


83 CORPORATE SCRIPTS



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3COM

Nearly twenty years ago, 3Com Corporation launched a new industry by developing the first technology for networking personal computers.

Today, 3Com is a company that maintains its leadership role with innovative solutions spanning the scope of communications. From the global enterprise to the neighborhood business, from the Internet point of presence to the home office, 3Com systems and products put computing resources within easy reach of millions of users worldwide.

3Com combines cutting edge research and development with world-class manufacturing facilities, and international service and support.



ADVANTAGE TECHNOLOGY

Welcome to Advantage Technology Incorporated and to the excitement and challenges of a growing business.

As a new employee, your job is important to us. Your success is an important factor in the success of this company. This software is designed to offer you accurate information about company policies and procedures, benefit packages, performance reviews, training, and education opportunities.



ADVANTECH

Advantech's five business units are involved with every aspect of daily life to help realize your dreams.

Inspired by the vision of a ubiquitous and connected world, each product is designed with this clear concept in mind. Advantech brings new technologies and groundbreaking applications to many fields, like medical care, digital home, transportation, factory automation, and video surveillance.

Advantech offers a complete selection of full height, fault resilient rack mount and wallmount chassis for mission critical applications. A complete range of compact, fanless, and rugged embedded box computers offer a simple, modularized design for any environment.



AETNA SELECT CHOICE PLAN

The benefits and services available to you as a member of the Select Choice plan have been designed with your personal health in mind.

Our goal is to provide you and your family with convenient, comprehensive health services, and to protect you from the high cost of both routine preventive care and major illness. Please keep your Select Choice Member Card with you. The number on the card is your member number. You may be asked this number when seeking services from Select Choice providers, and when calling Aetna Health Plans with questions relating to your coverage.



AFLAC

As health care costs have escalated, so has the demand for AFLAC's products.

To meet that need, we have continued to develop new insurance products and to enhance existing policies. At the same time, we have expanded our distribution system of agencies and sales associates. We have also aggressively promoted the AFLAC brand through effective advertising.



A.G. EDWARDS

A.G. Edwards intends to offer dividend reinvestment on most securities—common and preferred stocks, closed-end funds, master limited partnerships and real estate investment trusts—listed on the New York Stock Exchange, the American Stock Exchange, or quoted on the National Association of Securities Dealers.

Your investment broker can help you identify which securities in your account are eligible. As a participant in this program, your options include reinvesting dividends from one or all of your eligible securities. You may cancel your participation completely, or for selected securities, by notifying your investment broker.

The A.G. Edwards Dividend Reinvestment Program allows you to reinvest your dividends into additional shares of securities you already own.

This program provides automatic reinvestment of dividend income on stocks of most dividend paying companies; simplified bookkeeping by maintaining all of your securities in your brokerage account; enhanced customer statements detailing your reinvestment activity and positions; an annual summary of your reinvestment activity on your year-end statement; convenience in selling, because all shares are held at A.G. Edwards; an opportunity to increase total return by taking full advantage of the growth potential of your dividend reinvestment plan.



AMICA LIFE INSURANCE COMPANY

Amica Life Insurance Company was incorporated in 1968 as a wholly-owned subsidiary of Amica Mutual Insurance. Our goal was to further broaden the types of financial protection available to Amica policyholders. We believe in a consistent, conservative philosophy of investment, which translates into a strong and stable company for our policyholders.

Amica Life has never invested in real estate, mortgages, or junk bonds. Over 98% of the Company's bonds are investment grade. Careful selection and underwriting of business have resulted in extremely low mortality experience and claims costs.

We believe Amica policyholders are well-informed individuals capable of making their own decisions. We sell life insurance with a no-pressure approach. Our job is to guide policyholders to the type and amount of insurance that will provide the necessary protection. We strive to provide quality, value-oriented products. Our salaried representatives are trained to help you answer life insurance questions. You can count on receiving the same consistent, high level of service that has distinguished the Amica name.



APPLE COMPUTER

Apple Computer began with a simple idea: That the power of computing should be available and accessible to everyone. On that premise, the personal computer revolution was launched.

Our vision of empowering the individual remains the driving force behind Apple, and we continue to deliver information tools that enhance the way people work, learn, and play. Apple has grown by broadening its scope beyond the desktop computer to encompass software, printers and peripherals, portable computers, and beyond. APPLE'S products are designed to work the way people do, allowing them to creatively explore and share ideas. This innovative approach has resulted in the sale of more than 20 million APPLE MACINTOSH systems.



