



# OFF-THE-CUFF



*Milpitas, CA Industrial Plant*

## Featuring

Milpitas Industrial & Cleanroom Plants  
Portland Service Center

## What's inside

- 75th Anniversary Diamondhead Winner
- \$19.32 Achievers
- Annual Achievement Award Winners
- Annual Sales Conference
- ABS update
- New POS website is LIVE
- Training Programs
- Safety News



*Portland, OR Service Center*



*Milpitas, CA Cleanroom Plant*



# Meet the Milpitas Industrial Plant Team

## 2007 Outstanding Achievement Award Winner



**John Robinson** (04/01/91)  
 General Manager of the Milpitas Industrial & Cleanroom Plants. John Robinson originally started with Prudential in Tucson as a Maintenance Mechanic after completing a 6 year enlistment in the U.S. Navy. John enjoys golfing, fishing, bowling and spending time with family.

### History of the Milpitas Plant

|                              |      |
|------------------------------|------|
| Year Opened:                 | 1971 |
| Current Number of Employees: | 65   |
| Current Number of Routes:    | 13   |



**Jon Marts** (05/30/00)  
 Sales & Service Manager (District-2)  
 Jon started as an MPTP out of the Tucson Plant. As an Ohio native, Jon is a huge Bengals and Cavaliers fan. Since his move to California, he spends his spare time racing motorcycles in the AFM club circuit.



**K G Lee** (09/16/02)  
 Sales & Service Manager (District 1)  
 K G started his career with PCS and transferred to the industrial division a year and a half ago. K G is a family man and enjoys spending his free time with his wife Debbie and 2 kids, Christopher and Chelsea, ages 6 and 2.



**John Pennington** (01/02/01), District Sales Manager, After being in the Uniform Business for 41 years, he most enjoys working with his POS Team. During his time off, he enjoys traveling with his wife of 45 years.



**Richard Chang** (11/05/07)  
 Corporate Sales Representative Richard has been married for 11 years and has two sons, ages 8 and 3. His present goal at Prudential is to achieve the President's Club and Rookie of the Year Awards.



**Bruce Arola** (12/29/97)  
 Corporate Sales Representative Bruce is a former professional baseball player. He enjoys spending time with his wife Connie and their dog Rocky. Hobbies include dirt bike riding, golfing, fishing, just about anything outdoors.



**Winson Wong** (08/11/97)  
 Corporate Sales Representative 10 1/2 years ago while waiting for a San Francisco Police Dept. opening, Winson came to POS for a transitioning job. He decided to stay at POS because the job provides the daily challenges, the camaraderie, and the opportunity to make a difference in our community, just like the SFPD. Winson has a 23 years old daughter (The love of his life) who is working on her teaching credential.



**John Gordon** (01/02/08)  
 Route Manager John Gordon is a California native. Enjoys basketball, football, and fitness. Recently engaged to Gabriela Roman.



**Anthony Frye** (02/04/08)  
 Route Manager Tony recently joined Prudential. He's been married for 29 years and has four children.



**Michael Houghton** (02/04/08)  
 Route Manager Mike loves Prudential ever since he started in February. "Everyday is an unknown adventure, just the way I like it!"

# Plant Office Support



**Ruben De Anda** (10/27/04)  
Office Manager of the Milpitas Industrial & Cleanroom Plants.  
Ruben enjoys the ongoing learning experience at Prudential. He started as a Production worker, transferred to the Cleanroom Q. A. Technician position and currently works as Office Manager. Among other activities, Ruben enjoys hiking, listening to music and singing Latin music for his friends and family.



Left to right: **Denise Barkes** (09/03/91) Office Clerk, **Adria Ferrer** (08/13/07) Accounts Receivable Clerk, **Jessica Pulido** (06/25/07) Office Clerk, **Pamela Neumiller** (10/06/92) Office Clerk of the Milpitas Industrial & Cleanroom Plants.

# Customer Sales Representatives



**Dave McGee** (06/22/98)  
Customer Sales Representative



**Aaron Livingston** (08/11/97)  
Customer Sales Representative



**Calvin Billings** (05/22/01)  
Customer Sales Representative



**Bill Frenzer** (09/06/05)  
Customer Sales Representative



**Ryan Labra** (08/01/05)  
Customer Sales Representative



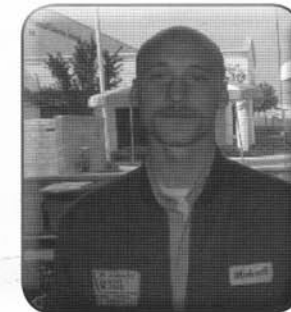
**Dennis Bleisner** (11/19/01)  
Customer Sales Representative



**Jim Barkes** (07/29/85)  
Customer Sales Representative



**Jose Rios** (01/29/07)  
Customer Sales Representative



**Michael Ellis** (10/27/03)  
Customer Sales Representative



**Mike Arnaz** (02/21/84)  
Customer Sales Representative



**Tony Madrilejos** (04/28/03)  
Customer Sales Representative



**Tony Ureno** (07/06/95)  
Customer Sales Representative



**Duke Sevilla** (06/10/96)  
Customer Sales Representative



**Leo Saucedo** (01/15/07)  
Relief Driver

# Milpitas Plant Production Team



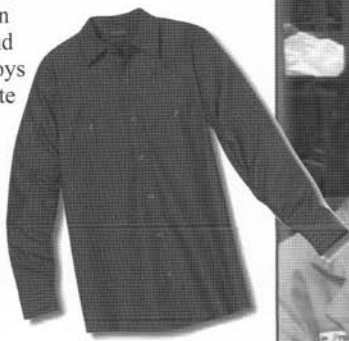
**Lauri Lecair** (08/09/79)  
Plant Superintendent of the Milpitas Industrial & Cleanroom Plants.  
Lauri joined Prudential in 1979 as a production employee. In 1987 she transferred to the office where she spent the next 15 years. In 2002 Lauri was promoted to Plant Superintendent of the Milpitas Industrial plant and in 2005 was given the additional responsibility of the Milpitas Cleanroom plant. Lauri lives in Turlock California with her husband and has been married for 26 years. She enjoys working at Prudential and feels fortunate to work with a great group of people.



Left to right: **Rebecca Mendoza** (05/29/90) Lead Person, **Catalina Hernandez** (08/25/99) Distributor, **Matilda Estrada** (07/18/95) Distributor, **Janice Togonon** (02/18/84) Distributor, **Lidia Avila** (09/20/99) Distributor, **Maria Duran** (06/29/98) Presser, **Lupe Sanroman** (09/22/97) Distributor, **Carmen Carrillo** (09/02/95) Presser



**Donna Aguilar** (05/06/04)  
Production Manager  
Donna enjoys the people she works with and the challenges she faces everyday at Prudential. She is married and has one daughter. Donna and her husband are very involved in their daughter's competitive softball team and their own co-ed softball league. Every weekend they travel to different cities for her tournaments.



Left to right: **Maria Sotelo** (03/27/89) Mender, **Rebecca Mendoza** (05/29/90) Lead Person, **Martha Colon** (12/06/83) Folder

## Milpitas Towel Folders



Left to right: **Lourdes Ramos** (08/11/98) Folder, **Rosa Ramirez** (10/11/04) Folder, **Josefina Acevedo** (11/10/97) Lead Person, **Estela Rodriguez** (11/05/96) Folder, **Maria Fausto** (05/10/06) Folder



# Milpitas Plant Stock Room



Left to right, back row: **Daria Plantillas** (05/01/06) Stock Room Clerk, **Maria Contreras** (05/04/99) Stock Room Clerk, **Imelda Beltran** (11/02/05) Stock Room Lead, **Olga Beltran** (04/26/06) Stock Room Clerk  
Front row, left to right: **Abi Solorio** (05/21/85) Stock Room Clerk, **Leticia Velasco** (03/11/96) Stock Room Supervisor.

# Washers & Loaders



Back row, left to right:  
**Jose Cortez** (04/03/06) Mat Loader  
**Hugo Villagomez** (08/23/99) Lead Washer  
**Louie Ramirez** (07/08/77) Washer  
**Orlando Cuevas** (02/27/07) Truck Unloader  
**Tiburcio Saldivar** (04/30/07) Truck Loader  
**Jose Maldonado** (01/22/79) Towel Counter

Front row, left to right:  
**Taide Cebrero** (09/12/07) Truck Unloader  
**Kenny Young** (01/21/08) Truck Loader  
**Juan Cerda** (12/06/07) Truck Unloader

# Maintenance & Auto Mechanic Department



Left to right:  
**Ed Reyes Cantada** (06/04/07) Auto Mechanic  
**Ricardo Pelayo** (02/27/79) Maintenance Supervisor  
**Manuel Arroyo** (04/01/02) Service Attendant  
**Jorge Carreon** (01/07/08) Maintenance Mechanic  
Not Pictured:  
**Dempsey Avila** (10/18/07) Maintenance Helper  
**Jose Neri** (06/30/99) Water Treatment Operator



# Milpitas Plant's Featured Customer

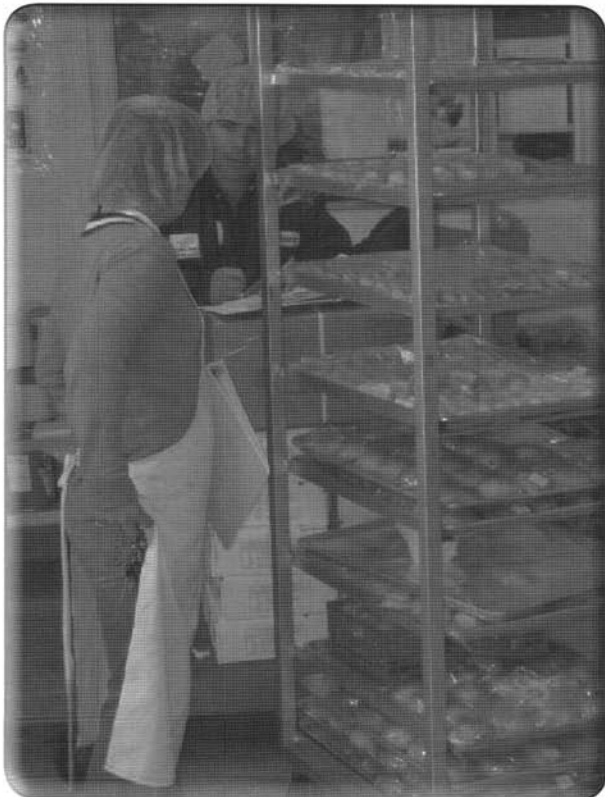
## **Flying Food Group**



Flying Food Group's vision is to enhance the meal experience of their customers "On the go guest". They create and manufacture the finest fresh food meals custom designed for the "on the go" guests of their customers in the In-flight Catering, Grocery, Food Service and Specialty markets. They are proud and privileged to serve more than 85 international airlines and recognized household retail and food service companies.



Flying Food Group's quality control is paramount, this ensures the integrity of their products thus protecting and developing the brand and image of their customers in market place. They pride themselves in their ability to provide customers with only the best in quality and service from the basic requirements such as hygiene, pricing, billing, etc. to the more focused areas such as product development, service and logistics using state of the art systems and technology. They view their R&D department as essential, providing ongoing product upgrades to maintain the lead in quality. They source and purchase the finest quality ingredients, using optimum production procedures to ensure the shortest possible time before being served to their customers.



Flying Food Group employee wearing a Prudential apron.

All facilities operate under the same stringent hygiene regulations, developed for their company, in line with International and Customer requirements as well as local laws. Each kitchen has its own specific HACCP programs controlling all production practices in a safe hygienic manner.





