21/80) General Manager, left.



Elisa Garcia (08/20/84) Production Operator, Irvine, right, retired 01/31/07, on her special day.



Shirley Manuel (04/03/01) Input Operator, Corporate Office, retired 07/06/07.

In Memoriam



Dick Beecher passed away 01/24/07. Dick joined POS in May 1955 as a Utility Route Sales Representative, and worked his way up, reaching the position of Sales & Service Manager. He retired on May 31, 1991 from the Corporate Office.



Ron Buckley passed away 02/24/07. Ron retired on July 31, 1991 as a Corporate Sales Representative from the Riverside plant, after thirteen years with the company.

What's News

What's happening around Prudential?



Louie Ramirez (07/08/77), Washer, Milpitas Industrial, second from left, was recognized for 30 years of service by **Marc O'Leary** (12/07/77) Regional Vice President, left; **Laurie Lecair** (08/09/79) Plant Superintendent, second from right; and **John Robinson** (04/01/91) General Manager, right.



Celia Niemann (08/28/72) Production Operator, Cerritos, left, receiving her 35 year gift from **Ron Baublitz** (09/19/94) General Manager.



Manuela Cabrera (12/13/72) Production Operator, Cerritos, left, receiving her 35 year gift from **Ron Baublitz** (09/19/94) General Manager.



Miguel Ortiz (01/25/82) Service Attendant, Irvine, receiving his 25 year watch and certificate from **Chris Kalert** (03/23/90), General Manager, right, and **Manuel De La Rosa** (07/26/94) Plant Superintendent, left.



Manuel De La Rosa (07/26/94), playing Santa Claus at the Irvine Plant, Christmas Luncheon.



Mark Bickel (10/08/86), Sales & Service Manager at Irvine, r, is hosting a victim of Hurricane Katrina at his house. Mark and his family now have a seventeen year old student, Baldwin Thompson, I, living with them who formerly lived in Louisiana. He plays football and attends the same school as Mark's seventeen year old son, Cody. His family has moved back to Louisiana as his mother has had medical problems, but her son decided to stay and Mark Bickel offered his home.



American Red Cross Blood Drive, Corporate Office & Irvine Plant: "You were my only drive today that came in over goal!! You were in for 24 and collected 26 good units, which were solely needed in Orange County. That means that Prudential Overall Supply helped to save 78 lives today. Please thank all of your wonderful staff that made it happen and also a huge thanks to the donors". Sincerely, Cher Pacini, Account Manager, American Red Cross.

Management Changes



Jeff Snow (06/28/04) was promoted to Regional Manager of the Northern Region effective 07/09/07. Jeff received his BS from Cal State Dominguez Hills before continuing his education at Thunderbird, The Garvin School of International Management where he earned his MBA. Jeff was appointed Director of Marketing 01/08/07 and prior to that was National Route Sales Manager.



Cris Sheirer (02/08/05) was promoted to General Manager of the Albuquerque plant from Sales & Service Manager effective 01/08/07.



Jon Locke (08/09/04) was promoted to General Manager of the Van Nuys Plant from Assistant General Manager at Cerritos effective 08/06/07. Jon has a BS in business administration from UC Riverside. He started as an MPTP in Riverside.



Rick Ponce (05/27/98) was promoted to General Manager at Fresno from General Manager at Albuquerque, effective 01/08/07.



Keith Mann (04/16/07) was hired as a Route Manager at Richmond Cleanroom.



Jennifer Harris (10/31/05) was promoted to Office Manager at Richmond Cleanroom from Office Clerk effective 02/26/07.



David Hernandez (05/28/04) was promoted to Route Manager at San Antonio Service Center from Customer Sales Representative, effective 01/29/07.

More Changes



Chris Jones (07/31/06) was promoted to Sales & Service Manager at Austin effective 07/02/07.



Darrin Kendrick (02/02/04) was promoted to Service Center Manager at Victorville Service Center from Route Manager at Riverside effective 01/01/07.



Randy Schmucker (05/29/97) was promoted to Sales & Service Manager at Phoenix from Route Manager effective 12/04/06.