THE AT&T EXPERT SYSTEM

At AT&T's Technical Service Center, advanced technology provides quality service. Our patented, highly sophisticated EXPERT System is an application of artificial intelligence that can diagnose troubles and recommend solutions, based on historical maintenance data. This set of software programs can identify a problem and, whenever possible, remotely clear the alarm.

If dispatch of a technician is required, all the information from the EXPERT System is available, so that the right technician with the right training and the right parts is dispatched. The trouble can then be repaired on the first visit, minimizing any disruption to your system.



THE AT&T SMART INVOICE SYSTEM

The AT&T Smart Invoice System is an added value for AT&T Service Agreement customers.

This electronic billing service was developed with our customers in direct response to their needs. This Windows-based system allows your business to receive bills directly into your PC (or one purchased from AT&T) via electronic AT&T Mail transmission. Benefits include quick delivery of bills — 5 days or less; flexible formatting — allows you to sort, analyze, summarize, and customize bills for your internal systems by installation, purchase order, or service order number; summary billing — shows monthly, quarterly, and/or year-to-date totals.



THE AT&T TECHNICAL SERVICE CENTER

The AT&T Technical Service Center offers benefits for AT&T Warranty and Service Agreement customers through around-the-clock system monitoring, diagnosis, and testing that help ensure system reliability; a single source of support with 24-hour, toll-free access for trouble reporting; advanced technical support and EXPERT System technology that can help maximize system availability; quick trouble resolution through intelligent dispatch of technicians equipped with information from the EXPERT System; high quality technical support for all AT&T Communications Systems through our Helplines.



AVENTIS

Millions of people are diagnosed with cancer every year. This disease hampers the prospects of many for a long and full life. At Aventis, we offer innovative drugs for the treatment of common cancers, such as breast or lung. Our scientists are utilizing new technologies, including gene therapy and immunology to develop new agents for the treatment of other cancers, such as head, neck and gastric. At Aventis, our goal is to develop more effective treatments for cancer; ones that give people a better chance to make their dreams come true.

Everyone wants to live life freely. Unfortunately, for more than 5 million people around the world that's just not possible. Simple movement that most of us take for granted is quite painful to them. They suffer from rheumatoid arthritis. At Aventis, one of the world's leading pharmaceutical companies, our scientists are combining their in-depth know-how with new technologies to develop more innovative anti-rheumatic treatments. One of our most important goals is to fight the causes of rheumatoid arthritis, not only its symptoms – so that people are free to enjoy whatever moves them.



BANKING e-learning 1

When you first open a Client Interaction, you will be on the Identification Page. This is the default page for all client interactions. Please confirm the following information – Client Name, Date of Birth, and Social Security Number – before continuing.

As you have learned, the easiest and most efficient way to open a New Customer Session is to swipe the customer’s pin card. If the customer does not have their pin card, you can use their Checking or Savings Account number – but you must also ask for additional identification.

If you are unsure about the procedures for changing a contract’s terms and conditions, please review ‘Lesson 5: Terms and Conditions’. In this lesson, you will follow a fictional character, Renee, as she determines whether or not a contract should be modified.

In this example, you’ll explore the structure of Trades. First you’ll click through set of real portfolios. Then you’ll open a new window showing the first level in the portfolio hierarchy. Click ‘Structure’ to open the details.



BAXTER INDUSTRIES

Baxter Industries has made significant progress since it announced last November a series of strategic actions to reduce costs, improve shareholder value, and extend its leadership position worldwide. The actions address the dramatic changes underway in the U.S. health-care system, and accelerate growth of the company's medical-technology businesses worldwide. Baxter has reorganized its U.S. sales force into cross-divisional, regional teams. This customer-driven initiative establishes a sales structure that mirrors the emerging health-care networks, and a team-selling approach that provides customers with one primary point of contact.

Biotechnology is transforming the theory and practice of medicine, and Baxter has a clear objective in this field. The company intends to be the leading world provider of selected products and services dedicated to curing disease through biotechnology. The strategy is to build on strong existing positions in blood therapy and related areas while investing heavily in emerging gene therapies and immunotherapies. The biotechnology business is growing very quickly, says Timothy B. Anderson, group vice president. Our sales in Baxter's Biotech Group will be close to \$1 billion in 1994, and we expect them to double by the end of the decade.



BAXTER INDUSTRIES 2

The cost pressures on Baxter's U.S. hospital customers translate directly to the company as the country's largest distributor of medical products. Baxter's U.S. medical-products sales make up about half of the company's total sales volume. But the changing environment also offers opportunities, in part because Baxter has invested heavily in the last three years in programs to help hospitals reduce their costs. Cumulatively, these programs saved U.S. hospitals more than \$200 million last year. Baxter has more products than any other supplier.