**FLYING FOOD GROUP**

FLYING FOOD GROUP



Left to right:  
**Jon Marts** (05/30/00) Sales & Service Manager (District 2),  
**John Robinson** (04/01/91) General Manager,  
**Azad Husain**, Flying Food Group General Manager,  
**David McGee** (06/22/98) Customer Service Representative (Route 83)



**David McGee** (06/22/98) Customer Sales Representative delivering clean garments to the Flying Food Group team.



**David McGee** (06/22/98) Customer Sales Representative verifying that all customer needs are met.



Left to right: **John Robinson** (04/01/91) General Manager, **Luz Sumagang**, Flying Food Group Production Manager, **Jon Marts** (05/30/00) Sales & Service Manager (District 2)

**Prudential provides the following items to the Flying Food Group:**

- **Wrap Around Smocks**
- **Chef Coats**
- **Chef Pants**
- **Industrial Shirts**
- **Industrial Pants**
- **Jackets**
- **Coveralls**
- **Aprons**
- **Safety Mats**



# Meet the Milpitas Cleanroom Plant Team



**History of the Milpitas Plant**

|  |      |
|--|------|
| Year opened in Milpitas when the Cleanroom operation moved from Fremont, CA: | 1997 |
| Current Number of Employees:   | 78   |
| Current Number of Routes:  | 2    |



**Joe Sharma (09/04/06)**  
 Assistant General Manager, of the Milpitas Cleanroom Plant.  
 Joe started with Prudential as an MPTP in the Los Angeles Cleanroom and has had the privilege of working in the Mesa Cleanroom and now in Milpitas. Joe has a Bachelors in Management and Human Resources and has been with Prudential for about 7 years (Re hired in 2006). Joe recently married and enjoys playing golf and basketball.



**Myles Reukema (01/05/04)**  
 Director of National Sales  
 Myles manages and supports the cleanroom division's sales force. Myles recently celebrated the birth of his second child, Tiana on May 06, 2008.



**Gabriel Mills (07/09/07)**  
 Sales & Service Manager Trainee



**Angela Chavez (01/21/08)**  
 Quality Assurance Technician



**Chris Haupt (12/31/07)**  
 MPTP



**Clayton Foutch (01/05/04)**  
 Senior Account Executive  
 "I appreciate the opportunity that Prudential has given me. Prudential is not the largest company in our industry so it makes the wins that much sweeter".



## Customer Service Representatives



**Alfonso Campos** (03/19/94)  
Customer Service Representative



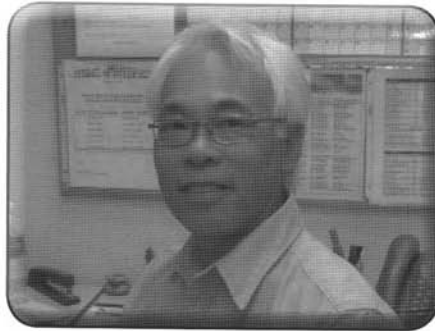
**Fred Zulueta** (10/21/04)  
Customer Service Representative

## Line Driver



**Aladdin Farag** (03/27/06)  
Line Driver

## Garment Coordinator Team



**Doug Lee** (06/04/96)  
Garment Coordinator Supervisor  
Doug started with Prudential at a service center in San Rafael as CSvR. He helped set up Central Supply in Milpitas and managed that for a time, and worked as Milpitas Production Supervisor. He currently works as Garment Coordinator Supervisor for the Milpitas Cleanroom Plant. Doug has 2 boys, 28 and 23 years old. His hobbies are golf and he started taking up sailing.



Left to right: **Gabriel Mills** (07/09/07) Sales & Service Manager Trainee, **Adelia Hayag** (11/21/83) Garment Coordinator, **Julie Ybarra** (04/03/06) Garment Coordinator, **Maria Marquez** (10/19/07) Garment Coordinator, **Victor Lopez** (11/14/05) Garment Coordinator, **Maria Loredo** (06/26/79) Garment Coordinator, **Veronica Perez** (08/25/03) Garment Coordinator, **Cecilia Hernandez** (08/03/98) Garment Coordinator, **Kathy Rogers** (09/04/84) Garment Coordinator, **Ampelia De La O** (08/07/90) Garment Coordinator, **Maria Camino** (04/22/91) Garment Coordinator, **Maria Justo** (01/12/94) Garment Coordinator, **Doug Lee** (06/04/96) Garment Coordinator Supervisor, **Maria Hernandez** (10/21/99) Garment Coordinator

# Milpitas Cleanroom Plant Soil Sort



**Josefina Salcedo** (02/09/94)  
Production Supervisor  
Pina started as a Soil Sorter in 1994. She lives in Newark with her husband Juan and their two sons. "I enjoy working at Prudential because I find my job challenging and motivating".



Left to right:  
**Roxana Turcios** (04/20/06)  
**Elizabeth Montenegro** (01/23/07)  
**Sara Soria** (09/02/97)  
**Maria Pelallo** (04/17/06)  
Working inside the cleanroom soil sort area.



Left to right: **Sara Soria** (09/02/97)  
**Maria Mora** (03/30/06), **Elizabeth Montenegro** (01/23/07)  
**Felix DeCondori** (03/30/06)  
On the way to the cleanroom gowning area.

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# Milpitas Cleanroom Plant Stock Room



Left to right: **Maria Beltran** (01/16/06) Stock Room Clerk, **Lucia Chavolla** (10/09/00) Stock Room Lead, **Leticia Bustos** (09/27/89) Stock Room Clerk **Maria Gamez** (03/16/87) Stock Room Clerk **Adelaida Rosales** (03/20/06) Stock Room Clerk, **Olga Pegueros** (09/20/83) Stock Room Clerk

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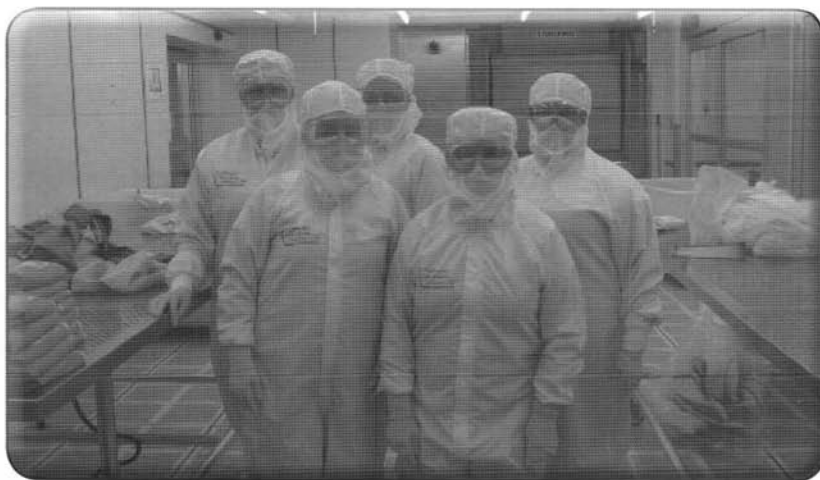
# Milpitas Cleanroom Plant Distribution

From left to right:  
**Maria Madrigal** (02/01/96) Distributor  
**Rebecca Villanueva** (09/21/99) Distribution Lead  
**Carmen Campos** (08/27/07) Distributor  
**Norma Elias** (04/03/06) Distributor





# Milpitas Cleanroom Plant Folders



Back row left to right: **Ana Cerda** (06/07/07) Folder, **Gloria Moran** (06/24/95) Folder, **Elsa Valle** (09/07/99) Folder. Front row left to right: **Maria Vargas** (04/03/06) Folder, **Maria Moreira** (07/32/85) Folder Lead



Left to right: **Maria Cardenas** (03/30/06) Folder, **Emma Serna** (03/27/06) Folder, **Lorena Solis** (03/27/06) Folder, **Leticia Santos** (04/14/97) Folder, **Maria Ramirez** (07/28/97) Folder, **Elizabeth Meza** (08/29/05) Folder, **Socorro Perez** (10/14/95) Folder



Left to right: **Leticia Santos** (04/17/97) Folder, **Consuelo Ramirez** (05/10/99) Folder, **Maria Sanchez** (04/24/06) Folder, **Roxana Turcios** (04/20/06) Soil Sort, **Araceli Gutierrez** (02/24/92) Folder, **Elizabeth Meza**, (08/29/05) Folder



Left to right: **Yesenia Ortiz** (05/31/06) Distributor, **Gloria Moran** (06/24/95) Folder, **Maria Amezcua** (08/27/07) Folder, **Maria Ramirez** (07/28/97) Folder



Left to right: **Alicia Leza** (02/13/89) Folder, **Magdalena Valdez** (04/07/84) Soil Sort, **Lorena Solis** (03/27/06) Folder, **Maria Cardenas** (03/30/06) Folder, **Emma Serna** (03/27/06) Folder



From left to right:  
**Maria Opon** (11/16/83) Folder  
**Rebecca Villanueva** (09/21/99) Distribution Lead  
**Elsa Valle** (09/07/99) Folder,  
**Maria Vargas** (04/03/06) Folder  
**Imelda Ruiz** (10/04/89) Folder Lead  
**Maria Moreira** (07/31/85) Folder Lead  
**Norma Elias**, (04/03/06) Distributor  
**Lauri Lecair** (08/09/79) Plant Superintendent  
**Albertina Jimenez** (02/13/07) Folder

# Milpitas Cleanroom Plant's Featured Customer

## NUMMI



New United Motor Manufacturing, Inc. (NUMMI) is the pioneering joint venture of General Motors Corporation and Toyota Motor Corporation. Established in Fremont, California, in 1984, NUMMI helped change the automobile industry by introducing the Toyota Production System and a teamwork-based working environment to the United States.

Today, NUMMI has grown to become a company of 5,440 team members who produce three award-winning vehicles: Toyota Corolla, Toyota Tacoma and Pontiac Vibe.

Throughout its history, NUMMI has worked hard to create a unique corporate culture that borrows from Toyota, General Motors and the nearby Silicon Valley environment. The company's core values are based on five cornerstones: teamwork, equity, involvement, mutual trust and respect, and safety.



These values are the basis for **everything we do**

# VALUES

*This year, NUMMI Values will replace the NUMMI Cornerstones, which have been in place for the last 23 years. The NUMMI Values build upon a strong foundation, which was laid by the cornerstones. In addition to better reflecting the changing needs of the company today, they more closely resemble Toyota's Values.*

**Teamwork**  
We stimulate personal and professional growth, share opportunities of development and maximize individual and team performance. We are committed to the education and professional development of all of our team members. Respect for the individual is a high priority for all of us at NUMMI. We understand that realizing consolidated power as a team is more desirable and effective than standing alone.

**Challenge**  
We form a long-term vision, meeting challenges with courage and creativity to realize that vision. We create value through manufacturing and delivering products and services. With long-range perspective and through consideration in the decision-making process, we are energized by the spirit of challenges and opportunity.

**Kaizen**  
We improve our business operations continuously, always driving for innovation and evolution. With a mind for Kaizen and innovative thinking, we are committed to building lean systems and structures and promoting organizational learning.

**Genchi Genbutsu ("Go and See")**  
We practice Genchi Genbutsu - go to the source to find the facts required to make correct decisions, build consensus and achieve goals at our best speed. Having a good grasp of the current situation allows us to establish a solid foundation from which to begin our initiatives. We value consensus-building in our commitment to achieving the highest quality product at the lowest possible cost.