Kwangee Lee (09/16/02) transferred to Sales & Service Manager at Milpitas Industrial from Service Manager at Milpitas Cleanroom effective 11/20/06.



Julio Aguilar (11/03/05) was promoted to Sales & Service Manager at Albuquerque from MPTP effective 01/15/07.



Joshua A. Pollaro (06/13/06) was promoted to Sales & Service Manager at Irvine from MPTP and S&SM trainee effective 06/04/07.



Gary Zamora (11/10/03) was promoted to Sales & Service Manager at Los Angeles Industrial from Route Manager effective 11/13/06.



Ben Velasquez (02/22/06) was promoted to Sales & Service Manager at Fresno from MPTP effective 02/12/07.



Fausto Alvarado (04/04/06) was promoted to Sales & Service Manager at Los Angeles Industrial from MPTP effective 11/13/06.



Richard Phu (04/04/06) was promoted to Sales & Service Manager at Chula Vista from MPTP effective 02/26/07.



Johanna A. Perez (09/01/05) was promoted to Human Resources Manager in the Corporate Office from Human Resources Representative effective 01/03/07.



Sherrie Lowe (11/07/06) was hired as a Key Account Manager in the Corporate Office.



David Curry (01/17/07) was hired as a Key Account Manager in the Corporate Office.



Clarence Burish (03/09/87) transferred to Project Manager in the Corporate Office from Plant Superintendent at Cerritos effective 05/21/07.



Dale E. Knutson (02/12/07) was hired as Project Manager in the Corporate Office.



Nicolas Miranda (04/15/07) was hired as Sales & Service Manager at Vista.

From the Prudential Mail Bag...

 **DEPARTMENT OF PLANETARY SCIENCES
LUNAR AND PLANETARY LABORATORY**
The University of Arizona - Tucson, Arizona 85721

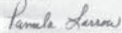
S/24/07

Ted Morgan
Prudential Cleanroom Services
102 West Hampton
Mesa, AZ 85210

Dear Mr. Morgan,

I would like to take this opportunity to thank you and your staff for taking such good care of us during our critical time of need. You helped us meet our deadline in delivering our instruments to NASA. We feel that you went beyond your obligations to help when we have asked for special treatment on cleaning our garments when we had extra people on board and needed overnight delivery. When we have added extra garments to our inventory on such short notice you kept me well informed on our request and when to expect them. I feel that you, Al and Juan Johnson deserve a special thank you from all of us at the University of Arizona Lunar and Planetary Lab.

Sincerely,



Pamela Larnow
University of Arizona
Spaces Sciences
Lunar Planetary Laboratories

Ted Morgan (07/29/96) Route Manager,
Alan Magiera (02/14/00) Customer Service
Representative, **Juan Johnson (01/26/98)** As-
sistant General Manager, Mesa Cleanroom

February 1, 2007

Corporate Office
Attention: Customer Service Department
Prudential Overall Supply
1661 Alton Parkway
Irvine, CA 92606

Dear Sir/Madam

I am forwarding this quick note to your attention, not as a "client" of Prudential Overall Supply, but because I have recently had the pleasure of meeting one of your employees.

Just about every morning I stop at a 7-Eleven mart on Del Amo Street, Torrance to get my coffee on my way to the office. I have seen Jimmy doing his job very professionally and courteously many times. We have exchanged good mornings and have a good day...

I just wanted you to know that you have a special employee here. He always has a smile and a hello, which makes life so much better. These days with people so busy with cell phones and blackberry's, there is no human interaction.

Please make sure this letter is received by his Supervisor. It is so rare that one feels like writing a letter like this, but today I felt compelled!

Thank you for your time.

Liz Beam



Jimmie L. Thompson (07/10/00) Customer
Sales Representative, Carson

Shop towels are maintained by Prudential Overall Supply. Prudential has received Albuquerque's Gold and Silver awards for waste water treatment. By completely removing chemicals for a reusable towel service, Prudential helps us in the efforts of reducing landfill and incinerated waste from throw away towels.

From Cottonwood Printing, Albuquerque, New Mexico regarding the Prudential Albuquerque Plant.