BROTHER OFFICE EQUIPMENT

Business today is all about communications. Needless to say, a single networked imaging device is not always the best way to facilitate that communication- especially if you plan to grow your business. That's why we offer a full range of intelligent Multi Function Center solutions designed to optimize the productivity of any person or department in your company. More than print, fax, copy and scan, we have some models with features like duplexing, networkability and expandable paper tray capability.



CITY HARVEST

Millions of pounds of good, edible food are thrown away each year by New York City food businesses. At the same time, an estimated 1.5 million people are hungry, one third of them children. City Harvest is the link between those who have so much and those who have too little. City Harvest is committed to feeding hungry people in New York City using a variety of innovative, practical and cost-effective methods. Our primary approach is to rescue food that otherwise would be wasted and deliver it to those who serve the hungry. City Harvest strives to be a model for others to fight hunger in their communities.



CKE RESTAURANTS

What started in 1941 as a single hot dog cart in Los Angeles with first-day receipts of \$14.75 has grown to one of the largest companies in the United States operating and franchising quick-service restaurants with systemwide sales that topped \$3.16 billion last year. Today, CKE Restaurants, Inc., based in Santa Barbara, Calif., operates the Hardee's and Carl's Jr. brands through its subsidiaries, franchisees and licensees.



CLARINS

Welcome to the Clarins Family. It is our objective to provide you with a warm and exciting environment filled with opportunity and growth. We attribute the success of the company to our Commitment to Excellence and our commitment to people.

This presentation will serve as a guide for all general information to assist its employees. The topics we will cover today include Employee Benefit Program Highlights, Company Policies as well as Personal Policies. Please follow along with the provided employee handbook.



DAVIDSON INCORPORATED

Davidson Inc. is a leading publisher and distributor of multimedia software for both the home and school markets. The company is internationally renowned for its award-winning consumer titles, such as the Blaster series, which has sold over 3 million copies. In the school market, Davidson is best known for interactive multimedia systems including Story Club, English Express, and the upcoming Vital Links. Vital Links is a multimedia U.S. history system for the middle grades being developed by Davidson, Addison-Wesley, and the Los Angeles County Office of Education via a grant from the states of California, Florida, and Texas.

1994 was a banner year for our company. Our revenues increased 49% over the prior year to a record \$87.9 million. This growth occurred in all sectors of the company — from consumer, school, international and affiliated label sales, to divisions such as Educational Resources — and was achieved primarily through the release of new products, selective acquisitions, and strong fourth-quarter sales. In addition to excellent financial results, we're excited about our accomplishments in delivering upon our studio strategy business model. We began building on this business model in the early 1990s, when we adopted the studio strategy...



DELOITTE & TOUCHE USA LLP- GETTING READY FOR THE AGING CONSUMER

What You Need to Know. In 2008, the dominant customers in the U.S. and the world will be consumers age 50 and older. Regardless of your industry or sector, you could prosper by focusing on these aging consumers and understanding their evolving needs.

New research, a podcast and articles from Deloitte & Touche USA LLP can help you understand these older consumers-what they want, how their needs will change over the years and how your business can serve them best.



DIVISION OF MARKETING PRACTICES

The Division of Marketing Practices responds quickly and decisively to the rapidly changing world of fraudulent marketing practices. It enforces federal consumer protection laws by filing actions in federal district court on behalf of the Commission to stop scams; prevent scam artists from repeating their fraudulent schemes in the future; freeze their assets; and obtain compensation for scam victims. The Division also files administrative cases with the Commission to stop these scams.



EMPLOYEE TRAINING

Our compensation plan is designed to support our vision, values, and growth objectives. This plan allows us to win and retain key talent to support our growth and help us best succeed as an organization. The key to our compensation package is performance. We pay people differently based on their individual skills, experience, and performance, as well as company results.



ENVIRONMENTAL DEFENSE

Finding new ways to solve environmental problems is nothing new to us. In fact, that's how we got started. Thirty years ago, we were [Environmental Defense was] just a small group of friends living on Long Island. Lawyers and scientists by profession, we were united by a shared concern for the natural world. When we learned that beautiful birds who had graced our island for centuries were suddenly unable to reproduce, we knew we had to do something.



ETHAN ALLEN

Fashion you relish. Quality you expect. Service you can depend on. Furnishings you can afford. Choices galore. This is the colorful image of Ethan Allen we want consumers to know. The wide spectrum of our image is expressed in many ways: through our galleries, our advertising, and our team of professionals who represent Ethan Allen. But is our image clearly visible to consumers? How can we ensure that Ethan Allen's true colors shine through? Building a strong image that withstands the test of time takes imagination, innovation, and participation. Those who have succeeded in maintaining a colorful, appealing image have followed a simple rule.