**Respect**  
We respect others, make every effort to understand each other, take responsibility, and do our best to build mutual trust. We have respect for our stakeholders and continually strive for mutual respect and responsibility. We believe in candid and sincere communication toward establishing a healthy relationship with each other.

NUMMI 2001





Back Row left to right:  
**Craig Wood**, NUMMI  
Assistant Manager, Passenger Paint  
**Gabriel Mills** (07/09/07)  
Sales & Service Manager Trainee  
**Fred Zulueta** (10/21/04)  
Customer Service Representative

Front Row left to right:  
**Joe Sharma** (09/04/06) Assistant  
General Manager  
**Julie Ibarra**, NUMMI Passenger Paint  
Garment Coordinator  
**Doug Lee** (06/04/96) Garment  
Coordinator Supervisor

A great paint job may not have much to do with vehicle performance, but it's one of the first things a customer notices, and you know what they say about first

impressions! That's why the team members who work in Truck and Car Paint spend their workdays making sure the vehicles leaving the plant look their very best.

Team members in paint wear coveralls and keep their heads covered, not just to keep paint off themselves, but also to prevent any lint, pet hair or other contaminants that might be on their clothing from getting on the paint. Before entering the shop, they pass through a chamber that blows off any dust.

Quality isn't something we only check for at the end of the process; it is built into NUMMI cars and trucks at each stage. Our Quality Control and Quality Assurance departments conduct inspections, tests and audits to ensure customer satisfaction. They also work with all areas of the plant to address and prevent problems and to increase awareness of the importance of maintaining quality in each work station.

The end result is a quality vehicle that finds its way to a General Motors or Toyota dealer and, eventually, the customer.



photo taken by Dan Kahn, InsideLine.com

### Prudential provides the following items to NUMMI:

- Cleanroom Coveralls
- Hoods
- Caps
- Processes Robot Covers



Back Row left to right: **Harold Keller**, NUMMI Truck Paint, **Fred Zulueta** (10/21/04) Customer Service Representative, **Victor Lopez**, NUMMI Truck Paint Garment Coordinator, **Gabriel Mills** (07/09/07) Sales & Service Manager Trainee  
Front Row left to right: **Doug Lee** (06/04/96) Garment Coordinator Supervisor, **Julie Ibarra**, NUMMI Passenger Paint Garment Coordinator, **Dave Oxford**, NUMMI Plastics Staff Group Leader, **Joe Sharma** (09/04/06) Assistant General Manager

# Meet the Portland Service Center Team



**History of the Portland Service Center**

Year Opened: 2005

Current Number of Employees: 41

Current Number of Routes: 3



**Carlos de la Cruz (01/15/01)**  
 Service Center Manager  
 Prior to joining Prudential, Carlos served in the United States Marine Corps. POS career history: Started as MPTP at Vista, CA (P-13), Sales & Service Manager at Vista, CA and He currently is the Service Center Manager at Portland, Oregon (P-60). Carlos has a BA in Legal Studies, minor in Business Administration and a Master's Degree in Public Administration. He enjoys spending time with his wife and two daughters, ages 4 and 2.



**Marlon Wilkins (12/30/96)**  
 District Sales Manager  
 Marlon is a dedicated father of two, son 18 and daughter 12. He began his career with Prudential in Vista as a Customer Sales Representative and worked his way up through the ranks. During his free time, he enjoys collecting foreign currency, studying fashion trends, and volunteering time to assist abused and high risk children. What he enjoys most about Prudential is the family environment within the organization.



**Chad Henley (02/18/08)**  
 Corporate Sales Representative  
 Chad was introduced to our industry after graduating from Oregon State University. "Working here at Prudential makes for a fun, friendly, family atmosphere type environment and is truly a pleasure". Chad has a daughter, Kadee.



**Roberto Yalle (11/16/05)**  
 Route Manager  
 Roberto started with Prudential as a Line Driver and was later promoted to CSR and then to Route Manager. His hobbies include playing soccer, listening to music and spending time with his family. Roberto enjoys the relationship with his co-workers at Prudential, dealing with day-to-day challenges and meeting with potential and existing customers.





**Sam Dolbier (11/21/05)**  
Service Manager  
Sam enjoys all of the people she has been able to get to know. Sam also enjoys camping, swimming and just lying around in the sun reading all day. Sam has training in time management, management, team leadership, cultural diversity in the work force and business law.



**Steve Walter (10/31/05)**  
Garment Coordinator Supervisor  
Steve grew up in Minneapolis. He worked for 20 years in Production Management and moved to Oregon starting work for Prudential 3 years ago. Steve has a Son in Salt Lake City and another one in Las Vegas. He is graduating with a degree in Management in September 2008. His hobbies are school, camping, and daytrips to the coast.



**Mercedes Rios (11/21/05)**  
Garment Coordinator Supervisor  
Mercedes favorite hobbies are soccer, which she loves playing with her husband. Mercedes has two children: a 4 year old son and a 10 year old daughter. She enjoys the diversity of people she gets to work with.



**Chante Jensen (11/21/05)**  
Garment Coordinator Supervisor  
Chante grew up in Tacoma WA. Chante is married and has 4 sons ages 7, 9, 11, and 13 years old. She enjoys playing basketball in which 3 of her 4 sons play. Chante also has training in leadership and employee management.



**Cindy Chamberlain (11/20/05)**  
Garment Coordinator



From left to right: Garment Coordinator Leads, **Felicitas Garcia (10/31/05)** and **Micaela Garcia (01/16/06)**.



**Paul Banks (07/07/03)**  
Customer Sales Representative



From left to right:  
**Theron Mitchell (04/14/06)** Line Driver,  
**Salvador Arias (10/31/05)** Customer Sales Representative and Relief Line Driver,  
**Rodolfo Peña (09/11/06)** Line Driver.

Not pictured:  
**Hector Lopez (07/16/06)** Line Driver.

Garment Coordinators:  
Back row: **Hai Luong (11/20/05)**, **Maria Valdez (01/16/06)**, **Dwight Michaels (11/20/05)**, **Maria Valdez (01/16/06)**, **Etelvina Araiza (01/16/06)**, **Hank Walters (01/16/06)**, **Alma Ennis (07/09/07)**, **Le Nguyen (11/21/05)**, **Camtu Hoang (01/16/06)**.

Front row: **Chi Ha (01/16/06)**, **Ruth Araiza (11/21/05)**, **Maria Silva (12/07/05)**, **Esperanza Empleo (01/16/06)**, **Ana De Duran (11/21/05)**.

Garment Coordinators not pictured:  
**Anne Gravening (01/16/06)**, **Cintia Gonzales (12/20/06)**, **Jose Duran (02/28/08)**, **Anh Vu (12/03/06)**, **Khoi Pham (01/16/06)**, **Vihn Le (01/16/06)**, **Zehra Mundrawala (02/27/08)**, **Norma Cardino (11/21/05)** and **Abid Mundrawala (11/20/05)**.



# Portland Service Center's Featured Customer -



One of Prudential's **NEWEST** Customers  
in the North West!

Eight Years in Business

Started Using POS Service: **11/30/07**

Type of Business:

**Commercial and Residential Landscaping**

Service Areas:

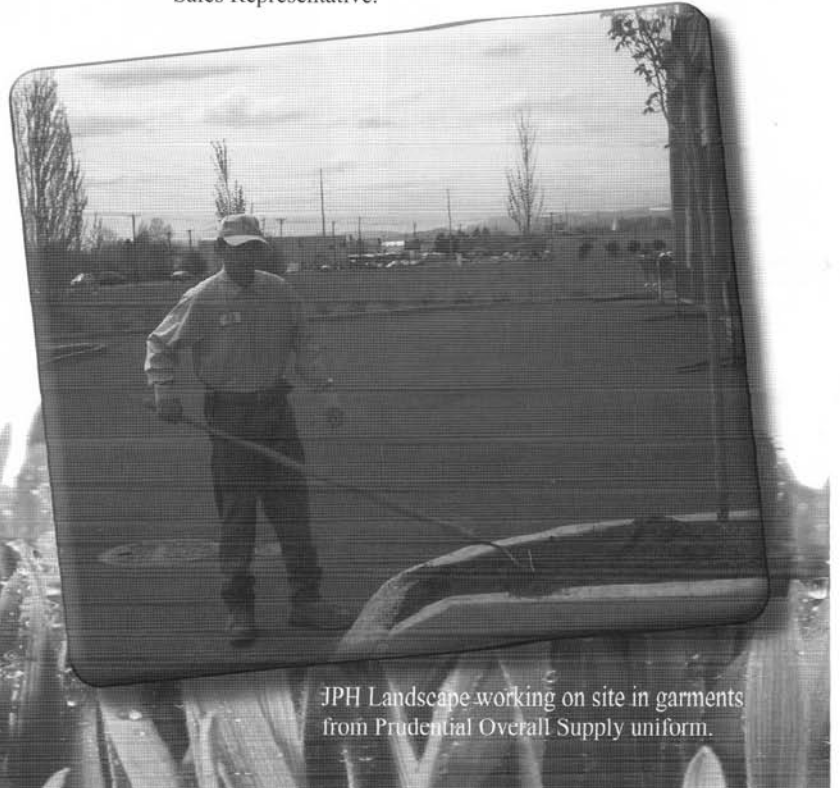
**Oregon City, West Lynn and Lake Oswego**

Owner:

**Jose Palacios**

Prudential Customer Sales Representative with the JPH Landscape Crew at work site.

Left to Right: **Jose Sanatana**, JPH Landscape Manager, **Jose Cruz**, JPH Landscape Employee, Arsenio Campuzano, JPH Landscape Employee, Rigoberto Orteg, JPH Landscape Employee, **Paul Banks** (07/07/03), Prudential Customer Sales Representative.



JPH Landscape working on site in garments from Prudential Overall Supply uniform.



# Portland Service Center's Featured Customer -



**Paul Banks** (07/07/03)  
Customer Sales Representative  
with **Jose Santana**,  
JPH Landscape Manager.

## A greener thumb:



### Watering

Don't forget to keep up with your watering, especially as the very hot weather sets in. If you don't water enough, roots will stay near the surface, making them even more prone to the heat. An inch of water a week is a good rule of thumb, so don't just spritz, water deeply to keep those roots digging deeper.



**Roberto Valle**, (11/16/05) POS Route Manager with JPH Landscape crew.

## A greener thumb:

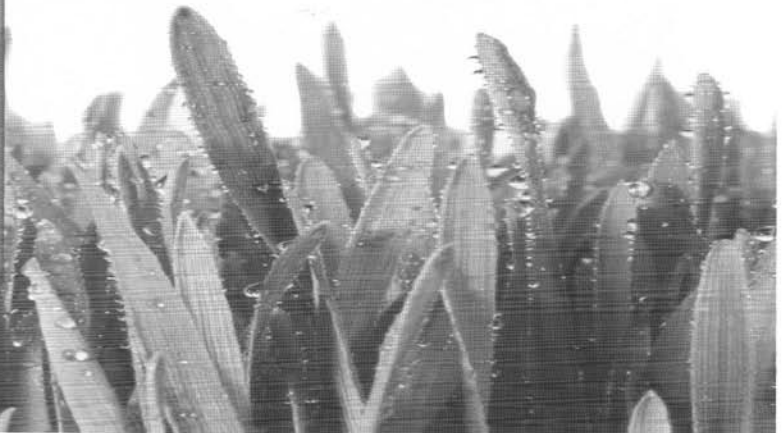


### Plant Bulbs

Mid-summer is the time to plant bulbs that will bloom in the fall, such as colchicum. Wait for late summer to plant bulbs that will bloom in the spring.