-----Original Message-----

From: Sylvia Britz@qimonda.com [mailto:Sylvia.Britz@qimonda.com]
Sent: Tuesday, July 03, 2007 12:43 PM
To: Elisabeth Knott (GM P70)
Cc: Karl Mertsch
Subject: Karl Mertsch

Elisabeth:

After speaking with you this morning, I felt compelled to acknowledge the superior customer service that we'll receive from Karl Mertsch. Karl is always responsive when we ask for rush deliveries of garments (while we deal with inventory issues and await new garment deliveries); he responds immediately whenever I call Prudential with a question or special request, and he follows up to assure complete satisfaction. His attention to detail (delivery tickets, invoices, etc.) is outstanding. On occasions where we have had some garment issues (stains, mildew), Karl has come on site and worked side by side with us to help determine a root cause in order to prevent future recurrences.

Karl's supportive attitude and and superb customer focus are truly appreciated.

Regards,

Sylvia J. Britz
Site Services Supervisor
Qimonda North America - Richmond
6000 Technology Blvd.
Sandston, VA 23150
(804) 952-6117
(804) 952-6806 (fax)
8045220097@page.nextel.com
sylvia.britz@qimonda.com

Karl Mertsch (07/08/04)
Route Manager, Richmond
Cleanroom

-----Original Message-----

From: Amanibusan@accoes.com [mailto:Amanibusan@accoes.com]
Sent: Friday, June 08, 2007 11:14 AM
To: John Robinson (GM P09/10)
Subject: Thank You!

I am sending this email to you because I am very impressed with the level of service extended to my company by Kwangee Lee. His quick responses to my requests and his follow-up is much appreciated. Every time I submit a request, he follows up with a reply email telling me he has received the order. This has never been done in the past. Thank you for your company making great choices in their personnel!

Thank You,

Toni Manibusan
ACCO Service Department
Operations Coordinator/Inside Service Sales
800-598-2226 xt. 4521

Kwangee Lee (09/16/02) Sales & Service Manager,
Milpitas Industrial

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

Publication of Prudential Overall Supply

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

EDITOR-IN-CHIEF: Don Nordstrom LAYOUT & DESIGN: Stephanie Leibick, Marketing Projects Coordinator

Please address all correspondence and address changes to:

Prudential Overall Supply - OFF-THE-CUFF - 1661 Alton Parkway, Irvine, CA 92606

(949) 250-4855 - Fax: (949) 261-1947 - Web: www.pos-clean.com

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CLEAN was voted into the ASN June 6, 2007



Arrow Uniform

6400 Monroe Boulevard
 Taylor, MI 48180
 800-552-7769
 asn@arrowuniform.com

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1661 Alton Parkway
 Irvine, CA 92606
 800-767-5536
 asn@pos-clean.com



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 St. Louis, MO 63104
 asn@cleanuniform.com

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- Puerto Rico

Recognition for Environmental Compliance, 2006 - Carson and Cerritos Plants



Class 49 of 7 Habits Training Program

Johanna Perez (09/01/05) Human Resources Manager, Program Leader



First Row:

Lindsay Susskind (08/09/04) Sales & Service Manager, Los Angeles Cleanroom Plant, **Seth Francis** (12/10/01) Senior Sales & Service Manager, Milpitas Cleanroom Plant, **Armando Lieras** (10/09/06) MPTP, Corporate, **Sergio Aguilera** (06/19/06), Plant Superintendent, Moorpark Plant, **Michael Randolph** (10/18/04), Sales & Service Manager, Richmond Cleanroom Plant, **Mark Willis** (08/09/04) Sales & Service Manager, Chula Vista Plant, **Omar Hurtado** (07/17/06) Personnel Clerk, Corporate, **Sergio Lopez** (07/24/06) Route Manager, Riverside Plant

Second Row:

James Merrill (09/02/04) Sales & Service Manager, Vista Plant, **Randy Schmucker** (05/29/97) Sales & Service Manager, Phoenix Plant, **Chris Sheirer** (02/08/05) General Manager, Albuquerque Plant, **Matt Richards** (01/05/04) Regional Route Sales Representative, Corporate Office and, **Gary Zamora** (11/10/03) Sales & Service Manager, Los Angeles Plant

New 22' POS Truck, #825