ETHYL CORPORATION

In 1994, Ethyl entered into a long-term supply agreement with The Associated Octel Company Limited of London, under which Octel provides Ethyl with lead compounds. The contract with Octel allowed Ethyl to cease all production of lead compounds. At the same time, Ethyl is distributing for Octel any of its lead compounds that are shipped in bulk using Ethyl's excellent worldwide shipping, storage, and delivery system. The use of lead continues to be phased down in world markets, with the increasing reliance on automotive emission-control technology requiring unleaded fuel.

Market forces reshaping the petroleum additives industry underlie several important trends. As original equipment manufacturers strive to comply with emissions and fuel-economy regulations, they issue more stringent and frequently changing new-product performance specifications. Resulting trends include demand for technically superior, higher quality, better-performing, and environmentally safer fuels and lubricants; shorter product life cycles; further globalization of the industry and its downstream OEM and oil-company customers. Two other forces exert pressures on profitability and result in downsizing.



EXPENSE REPORT TRAINING

After completing your timesheet, hit the Next button and the Expense Report screen appears. This screen allows you to add any expenses that you might have incurred during your current timesheet. Mileage and expenses can be changed by hitting the plus and minus buttons.



FANNIE MAE MORTGAGES

This video will discuss Fannie Mae's new mortgage outreach program, targeting low-income families, minorities, and immigrants.

The nation's biggest source of mortgages plans to guarantee \$150 billion in loans over the next seven years, and reach out to five million families who would otherwise be shut out of home ownership. It is creating a big incentive for banks to lend to these borrowers. But lurking behind this PR coup are two bits of smart economics. First, Fannie is mining a huge, untapped market of low-income renters who are excellent credit risks. Contrary to popular belief, says Prudential Securities analyst Thomas O'Donnell, Poor people pay their bills. They are not cynical or sophisticated enough to go to bankruptcy lawyers.



FEDERAL EMERGENCY MANAGEMENT AGENCY

Although many agencies of the Federal government have responsibilities of varying degrees relating to disasters, the Federal Emergency Management Agency, or FEMA, is the central point of contact within the Federal government for a wide range of emergency management activities in both peace and war. Simply stated, FEMA exists to save lives and property.

FEMA's mission statement summarizes its responsibility: Under the direction of the President, the mission of FEMA is to plan for and coordinate the protection of the civilian population and resources of the nation, to include planning and continuity of government in time of emergency.



FLORIAN PAPP

For over 100 years Florian Papp has offered only the finest antiques and works of art, which covers a multitude of periods and styles from around the world. Browse our web site. They are updated regularly, and contain all of our pieces as well as recent acquisitions. We value the craftsmanship and design of centuries past, and we make it available to you with a little help from the future.



GE MEDICAL SYSTEMS EMPLOYEE VIDEO

Although the controlled use of ionizing radiation is widespread and highly beneficial, employees may regard its potential for harm too casually. Most exposures are harmless, but above certain levels, ionizing radiation can be very dangerous.

The purpose of this video is to increase your knowledge of ionizing radiation and to help you develop safe work habits. When working with ionizing radiation technology, you're the person most responsible for your safety.



GETTY CENTER

We shall be a city upon a hill, prophesied the Puritan leader John Winthrop more than 300 years ago, and ever since, those words have remained a metaphor for American idealism. Now Los Angeles can claim our country's latest, most stupendous incarnation of that vision: the Getty Center. Set high upon the foothills of the Santa Monica Mountains and commanding a spectacular panorama of the sprawling metropolis below it and the Pacific Ocean beyond, that multiuse fine-arts complex finally opens to the public on December 16 after thirteen years of design and construction at an estimated cost of \$1 billion.



GILLETTE CENTERS

In 1997, The Gillette Company embarked upon an extraordinary path when it awarded a gift of five million dollars to a strategic joint venture of the Dana-Farber Cancer Institute, the Brigham and Women's Hospital, and the Massachusetts General Hospital to establish The Gillette Centers for Women's Cancers at Dana-Farber/Partners CancerCare.

The Gillette gift, which is not just for bricks and mortar, is an investment in fundamental research and innovative therapies for early detection, prevention, and cure of women's cancers. This investment is meant to serve families well beyond the Boston area, and it is the Company's hope that when the cure for women's cancers is found, it will be the result of the world-class research being conducted at The Gillette Centers for Women's Cancers.