### Sow Annuals

Now that all threat of frost is gone, early summer is a perfect time to sow hardy annuals, such as lupines, outdoors in the garden. You can also sow biennials, such as forget-me-nots. These hardy plants are easy to grow outdoors from seed.



# 2007 Outstanding Achievement Awards

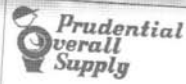
Gentlemen,

Congratulations!! Each of you has earned the outstanding achievement award for 2007 in Vista, Austin, Carson and Milpitas Industrial. This is a great accomplishment and you and your teams need to start celebrating!

Please start planning your celebrations at the plants as outlined in CPP 31.12. I will coordinate the award checks, plaques, banners and gifts. You will need to arrange your luncheon and plant celebration. Dan and I will acknowledge your fantastic accomplishment when we visit for the profit sharing presentations.

Again, great job to all and keep up the excellent work!

*Tom Watts, President*



COMPANY  
POLICIES & PROCEDURES  
HUMAN RESOURCES

Number: 31.12  
Page: 1 of 2  
Dated: 04/21/97  
Revised: 02/21/06

Subject: Outstanding Achievement Award

1. **Purpose:** To recognize each operating plant that accomplishes its goals for revenue and profit during a calendar year. This award has been in place since 1986.
2. **Scope:** This Policy and Procedure applies to all Cleanroom, Dust Control and Industrial Operating plants.
3. **Reference Documents:** Monthly Financial Statements
4. **Definitions:** N/A
5. **Policy & Procedure:**
  - 5.1 Objective consideration:
    - 5.1.1 The year-end financial statement must be at or over plan in total revenue and sales
    - 5.1.2 The year-end financial statement for net plant profit must be at or over

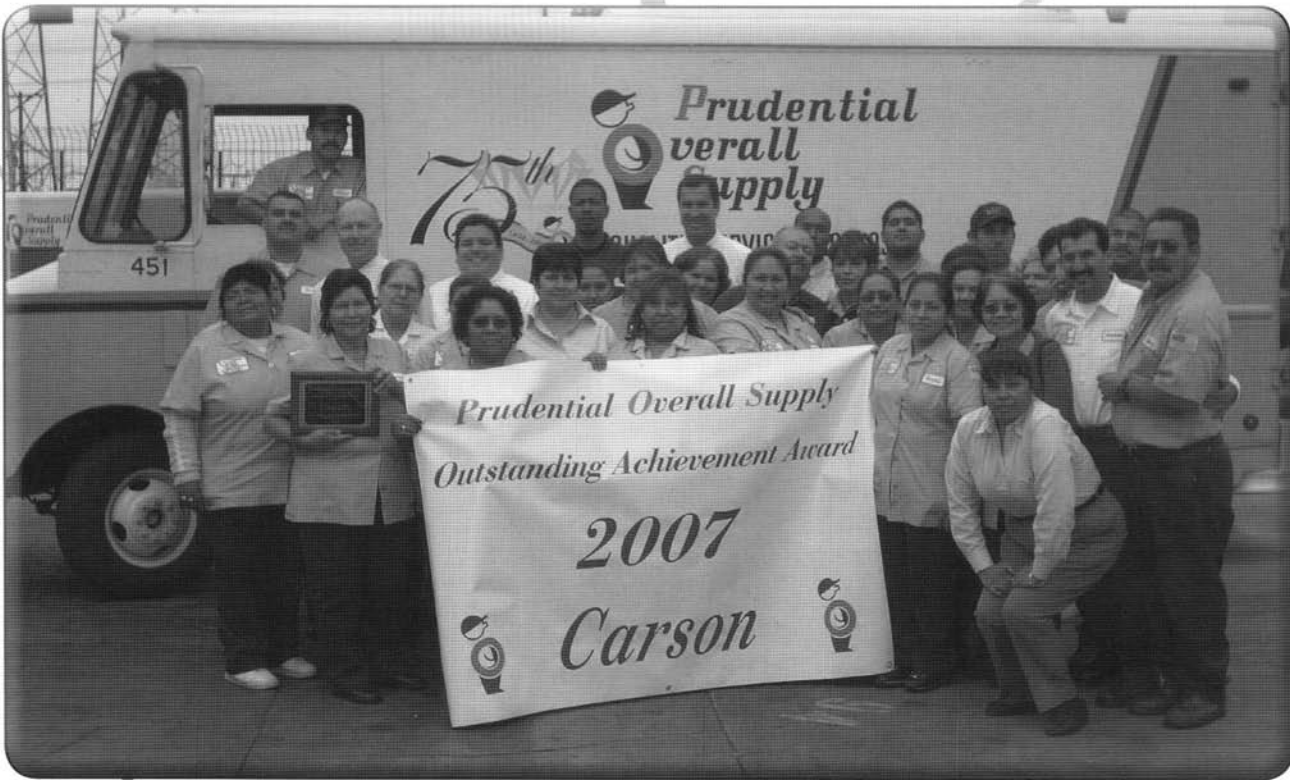


Vista, California Industrial Plant



Austin, Texas Industrial Plant

# 2007 Outstanding Achievement Awards



Carson, California Industrial Plant



Milpitas, California Industrial Plant



# 2007 Annual Award Winners

## Plant Superintendent of the Year

Lauri Lecair (08/09/79) Milpitas Industrial Plant



**Lauri Lecair**  
(08/09/79) Plant  
Superintendent  
Milpitas  
Industrial  
diligently  
working towards  
her 2008 award!

The Company annually presents an award to the person who is considered to have been the most outstanding Plant Superintendent of the year. This award consists of a handsome plaque which is a personal gift to the winner.

### Objective consideration:

The highest combined point total from the Plant Superintendent performance program.

Demonstrates management skills, plant cleanliness, and product quality.

The winner must be the Plant Superintendent at the same Plant for the full year.

## Sales & Service Manager of the Year

Rafael Cerda (02/13/95) Vista Plant



**Mark Elberson**  
(02/16/88) Vista  
Plant General  
Manager  
presenting  
**Rafael Cerda**  
(02/13/95) his  
well deserved  
recognition.

The Company annually presents an award to the person who is considered to have been the most outstanding Sales & Service Manager of the year.

### Objective consideration:

Results shown on MIR, Major Account List, A/R collection

Must be a Sales & Service Manager in the same Plant for full year.

## Customer Sales Representative of the Year

Chad Frye (02/21/05) Vista Plant



**Chad Frye**  
(02/21/05)  
Customer Sales  
Representative  
receiving his  
Customer Sales  
Representative  
of the Year  
Plaque from  
**Dan Clark**  
(09/23/68)  
Chairman of the  
Board.

The Company annually presents an award to the person who is considered to have been the most outstanding Customer Sales Representative of the year. The competition for this award includes all Customer Sales Representatives in all Plants and Service Centers.

### Objective consideration:

Management Information Reports, new business, lost business, lost charges, revenue, credit issued, as compared to plan.

Customer Sales Representative of the Month, at least once during the year.

The Customer Sales Representative must be on the same route for the full year.

# 2007 Superstar Awards

Any CSR with a \$19.32 NBC paid sales average or above for the calendar year shall be awarded the Super Star status.



**Paul Armijo** (03/27/00), Customer Sales Representative, Albuquerque receiving his plaque from **Dan Clark** (09/23/68) Chariman of the Board.



**Derek Garcia** (11/22/04) Customer Sales Representative, Albuquerque receiving his plaque from **Julio Aguilar** (11/03/05) Sales & Service Manager Albuquerque Plant.



**Stacey Kohlman** (04/13/98), Customer Sales Representative, Albuquerque receiving her plaque from **Dan Clark** (09/23/68) Chariman of the Board.



**Dan Ellison** (12/19/84), Customer Sales Representative, Tucson receiving his plaque from **Dan Clark** (09/23/68) Chariman of the Board.



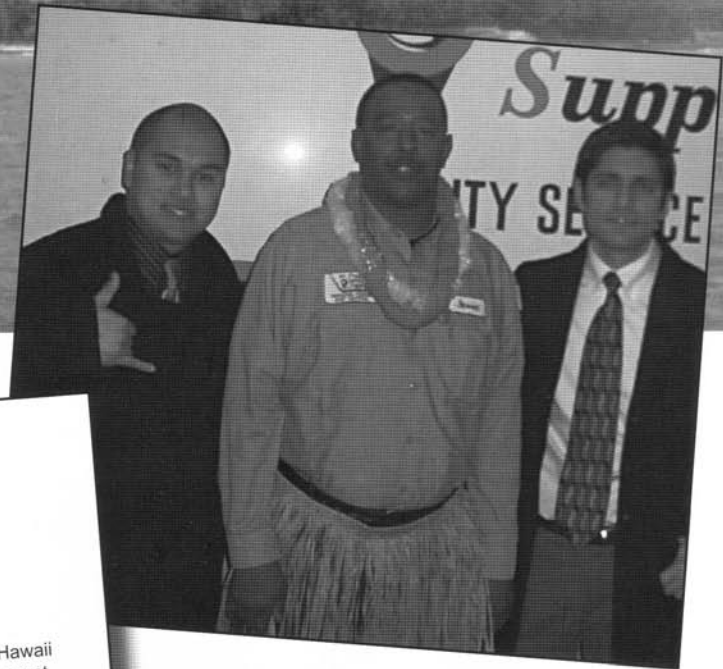
**Ricardo Apalategui** (03/14/05) Customer Sales Representative, Tucson receiving his plaque from **Dan Clark** (09/23/68) Chariman of the Board.



**Adam Jackson** (12/13/99), Customer Sales Representative, Chula Vista



# Diamond Head Winner



January 28, 2008

Dear Prudential Overall Supply Team Members:

I take great pleasure in saying "ALOHA" to Prudential Overall Supply's Diamond Head, Hawaii CSR winner, Mr. Jesse Johnson, representing the Sacramento Service Center! It is with great enjoyment I congratulate Jesse by announcing that he has won a trip for two to Diamond Head, Hawaii, which is such a beautiful and memorable island destination - now it awaits Jesse and his guest.

This represents the sales measure for Jesse Johnson's meritorious Diamond award winning sales performance in 2007.

**Paid Total \$3,268 – NBC Average of \$62.85**

Tremendous selling Jesse and again, on behalf of all POS Team Members:

**HO 'OLAULE 'A or CONGRATULATIONS!!!**

Hot on Jesse's heels in this sales race were 20 fellow CSR's who earned their professional selling status as \$19.32 CSR sales average achievers! As a former CSR, I take great pride in congratulating each of Prudential's \$19.32 achievers extraordinary performances in 2007!

You might ask how these results are produced at POS. Jesse and his fellow top ten percent achievers exemplify a strong belief in our Co-Op lead program and our sales on the route selling systems, and how they combine it with their application of expert sales skills. As everyone should know, POS affords this award winning sales structure to all of our CSR's.

I say with conviction that if each CSR measured a minimum \$15.00 per week and also achieves 2 coops per week, they will have established their basis from which they can build toward and beyond \$19.32 sales average standing!

Please join me in congratulating all of our CSR superstars who merited a \$19.32 sales average and for Jesse's Diamond sales performance in our Diamond Anniversary year.

Sincerely,  
Tom Watts  
President

Left to right: **Joel Guevarra** (07/31/06) Sales & Service Manager, Sacramento Service Center, is on the left of **WINNER, Jesse Johnson** (02/26/03), Customer Sales Representative, Sacramento, Weekly Sales Average \$62.85 and **John Vazquez** (08/09/04) Service Center Manager of Sacramento.