GLAXO ZANTAC

Zantac was the largest selling pharmaceutical product in the world for the seventh consecutive year. Revenue growth of 20% was achieved during the year, aided by the development of alternative dosage forms and new indications. Its contribution to total Group sales remained unchanged at 44%. The treatment of milder forms of peptic acid disease offers a further growth opportunity for Zantac. Our recently announced intention to form a joint venture with Warner-Lambert Company to develop, seek approval for, and market over-the-counter (OTC) versions of Glaxo prescription medicines should enable the value of Zantac in the market sector to be realized.



GREINER

Forging our future requires the courage to explore new dimensions. And to increase our competitive advantage, Greiner's management is focusing its energies on developing the firm's capabilities in emerging new markets.

Specifically, we have chosen three areas which we believe will have the greatest potential for financial and technological gain. These are multi-model transportation facilities, the Asian marketplace, and public/private transportation ventures. Within this annual report, you will see some of the strides we have made in developing these markets and see the magnitude of these new dimensions and the potential they represent for future growth.



HARTFORD 401K

Right now you're facing one of the most important decisions you'll make for your company. Choosing the right retirement benefits for employees can be difficult even for the most experienced business person. With so much on the line, it's important to select a company like Hartford Life Insurance Company. We have the experienced people who can help simplify the complexities of a qualified plan, a well-designed program to make sponsoring a retirement plan easy, including an array of investment choices with solid performance histories - all at a very competitive price.

When you choose to team up with Hartford Life, you'll get our trademark service excellence. We'll provide you and your employees world class investment choices, customer service, and education materials. We offer your Pension Administrator electronic links to your participant-level investment data easily and efficiently.

We'd like to deliver for you as well, so we're pleased to present this proposal for our premier defined contribution program. Our program offers the solid foundation you would expect from an industry leader: a wide array of investment choices, customer service support, timely and accurate recordkeeping and reporting, the latest technology, including internet access, effective employee communication and competitive pricing.



HEALTHYPLACE.COM

At HealthyPlace.com, we believe the more you understand about Schizophrenia, the more likely you are to get the full benefit of treatment. We want to help you learn as much as you can about this devastating illness and to offer you the support you need to begin treatment.



THE HEWLETT FOUNDATION

The William and Flora Hewlett Foundation is concerned with solving complex social and environmental problems. With a practical and results-oriented approach to philanthropy, the Foundation supports innovative as well as time-tested strategies for addressing those problems.

This approach is manifest in the Foundation's building, completed in May, 2002. Site, architecture and interior design create an environment that is beautiful and honors the Foundation's commitment to energy conservation and environmental protection.

The LEED – Leadership in Energy and Environmental Design – rating system, created by the U.S. Green Building Council, articulates a clear set of environmental principles and goals designed to encourage sustainable buildings. This approach mirrors the Foundation's own ethos of encouraging innovation and seeking to attain demonstrable results.

The Foundation's building is the first in California, and only the fifth in the Nation, to receive Gold-level certification, under the LEEDS 2.0 standards. The Foundation earned this recognition by addressing a wide range of building-related environmental issues concerning site design, water and energy efficiency, materials and resources, and indoor environmental quality.



HOECHST CELANESE EMPLOYEE TRAINING

Here at Hoechst Celanese, we make chemicals. The chemicals we make are used in turn by other companies to make the products we come in contact with every day.

Hello, I'm (insert name), and for the next few minutes, we're going to take a look at just some of the many ways Hoechst Celanese Chemical Group's products are used to make the things that touch our lives.

We all know that matter is made up of tiny particles called molecules. Every drop contains about a quadrillion billion molecules. In turn, molecules are made up of atoms. Water molecules for instance contain two hydrogen atoms and one oxygen atom. All molecules have a characteristic shape. For instance, H₂O molecules are triangular.

What then is a chemical reaction?

It is a rearrangement of molecules. When chemicals react, molecules break apart and rearrange, sometimes combining with bits and pieces of other molecules to become new substances. That's what happens to most of the molecules we produce: they're split apart, broken into pieces, and converted into new molecules.



HOME DEPOT — Puerto Rico training

Customer service has always been important at The Home Depot. Without customers there wouldn't be a Home Depot. Today when we say customers first we mean helping customers first. Helping people as if they were friends or family. Helping people in a way that builds customer relationships and strengthens our foundation of service.

Introducing First, a blueprint for making excellent service a reality in The Home Depot stores.

First is a specific set of behaviors that tells us how to help customers, it will be part of every customer interaction. First stops talking about service and actually makes it happen. Service that makes customers come back to us year after year. Are you ready?

First things first.

The first letter of First is F and it means find the customer and help the customer find the product.

Actively seek customers out and take charge of helping them find what they need.

One, find the customer. If you're not tasking don't sit back and wait for customers to find you, actively look for and find them.



HONDA

It's not often a two-hour ride lasts a lifetime. Talk to most motorcyclists, and they'll tell you how one ride can get inside of you, and stay with you forever. This same phenomenon happens on another level at every Ride for Kids event. Each ride works to improve the lives of kids who have been diagnosed with childhood brain tumors by raising funds for medical research.

Our progress is encouraging. In 1984, a child diagnosed with a brain tumor was expected to live only five more months. Today, medical advancements allow that child to live another three years.

With Honda's support, more than 10,000 motorcyclists devote their time, money and energy to the Ride for Kids program every year. Yet everyone's goal of finding the cause of childhood brain tumors, and discovering a cure, remains many rides away. Which is why Honda continues to nurture this program. Because, while the ride lasts only a day, it leaves us with hope that last a lifetime. Honda. The power of dreams.



THE HUMANE SOCIETY

The Humane Society of the United States does not categorically oppose all uses of animals in current research as we work with others toward the day when animals will no longer be necessary as laboratory subjects. But we are dedicated to the alleviation of suffering, for animals and humans alike.

We believe that our mission is shared by many in the research community, and we seek to enlist their support for this ambitious and important campaign. This campaign to eliminate animal pain and distress in the laboratory will improve our understanding and recognition of animal suffering in general, thereby strengthening our on-going efforts to eliminate the suffering of all animals.



HYBRID CARS

If you are having a tough time separating hybrid truth from reality, you're not alone. The warp-speed adoption of hybrids into popular culture — and into hundreds of thousands of American driveways — has produced more than a little confusion and misinformation. Most industry analysts predict the continued growth of gas-electric vehicles, with estimates ranging from 600,000 to 1,000,000 hybrid sales in the U.S. by 2010, so this is a good time to debunk the 10 most prevalent myths about hybrid cars.



IBM

IBM has earned a reputation for honest, ethical dealing in all aspects of its business.

As a government contractor, the Systems Integration Division is dedicated to maintaining a similar reputation in the Federal procurement environment. The basis of this reputation is IBM's conviction that ethical behavior and competitiveness are not mutually exclusive. What's more, IBM has shown that a corporation can adhere to a set of consistent principles and still be flexible enough to meet changing business conditions.

In fulfilling our goal of serving the national interest by offering equipment and services to the Federal government...



IBM PS/1

Like many people, you may have discovered that your place to do business is right in your own backyard. The IBM PS/1 is perfect for you. It runs the software small businesses need. The PS/1 is expandable, so it can grow as your business grows, even outside your home. And because it's from IBM, it's compatible with most business computers. But the PS/1 fits into your life, too. It's remarkably easy to set up and use. Best of all, it comes with the service and support you can only expect from IBM.



INDUSTRIAL TECHNOLOGIES

Industrial Technologies designs, develops, and markets censoring, monitoring, processing, and inspection technologies, that operate under demanding factory floor conditions found in a wide range of industries. The Company's products are specifically designed to improve the overall quality of industrial operations. Current customers include leading aerospace, communications, and industrial equipment suppliers, as well as a wide range of web process manufacturers of paper, plastic sheet, film, photosensitive materials, non-wovens, steel, aluminum, other non-ferrous metals, glass, and rubber.



INDUSTRIAL TELEVISION

The first meeting with the client is more than a get-acquainted session... The business at hand for you at this meeting is not to find out about the subject, but to find out about the videotape itself. Don't be surprised if the client wants to launch right in to talking about the subject. However, this will do you little good until you know about the tape. So as soon as possible, swing the conversation around to the four P's of the videotape: People, Purpose, Presentation, and Production.

It is not a good idea to write the narration first then think up ideas to illustrate it. For one thing, this puts the emphasis on the less effective part of the video and reduces the more effective to a second-class status. Secondly, when explaining things in words, we tend to make our explanations more universal by making them more abstract. Thus, you will put yourself in the difficult position of trying to use moving pictures, the most concrete form of expression, to illustrate abstractions. Let the visuals drive the script and keep everything firmly rooted in the concrete.



INSPIRE

You enrich the lives of others. You spark love, hope and pride. You touch the world around you in many subtle, yet enduring ways. You may not think your life is extraordinary. We do. Inspire is our tribute to the extraordinary strength and spirit of today's woman. We know. From our 105 years of making women beautiful. This video will cover a wide array of services our company offers. To begin, Inspire's fragrance line is radiant, with jasmine and jonquil from the south of France.



INTEC SERIES 9000

Two decades of applications experience have combined to produce the Series 9000, the first automatic inspection system to offer camera or laser sensors. Now, in a single system, you have a choice in the type of technology best suited to your application. These include 100% inspection at full line speeds, real time alarms and reporting, stored product codes, data link to other computers and networks, computer-controlled thresholds, tandem configurations, multiple sensors for wide webs, programmable Cross-Direction Lanes with dead zones, edge tracking for product wander, and optional streak detection processor.