Diamond Head is the name of a volcanic tuff cone on the Hawaiian island of O'ahu and known to Hawaiians as L'ahi. Its English name was given by British sailors in the 19th century, who mistook calcite crystals embedded in the rock for diamonds.

Diamond Head, like the rest of the Honolulu Volcanics, is much younger than the main mass of the Ko'olau Mountain Range. While the Ko'olau Range is about 2.6 million years old, Diamond Head is estimated to be about 200,000 years old and extinct for 150,000 years.





# \$19.32 Club Members



**Duke Sevilla** (06/10/96)  
Customer Sales Representative  
Milpitas Plant  
Weekly Sales Average \$51.42



**Mike Mattei** (11/18/02)  
Customer Sales Representative  
Moorpark Plant  
Weekly Sales Average \$43.38



**Art Magna** (10/29/90)  
Customer Sales Representative  
Carson Plant  
Weekly Sales Average \$40.48



**Steve Galvez** (12/30/91)  
Customer Sales Representative  
Riverside Plant  
Weekly Sales Average \$38.77



**Jose Pleitez** (04/18/05)  
Customer Sales Representative  
Bakersfield Service Center  
Weekly Sales Average \$38.71



**Mike Reed** (06/01/93)  
Customer Sales Representative  
Palm Springs Service Center  
Weekly Sales Average \$28.67



**Ray Santiago** (11/15/05)  
Customer Sales Representative  
Las Vegas Service Center  
Weekly Sales Average \$28.06



**Derek Garcia** (11/22/04)  
Customer Sales Representative  
Albuquerque Plant  
Weekly Sales Average \$27.56



**Adam Jackson** (12/13/99)  
Customer Sales Representative  
Chula Vista Plant  
Weekly Sales Average \$27.31



**Al Trevizo** (04/20/98)  
Customer Sales Representative  
Los Angeles Plant  
Weekly Sales Average \$26.71



**Paul Armijo** (03/27/00)  
Customer Sales Representative  
Albuquerque Plant  
Weekly Sales Average \$25.67



**Dan Ellison** (12/19/84)  
Customer Sales Representative  
Tucson Plant  
Weekly Sales Average \$25.38



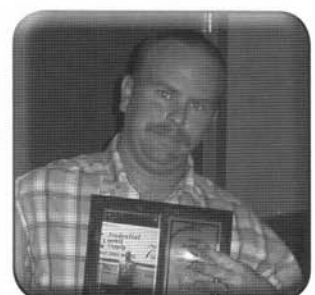
**Mike Harrill** (05/04/92)  
Customer Sales Representative  
Riverside Plant  
Weekly Sales Average \$24.88



**Sal Sainz** (03/27/00)  
Customer Sales Representative  
Cerritos Plant  
Weekly Sales Average \$24.37



**Stacey Kohlman** (04/13/98)  
Customer Sales Representative  
Albuquerque Plant  
Weekly Sales Average \$23.79



**Jon Adams** (09/14/05)  
Customer Sales Representative  
Victorville Service Center  
Weekly Sales Average \$21.71



**Tom Chmielewski** (12/01/98)  
Customer Sales Representative  
Prescott Service Center  
Weekly Sales Average \$21.19



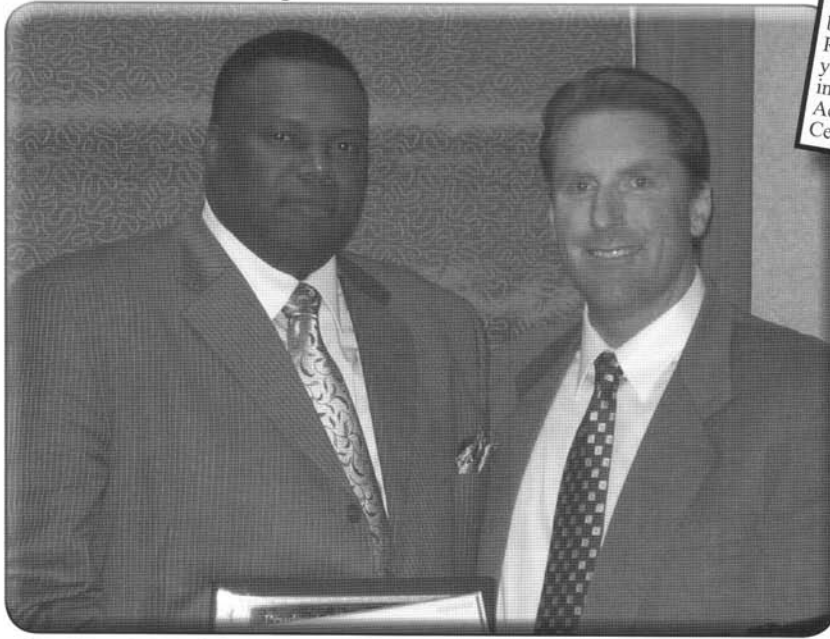
**Sergio Gonzales** (07/18/05)  
Customer Sales Representative  
Riverside Plant  
Weekly Sales Average \$20.94



**Richardo Apalategui** (03/14/05)  
Customer Sales Representative  
Tucson Plant  
Weekly Sales Average \$20.81

# 2007 Annual Corporate Sales Awards

## Gold Star Award



**Sam Ross** (03/20/00) Corporate Sales Representative receiving his award from **Jerry Martin** (04/20/92) Vice President of Sales & Marketing

The Company annually presents an award to the person who is considered to have been the most outstanding Corporate Sales Representative / Account Executive of the year. The competition for this award includes Corporate Sales Representative / Account Executive in all Plants and Service Centers.



## 2007 President's Club members celebrating on the Newport Harbor Cruise.



Awards Sales Representatives who achieve a \$120/\$140/\$180 (depending on territory) or greater weekly sales average based on the representatives' annual sales production (minimum 6 months in field - 26 field weeks).



Front Row: **Mark Staub** (05/09/05) Account Executive Mesa Plant, **Winson Wong** (08/11/97) Corporate Sales Representative (CoSR) Milpitas Plant, **Andy Holliday** (11/10/03) CoSR Los Angeles Plant.  
 Second Row: **Ed Smith** (09/05/95) CoSR Prescott Service Center, **Dan Clark** (09/23/68) Chairman of the Board, **Jerry Martin** (04/20/92) Vice President of Sales & Marketing, **Eric Stewart** (06/09/03) Senior National Account Executive.  
 Third Row: **Doug Stark** (06/09/03) CoSR Irvine Plant, **Frank Rich** (01/29/90) District Sales Manager, **Michael Russo** (02/28/00) CoSR Phoenix.

Fourth Row: **Nate King** (05/24/04) Senior Account Executive Austin Plant, **Tom Watts** (09/08/75) President, **Jeff Zeidman** (10/10/85) CoSR Tucson Plant, **Myles Reukema** (01/05/04) Director of National Sales, **Sam Ross** (03/20/00) CoSR Tucson Plant, **Gene LeClair** (03/15/99) CoSR Chula Vista Plant, **John Brown** former CoSR Irvine Plant.

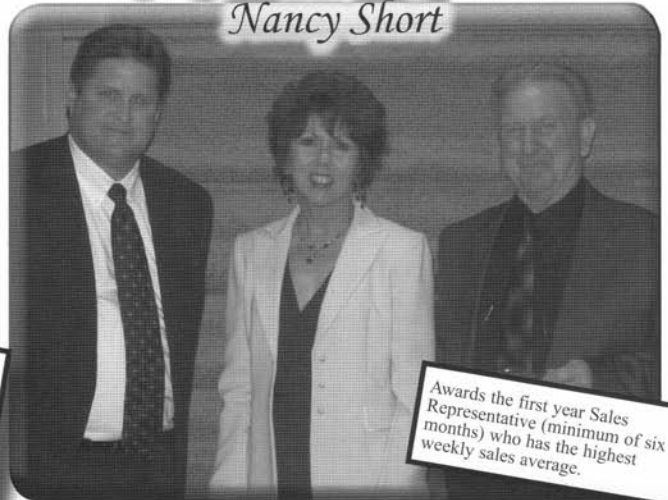
*Dan Clark Award  
Tucson Plant*



Awards the Plant with the highest weekly sales average. The sales average is calculated by determining the total sales revenue sold by all assigned Plant Sales Representatives, then divided by the number of assigned sales positions, then divided by fifty-two weeks.

Left to right: **Jeff Zeidman** (10/10/85) Corporate Sales Representative, **Dan Clark** (09/23/68) Chairman and **Sam Ross** (03/20/00) Corporate Sales Representative receiving the award for the Tucson Plant from Dan Clark.

*Rookie of the Year Award  
Nancy Short*



Awards the first year Sales Representative (minimum of six months) who has the highest weekly sales average.

Left to right: **Dean Killion** (03/06/95) Director of Sales, **Nancy Short** (04/30/07) and **John Pennington** (01/02/01) District Sales Manager

*District Sales Manager of the Year  
Myles Reukema*



The Company annually presents an award to the person who is considered to have been the most outstanding District Sales Manager of the year. This award consists of an inscribed plaque, which is a personal gift to the winner.

**Myles Reukema** (01/05/04) Director of National Sales receiving his award from **Jerry Martin** (04/20/92) Vice President of Sales & Marketing

*Annual Top Pro  
Sam Ross*



The Top Pro Award is presented to the Corporate Sales Representative who achieves the sales goal and earns the most sales for a given selling period. The Annual Top Pro Award is presented to the Corporate Sales Representative who receives the most Top Pro Awards in a selling year.

**Sam Ross** (03/20/00) Corporate Sales Representative receiving his award from **Frank Rich** (01/29/90) District Sales Manager

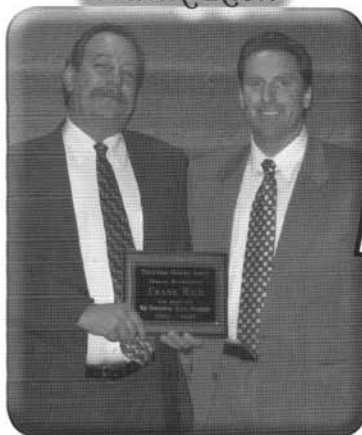
*Annual Clean Pro  
Nate King*



The Clean Pro Award is presented to the Cleanroom Account Executive who achieves the sales goal and earns the most sales for a given selling period. The Annual Clean Pro Award is presented to the Cleanroom Account Executive who receives the most Clean Pro Awards in a selling year.

**Nate King** (05/24/04) Senior Account Executive receiving his plaque from **Myles Reukema** (01/05/04) Director of National Sales

*Marketing Department Award  
Frank Rich*



The Marketing Department Award is presented to the top Manager for six consecutive years or more.

**Frank Rich** (01/29/90) District Sales Manager receiving his plaque from **Jerry Martin** (04/20/92) Vice President of Sales & Marketing

*Special Recognition Award  
Dianne Knitter*



The Exemplary Sales Support Award is recognizes tireless dedication and professionalism that continues to improve the cleanroom division's sales performance.

**Dianne Knitter** (09/20/04) Director of Quality Assurance



# 2008 Annual Sales Conference



The 2007 sales year realized strong corporate sales growth for the industrial, cleanroom and national sales teams! I congratulate each of you for your contributions! This growth was fueled by consistent weekly performances coupled with a well-executed Pride account sales strategy. Prudential's top tier performers will be proudly recognized at the annual awards dinner during the first night of the combined conference.

Dan Clark has established the Company's 2008 goals, and this year's sales conference will lend direction to help realize these goals. This year's conference will outline this strategy.

The conference title, 'PLANT THE FLAG,' expands on the idea that Prudential Overall Supply continues to push ourselves into new markets through geographic territory expansion, and by expanding into new market-lines. This year's sales conference clearly focuses on new market-lines as is reflected by the attached agenda.

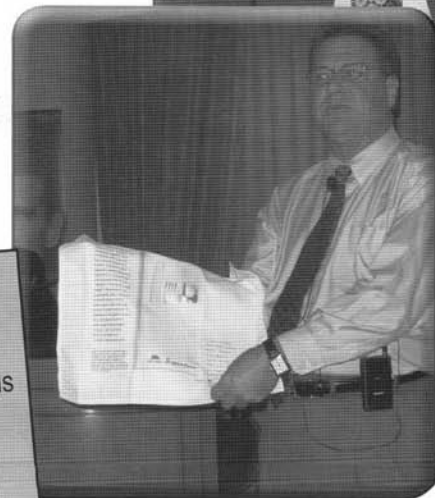
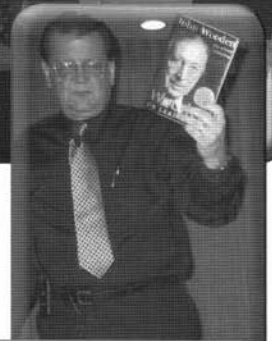
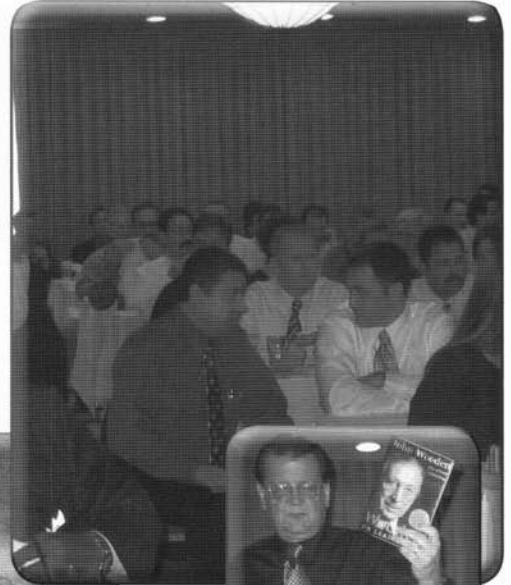
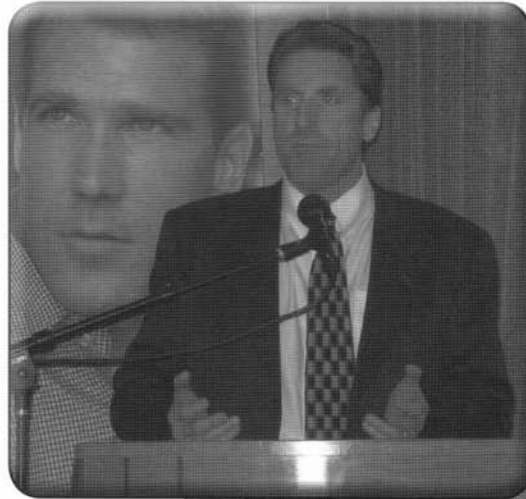
Prudential wants each of us to be winners, and this year's conference agenda will highlight additional Company resources designed to help you succeed; professionally, personally and financially, so it's up to each of us to push ourselves to achieve greater results!

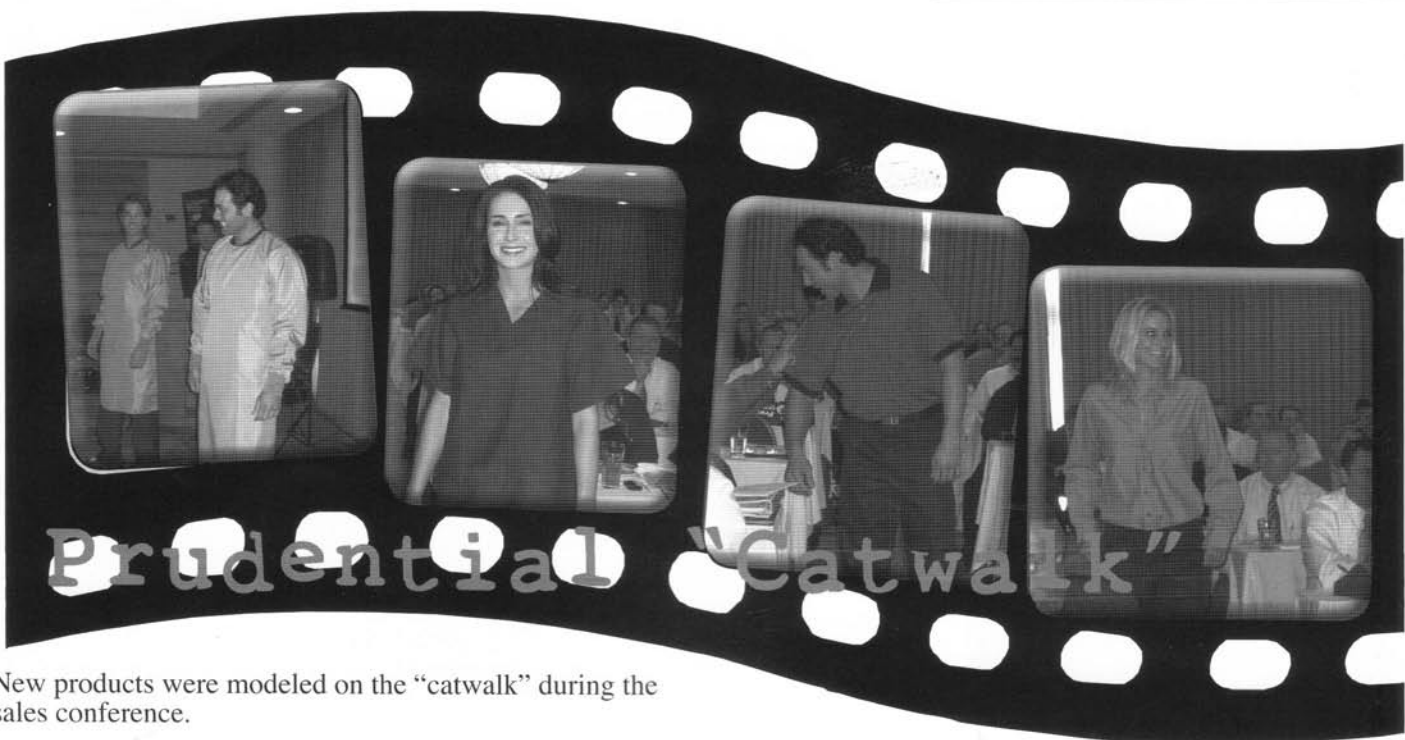
Best regards,

*Jerry Martin*  
Vice President of Sales  
& Marketing

## Conference highlights include:

- Annual Awards Dinner
- Team Activity
- Expanded and Updated 2008 Marketing Materials
- Health Care Initiative Roll-out
- Women's Work Apparel Line Roll-out
- Microfiber Line Roll-out
- New Knit Shirt Line Roll-out
- Company-wide Reusable Napkin Initiative Roll-out
- Cleanroom Breakout Sessions
- Enhanced Earning Opportunities





New products were modeled on the "catwalk" during the sales conference.

# Training Programs



## Supervisory Management Training Program - March 10-14th, 2008

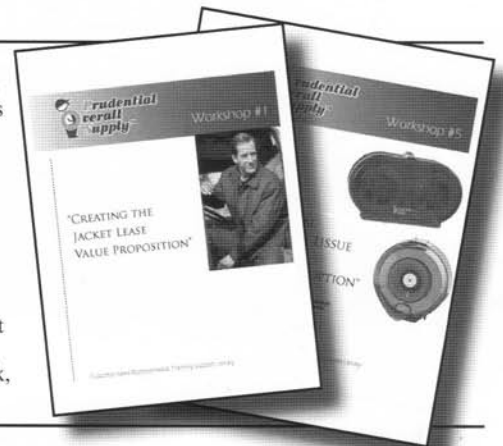
Back Row left to right: **Mike Flores** (09/25/95) Former Director of Human Resources, **Joel Guevarra** (07/31/06) Sales & Service Manager Bakersfield Service Center, **Julio Aguilar** (11/03/05) Sales & Service Manager Vista Plant, **Gabriel Mills** (07/09/07) Sales & Service Manager Trainee Milpitas Cleanroom Plant, **Ruben De Anda** (10/27/04) Office Manager Milpitas Industrial and Cleanroom Plants, **Charlie Cheatham** (06/01/05) Sales & Service Manager Carson Plant, **Nicolas Miranda** (04/16/07) Sales & Service Manager Vista Plant, **Jon Locke** (08/09/04) General Manager Van Nuys Plant, **Stephen Daughtrey** (10/08/07) Sales & Service Manager Moorpark Plant, **Chuck Bradley** (04/21/03) District Sales Manager, **Tony Goodman** (01/21/08) District Sales Manager, **Alex Navarro** (12/03/07) Safety Manager

Front Row left to right: **Richard Phu** (04/04/06) Sales & Service Manager, **Daisy Solorio** (10/08/07) Human Resources Representative, **Ashley Lane** (05/14/07) Sales & Service Manager Chula Vista Plant, **Anna Clark** (08/06/07) Management Trainee

## *"Route to Sales Success"*

As a part of the Company's 2008 strategic plan, the Sales & Marketing department has been rolling out a series of training workshop modules to help drive market center productivity. The training workshops relate to our products, services, sales and retention assignments. The sequences of workshops are tactical market skills targeted to increase everyone's work efficiencies within the positions of CSR, CoSR, and Service Management. The workshops are maintained in the Sales Logix Library for immediate reference by any member of our Prudential team to help advance their team members. The instruction provided from these workshops gives guidance to our new team member's skill advancement and current co-workers that might be struggling with specific tasks in performing market skills.

More market driven workshops will follow supporting service, sales, and retention productivity. On that note, Sales & Marketing is ready to build any workshop your team needs to drive your 2008 strategic plans. "Please discuss this with your Regional Manager and we will work from there," says Tony Jezek, Marketing Manager.



## *"At the Top" Workshop*

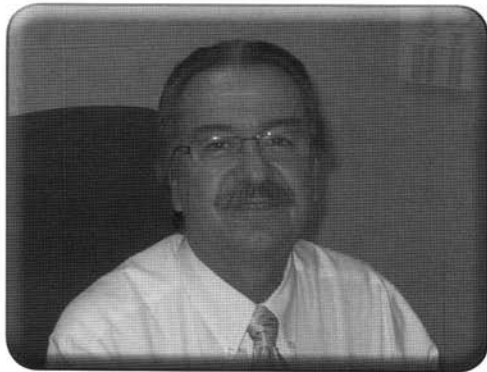
Developing all team members to their fullest potential is a core value of Prudential Overall Supply. In alignment with this principle, "At the Top" workshops were conducted recently to further the development of our very important Corporate Sales Representative teams. Exciting sessions were held in Simi Valley, San Marcos and Tucson highlighting Prudential's Best in Class customer value proposition through the 4-P's model, win-win negotiations, relationship strategies and closing skills. All participants had the opportunity to interact and role play throughout the workshop's various breakout exercises.

We look forward to seeing each of our sales professionals "At the Top" as they achieve their potential and reach President's Club.