ISA PROMOTION IN MOTION

When you add ISA Promotion in Motion to your brand's marketing mix, you'll reach more customers and move more product than with any other in-store communications vehicle. And you'll gain an important and immediate edge on your competition to help build brand share. To demonstrate just how effective a promotional tool our electronic signs are, we hired an independent research firm to conduct a six-month pilot test and measure the effectiveness of our in-store electronic displays. Here's what happened: on average, thirty-six brands participating in ISA Promotion in Motion increased their sales by a whopping 31% over the six-month test.



JACK MORTON

Now more than ever, companies need to inspire their business-critical audiences. They need to reach out to customers and give their employees a sense of purpose. And sensitive frequent and effective communication is the key.

At Jack Morton Worldwide, we create experiences that inspire customers and employees. Face-to-face meetings and events. Web and satellite broadcasts. Corporate and retail environments. Experiences that increase understanding, loyalty, performance and results. Our mission is to inspire your business community. We offer our expertise, our global network and our support.



JAPAN'S STOCK MARKET

Helped by a \$90 billion government stimulus package, the performance of Japan's stock market has been spectacular in the past 12 months, nailing down a 40% return for investors. Bid Japan sayonara? Not according to Stephen Silverman, head of the Merrill Lynch Pacific Fund, which has scored a 546% total return over the past ten years. That makes it the champ of all mutual funds. Silverman, a former U.S. Marine Corps first lieutenant who commanded a missile battery, keeps about 65% of his assets in Japan, with the rest scattered throughout Asia. He tells Fortune's Joshua Mendes which Japanese investment targets he has in his sights.



JOHN F. KENNEDY LIBRARY AND MUSEUM

Welcome. The John F. Kennedy Library and Museum is dedicated to the memory of our nation's thirty-fifth President and to all those who through the art of politics seek a new and better world. Our purpose is to advance the study and understanding of President Kennedy's life and career and the times in which he lived; and to promote a greater appreciation of America's political and cultural heritage, the process of governing and the importance of public service. We accomplish our mission by: • preserving and making accessible the records of President Kennedy and his times; • promoting open discourse on critical issues of our own time; and • educating and encouraging citizens to contribute, through public and community service, to shaping our nation's future.



MAKRO

Welcome to Makro ... the largest self-service wholesalers in the world. Makro gives the small business an opportunity to compete effectively, by providing a one-stop source for top-quality products at the lowest possible prices. The Makro story goes back to 1968, when we opened our first cash-and-carry wholesale center in Amsterdam, Holland. The concept was successful, and soon, Makro centers appeared in Breda, Delft, and other Dutch cities. A dynamic pattern of growth had been established and soon Makro went international. First, Belgium. Then, the United Kingdom, South Africa, Spain, Brazil, and in 1981, the United States.



MCCAW CELLULAR

With cellular-system ownership positions in more than 100 markets across the country, McCaw Cellular, operating primarily under the name Cellular One, is the largest cellular carrier in the United States, having grown its subscriber base more than 40% in the past year. In the areas of the country where McCaw is licensed to provide service, there are more than 100 million potential customers, around 80% of whom are in the 30 most-populous U.S. markets. As the equipment costs and monthly bills of cellular users continue to drop, more than 14,000 customers sign up for new service very day, adding to a consumer base of more than 16 million people.



MCN CORPORATION

MCN Corporation is the holding company for Michigan Consolidated Gas Company, MichCon, Citizens Gas Fuel Company, and MCN Investment Corporation. MichCon is the largest natural gas distributor in the state of Michigan, and one of the largest in the United States. As a natural gas distribution, transmission, and storage company, MichCon serves more than 1.1 million customers in more than 500 communities including Detroit, Grand Rapids, and Ann Arbor. Also grouped under utility services, Citizens is a gas utility serving 12,000 customers in Lenawee County in southern Michigan.

MCN Corporation is taking advantage of changes in the natural gas industry, in a way that is helping to build shareholder value. Once thought of as strictly a gas utility, MCN is on its way to becoming an energy company, with a diversified portfolio of natural-gas-related businesses. With a three-part strategy for growth that emphasizes the company's natural gas expertise, MCN is exploiting market opportunities to produce superior corporate performance. During 1993, MCN's record performance was reflected in outstanding financial results. Net income increased 27% to \$72.8 million on total revenues of \$1.47 billion.



MYLAN — COMPANY HISTORY

The success of any company is not achieved by any one particular event, but is the result of a series of occurrences throughout its history. It is a combination of the management team, the employees, and the corporate philosophy that make or break a company.