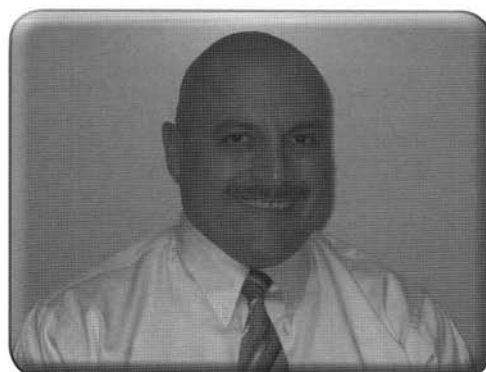
# Management Changes



**Leonard McAllister** (08/06/07) Rejoins Prudential as the Senior Director of Engineering.



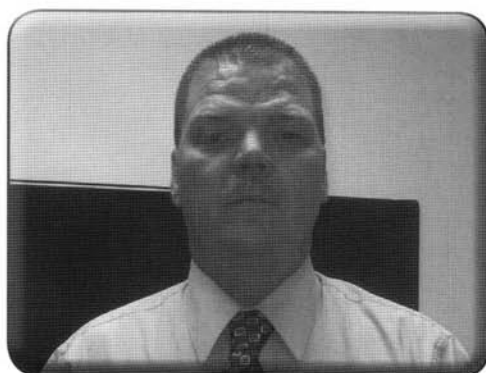
**Daisy Solorio** (10/08/08) Human Resources Representative who was promoted from the MPTP program.



**Alex Navarro** (12/03/07) joins Prudential as the Safety Manager at the Corporate Office.



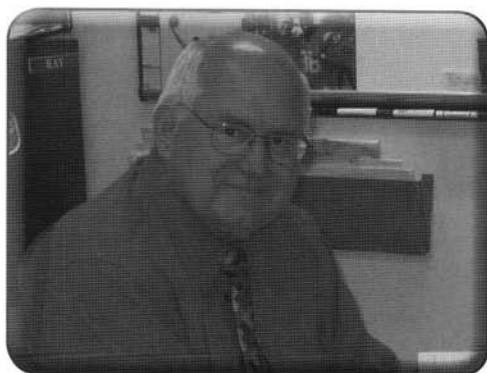
**Chuck Bradley** (04/21/03) was promoted to District Sales Manager from Corporate Sales. He is based out of the Moorpark Plant and is also responsible for the Van Nuys Plant and the Santa Maria Service Center sales teams effective 01/21/08.



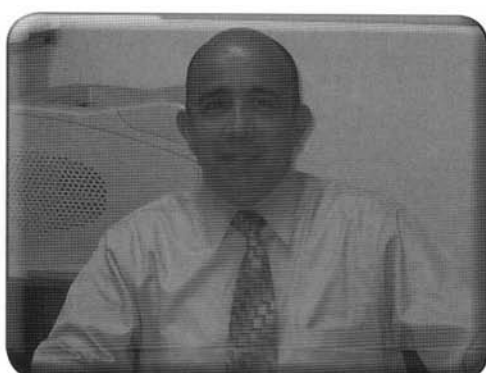
**Tony Goodman** (01/21/08) joins Prudential as a District Sales Manager. He is based out of the San Antonio Service Center and is also responsible for the Austin Plant and the El Paso Service Center sales teams.



**Rosa Vasquez** (01/28/08) joins Prudential as a Account Executive at the Los Angeles Cleanroom Plant.



**Mark A Bickel** (10/08/86) was promoted to Senior Sales & Service Manager at the Irvine Plant effective 03/24/08.



**Sergio L. Lopez** (07/24/06) was promoted to Sales & Service Manager at the Irvine Plant effective 02/11/08.



**Frank R. Diogostine** (03/28/05) was promoted to Sales & Service Manager at the Irvine Plant effective 12/31/07.

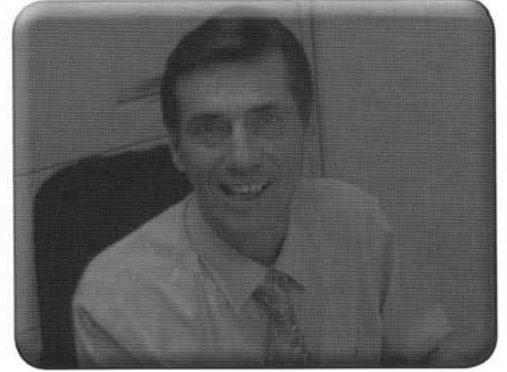
# More Management Changes



**Michael Trujillo** (9/6/2005) was promoted to Sales and Service Manager at the Van Nuys Plant effective 03/25/08.



**Ashley Lane** (05/14/07) was promoted to Sales and Service Manager at Chula Vista Plant effective 03/01/08.



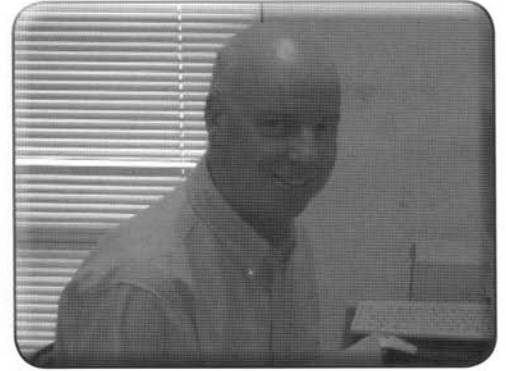
**Steve Daughtrey** (10/08/07) joins Prudential as a Sales & Service Manager at the Moorpark Plant.



**Sergio Aguilera** (06/19/06) was promoted to Sales & Service Manager at the Moorpark Plant.



**James Gaddy** (05/14/07) was promoted to Route Manager at the Los Angeles Cleanroom Plant.



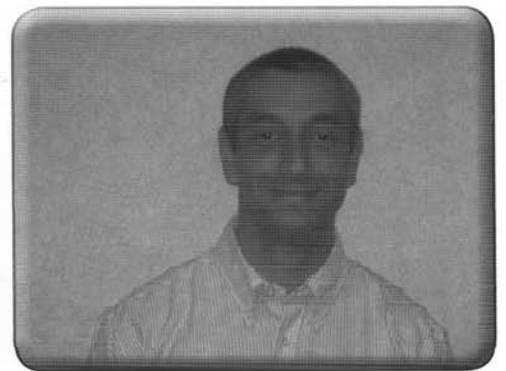
**Tony Frye** (02/04/08) joins Prudential as Route Manager at the Milpitas Industrial Plant.



**John Gordon** (01/02/08) joins Prudential as Route Manager at the Milpitas Industrial Plant.



**Michael Houghton** (02/04/08) joins Prudential as Route Manager at the Milpitas Industrial Plant.



**Leo Hoyos** (12/01/03) was promoted to Route Manager at the Tucson Plant effective 11/26/07.

# More Management Changes



**Alex Silva** (12/4/2007) was promoted to Plant Superintendent at the Van Nuys Plant effective 02/11/08.



**Armando Lieras** (10/09/06) was promoted to Plant Superintendent at the Moorpark Plant.



**Ana White** (04/19/93) was promoted to Quality Assurance Technician. Ana started with Prudential in Soil Sort at the Mesa Cleanroom Plant.



**Roselia Bernal** (6/18/1985) was promoted to Supply Supervisor at the Van Nuys Plant effective 02/25/08.



**Lourdes Vargas** (10/20/97) was promoted to Production Supervisor at the Mesa Cleanroom Plant. Lourdes has worked in various departments for Prudential including garment coordinator at a customer site.



**Narda La Madrid** (3/31/07) was promoted to Stockroom Lead at the Mesa Cleanroom Plant.



**Shawna Bowen** (03/31/08) joins Prudential as Executive Administrator at the Corporate Office, supporting Dan Clark and Tom Watts.



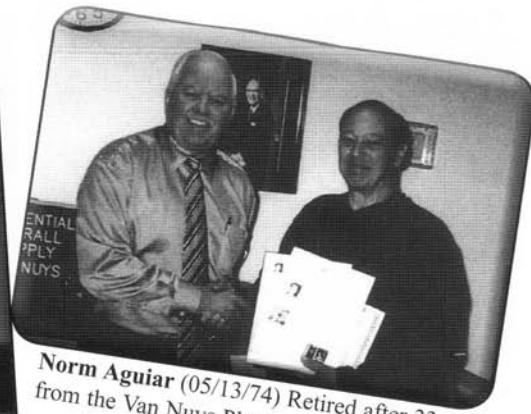
# Did you Hear the News?



**Gloria Castro (08/02/88)** Retired from the Tucson Plant as a Laundry Worker.



**Maria Esparza (07/08/98)** Retired from the Tucson Plant as a Laundry Worker.



**Norm Aguiar (05/13/74)** Retired after 33 years from the Van Nuys Plant.



**Rob Balaam (03/28/83)** Controller celebrates 25 years at Prudential's Corporate Office.

## Project POSITIVE

(POS Information Technology) Project Update

The Cerritos Plant converted to the ABS Route Accounting system on Monday, April 21. Three plants including Irvine and Carson are now using the ABS system. A second project team is being created under the direction of Chris Kalert as project leader. Anna Clark has also recently joined the ABS project team. Dale Knutson will continue to direct the original team while the new team gains additional ABS knowledge and experience. The project teams will jointly continue to focus on the remaining Northern Region Industrial plants. The next plant scheduled for deployment is Van Nuys followed by Moorpark and Fresno including their associated service centers.

By mid-year, Dale's team will begin deployment of ABS in the first Cleanroom at Milpitas. An ABS consultant will complete a preliminary analysis of implementation and data conversion issues in early May. When Dale's team begins to focus on the Cleanrooms, Chris' team will continue the deployment of ABS to the remaining Industrial plants.

New ABS functionality that is expected to be introduced in the near future includes plant access to accounts receivable information and testing of the Customer Portal via the internet.



## Alex's Safety Corner

POS Formally Embarks Upon New Safety Journey  
by **Alex Navarro (12/03/07)** Safety Manager

Prudential Overall Supply (POS) has now officially embarked upon a new journey that will dramatically and completely impact the way each and every one of us deals with safety. It's a safety journey, rather than a "safety program" because programs end—journeys continue. Safety will no longer be just a priority, it will become one of the cornerstones of the POS Team's corporate culture that is predicated on the fact that we care about our people and want them to go home at the end of every day as healthy and safe as they were when they first entered our doors. To that end, Prudential has brought me on board and has formed a partnership with Milliken Performance Solutions (MPS) to not only enhance safety, but to give us the necessary knowledge and tools to become a world class safety organization who will be recognized as leaders throughout the entire laundry industry. Our voyage will require two major elements: 1.) Commitment by leadership/management, 2.) employee driven safety process (rather than management driven).

The first, and perhaps most important thing we'll need in order to succeed, is a total commitment by leadership and management. Our safety process will require a paradigm shift where we go from an employer/management directed safety process to one that is employee driven. In other words, management will have to "hand over the reigns" to our associates who, as part of safety teams, will be charged with carrying out numerous vital responsibilities designed to improve every aspect of safety within our organization.

Next, our associates will receive the essential training, education, and support necessary to significantly enhance safety in all areas (production, sales and service, administration, etc...) and enable Prudential to be recognized as a world-class safety organization.

Plant 06 in Irvine, CA is our model plant, and began their safety journey in 2007. One of their goals has been to attain certification under the Occupational Safety and Health Administration's (OSHA) Voluntary Protection Program (VPP). In order to be recognized by OSHA as a VPP location, an organization has to meet very demanding safety criteria and pass a rigorous inspection by OSHA inspectors. If any deficiencies are found, the organization will not pass the inspection and will be unable to attain certification. I'm happy to say, that, at this point, Plant 06 has accomplished a great deal and they are more than half way toward OSHA certification. This month, Plant 02 in Riverside, CA and Plant 04 in Carson, CA have also formally begun their safety journey as well.

Our efforts to make safety a POS core value will bring both tangible and intangible benefits to us all in the form of:

- Lower Incidence Rates
- Improved Structure/Discipline
- Improved Housekeeping and Alignment
- Higher Morale and Motivation
- Healthier, Safe Work Environment
- Promotes Team Environment
- Promotes Culture Change

The exceptional safety processes that have already begun at Plants 06, 02 and 04 will eventually be replicated throughout all of the POS locations and facilities in the near future. So, welcome aboard the POS Team's new safety voyage--we'll be coming to your location soon!

# Did you Hear the News?



**Gary Spencer** (02/28/83) Customer Sales Representative celebrates 25 years at the Chula Vista Plant.



**Catalina Ramirez** (11/01/83) Stock Room Clerk celebrates 25 years at the Chula Vista Plant.



**Nena Corral** (07/31/78) Plant Superintendent celebrates 30 years at the Chula Vista Plant.



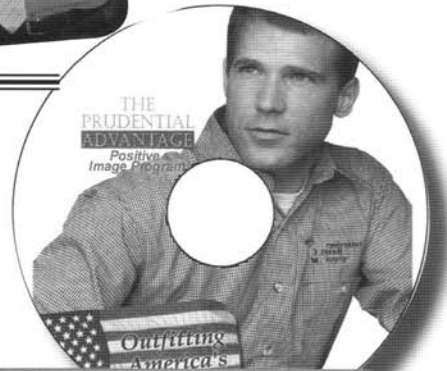
**David Monjaraz** (09/17/73) Lead Person: Loader celebrates 35 years at the Chula Vista Plant.



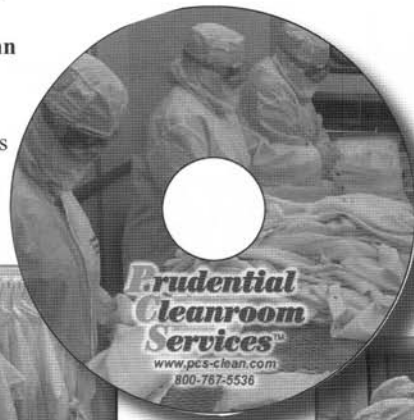
**Delphino Felix** (07/12/68) Lead Person: Presser celebrates 40 years at the Chula Vista Plant.

## Updated Videos

Prudential Cleanroom Services Video  
The Prudential Overall Supply Advantage Video  
PCS Gowning & De-Gowning Procedures Video



**Jerry Martin** (04/20/92) Vice President of Sales & Marketing, **Dianne Knitter** (09/20/04) Director of Quality Assurance, and **John Toke**, All Things Considered, videographer, don cleanroom garments to go inside the cleanroom to shoot video.



Thank you to many of the Prudential employees at the Vista Plant for your participation in this video.



Thank you to the Los Angeles Cleanroom plant employees for participating in the PCS video. Nice job!

Thank you to **Flora Prado** (10/08/96) Quality Assurance Technician at the LA Cleanroom Plant for her assistance in donning the cleanroom garments and guiding the quality shots in the video. Nice job!

# In Memoriam

Charlotte Anne Taito  
Account Executive, Los Angeles Cleanroom

12/06/1954 - 12/28/2007

It is with very heavy hearts that we report to you that Charlotte Taito, an account executive for Prudential Cleanroom Services and an all-around wonderful human being, was involved in a tragic car accident that claimed her life and the lives of her two grandchildren, Kevin and Katlyn, over the holidays. Charlotte was a kind, funny and caring woman and a very highly regarded colleague and professional. She will be greatly missed by all who knew and loved her. Our heartfelt sympathies go to her family during this tragic time.

## A HEAVENLY DEPARTURE FOR



Kevin James Taito  
05/20/1994 - 12/28/2007



Charlotte Anne Taito  
12/06/1954 - 12/28/2007



Katlyn Jewel Taito  
08/01/2002 - 12/28/2007

January 07, 2008



Charlotte was an active Prudential member of the Baxter Healthcare Hemophilia Foundation in Southern California. Here she was featured in their company publication at their Golf & Tennis Classic event with Keely King, Purchasing Manger at Baxter Bioscience.

**BIOCOM**

**BIOCOMMUNIQUE**

Tuesday, May 06, 2008

Newsletter

[Print Article](#) [Print Section](#) [Print Newsletter](#)

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Learn How You Can Save on Your Company's Wireless Bills Jan. 24

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Charlotte Anne Taito  
12/06/1954 - 12/28/2007

It is with very heavy hearts that we report to you that Charlotte Taito, an account executive for Prudential Cleanroom Services and an all-around wonderful human being, was involved in a tragic car accident that claimed her life and the lives of her two grandchildren, Kevin and Katlyn, over the holidays. Charlotte was a kind, funny and caring woman and a very highly regarded colleague and professional. She will be greatly missed by all who knew and loved her. Our heartfelt sympathies go to her family during this tragic time.

Charlotte was an active Prudential member of BIOCOM. She was mentioned in their company newsletter online.



STAR/PAL employees showing off their new uniforms donated by Prudential.

## From the Prudential Mail Bag...

STAR/PAL Uniforms: The entire STAR/PAL staff has recently been outfitted with new uniforms thanks to the Prudential Overall Supply company. STAR/PAL officers now have complete STAR/PAL gear as they represent out in the community, with the entire staff receiving new STAR/PAL jackets as well. This incredible donation definitely gives the STAR/PAL team a great new look! Thank you to Prudential Overall Supply and STAR/PAL Board Member Glenna Spadaro for making this donation happen!

Chandani Flinn, Esq.  
Executive Director, STAR/PAL



# From the Prudential Mail Bag...

SATELLITE  
DIALYSIS

October 18, 2007

Prudential Overall Supply  
1429 North Milpitas Blvd.  
Milpitas, CA 95035

Re: Delivery Driver  
Mike Arnaz

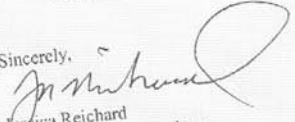
To whom it may concern:

I am writing this letter to recognize the hard work and dedication that Mr. Arnaz has exhibited on his deliveries to my Clinic. (Satellite Dialysis Redwood City Clinic) (He delivered today and the invoice number was #7295361.)

He has always done such a great job. He always has a pleasant and helpful attitude, and always leaves the work area clean and organized. He also always tries to make contact with us to make sure things are still working out well, or asks if there is anything he can do. I appreciate his commitment to service and enthusiasm.


Please tell him thank you for me, and keep up the good work!

Sincerely,

  
Jessica Reichard  
Administrative Supervisor  
Satellite Dialysis Redwood City clinic  
1410 Marshall St.  
Redwood City, CA 94063  
(650) 366-0789

**Mike Arnaz**  
(02/21/84) Customer  
Sales Representative at  
the Milpitas Plant.

January 2008

Dear Jonathan,  
Again, thank you so very  
much for our great article in  
your magazine. Your Fresno  
plant had a very wonderful  
article too! much!  
What blesses one, blesses  
all. May  our Companies  
have a bounty of blessings in  
2008.





Kirby Manufacturing  
was a featured customer  
in Off-the-Cuff 2007  
Holiday issue.

**TAORMINA**  
INDUSTRIES  
A DIVISION OF REPUBLIC SERVICES

April 29, 2008

Jeff Snow  
1661 Alton Pkwy.  
Irvine CA 92606

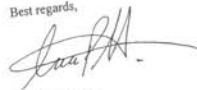
Dear Jeff Snow:

I would like to thank you very much for providing such an outstanding service. I have spoken to you a few times and you have been nothing but helpful and accommodating. You seem to have instilled the same work ethic to your peers as both Mark Hamilton and Ron Baublitz have been exceptionally cooperative.

It is joyful, and rather unusual, to find individuals like you, Mark and Ron, who seem to enjoy being of service to your customers. Therefore, I wanted to write this short but heartfelt compliment letter. You can be certain that I will recommend you and your company whenever I get the opportunity.

Please thank Mark and Ron on my behalf and share this letter with Mr. Tom Watts

Best regards,



Cristina Proffitt  
Communications & Office Services Coordinator

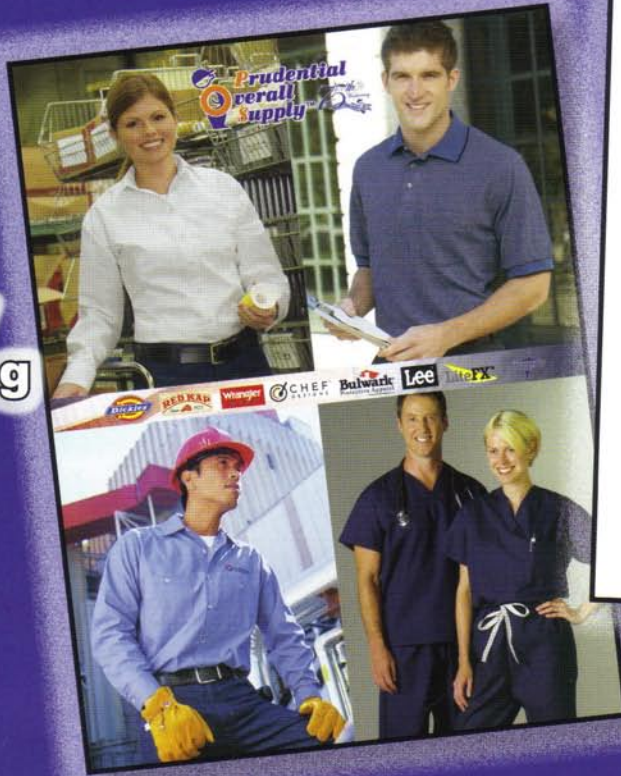
13714 Blue Gum Street  
Amherst, CA 94508  
Telephone 714.238.3300  
Facsimile 714.238.3300

Amherst Dispatch  
Brea Dispatch  
Chico Hills Dispatch  
Culver Dispatch  
Garden Grove Dispatch  
MC Dispatch  
Placerville Dispatch  
San Juan Dispatch  
Tulare-Lemo Dispatch  
Dunsmuir Services  
OFT Meeting

**Jeff Snow**  
(06/28/04) Regional  
Manager,  
**Ron Baublitz**  
(09/19/04) General  
Manager Cerritos Plant,  
**Mark Hamilton**  
(06/02/97) Sales &  
Service Manager  
Cerritos Plant.

# Check out our new IMAGE!

## New Catalog



Prudential Overall Supply, an industry leader in image work apparel, today announced that it has released its new catalog.

New items include:

- New Women's apparel line from VF Products that offers fashionable and comfortable styles for today's Women that compliment today's work environments.
- New Medical apparel line from Medline products.
- New state of the art Micro-fiber product line (mops and towels) offering the most popular design specifications for the appropriate cleaning environments.
- New upgraded anti-bacterial and hand sanitizer foaming soap product line, and a new soy based industrial soap line. All include new dispensing systems.
- New knit shirt Metro-plaid line that is a Prudential first to market exclusive.
- Company-wide service offering of USA made Milliken Signature cloth reusable napkins line.

## New Website

Prudential's new website is now available at  
**www.pos-clean.com**

New site includes:

- Enhanced navigation functionality.
- Updated product line.
- Updated business solutions section.
- Updated location map.
- Updated on-line rental catalog.

The new website will continue to include on-line store purchasing and on-line invoicing viewing capabilities.



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

### A Quarterly Publication of Prudential Overall Supply

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

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LAYOUT & DESIGN: Stephanie Leibick, Marketing Projects Coordinator

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