Mylan is the proof of that principle! We have grown from a tiny, single location, West Virginia company, to a present day, financially strong, multi-location industry leader listed on the New York Stock Exchange. Mylan's code of ethics and its corporate philosophy that If we can't do it right, we don't do it at all, combined with the integrity of its employees provide the foundation upon which this company is built.

Research is the life-blood of any company. It is the catalyst by which a company grows, and lack of it can cause stagnation or even failure. Mylan is a research driven company dedicated to excellence. As we continue our evolution into a fully integrated pharmaceutical company, we have targeted compounds to meet unmet needs ... we are aggressively developing products that will effectively treat serious disorders and diseases that are not addressed by pharmaceuticals presently on the market. Our R&D budget is not based on a percentage of sales but on accomplishing goals. We do not waste money, but we spend whatever is necessary to do it right.



NAPCOR

One plastic bottle can now become part of all your holiday celebrations. That's because processes have been developed that make plastic beverage bottles and food containers recyclable into new ones. Until recently, plastic containers have only been recycled into such things as carpet and fiberfill for pillows and ski jackets. But now, a bottle can come back as a bottle, over and over again. And that's great news for the environment. In 1990, 225 million pounds of plastic were recycled. But much more needs to be done. And more people need to know that...



NEGOTIATE LIKE A PRO by Lisa Bertagnoli

Many women feel uncomfortable with blatant displays of power. Traditionally, women have been the power behind the throne so wielding it publicly can be frightening. To address and overcome that fear, learn to recognize the difference between good and bad power. The former allows you to stick up for yourself and fulfill your needs; the latter is used to manipulate and control others.

Even in these enlightened days when women are CEOs and cabinet members, many still fear being labeled as pushy. Women are often afraid to ask for what they want because they tend to confuse assertion with aggression. Aggression, by nature, implies violation. When you act aggressively, the other person will feel angry or taken advantage of. Assertion, on the other hand, means going after what you want without demeaning or intimidating the other person.



NETJETS 24 HOUR WORLDWIDE MEDICAL ASSISTANCE

At Netjets, our care for our Owners means not only flying them halfway around the world in the safest way possible, but also getting them the help they need should a medical emergency arise far from home. That's why we collaborated with Mayo clinic to develop Mayo Clinic Executive Travel Response. As an owner, you'll receive a dedicated phone number to reach Mayo Clinic medical professionals 24 hours a day, for any medical reason. Whether you need critical care in Eastern Europe and don't know where to turn, or just want medical advice from a trusted source closer to home, someone is always there for you.



NEW PERSPECTIVE FUND

#1: In 1973, global investing was a new concept — one seen by many as daring, to say the least. New Perspective Fund was among the pioneers, and it proceeded with great care. Initially, only 1/3 of the fund's assets could be invested outside the U.S. At the end of New Perspective's first fiscal year, roughly a quarter of our holdings were based abroad (in Canada, Europe and Japan). The world is a very different place today. Opportunities beyond the borders of the U.S. now account for more than 60% of all the assets invested in the world's stock markets, compared with about 40% in 1973.

New Perspective Funds' ability to capitalize on investment opportunities around the world again proved beneficial in fiscal 1994. The value of your holdings increased 12.6% if, like most shareholders, you reinvested the two dividend payments totaling 20 cents a share — one of 13 cents a share in December 1993, and another of 7 cents a share in May 1994 — as well as the capital gain distribution of 37 cents a share paid last December. The fund's 12.6% total return outpaced unmanaged benchmarks for both global and U.S. stock markets; the Morgan Stanley Capital International World Index, which measures 22 major markets including the U.S., gained 8.1% with dividends reinvested.



OPERATION HOPE

Operation Hope is the product of the creative energies of thousands of citizens. Representatives from churches, synagogues, businesses, and schools come together to help our neediest neighbors. Operation Hope provides emergency food pantry for families, shelter for homeless families, community kitchens, and supportive services. The services we provide do bring hope to shattered lives, and make real the possibility of recovery, restoration, and stability. Lives are touched. Hope is alive.



PARKER COMPANY

Since the 1950s, Parker Drilling has been an active player in drilling markets. Today, Parker operates around the globe. Parker does not seek out markets solely for their exotic nature. Parker is well suited to move with customers into rugged, hostile drilling environments. In some markets, Parker has little or no competition. In other areas, like Latin America, the Asia Region, and in the United States, there is considerable competition, depending on the specific country or location. We compete against no single drilling contractor in any of our markets, however. This direction toward more industry consolidation is expected to continue, meaning fewer, but larger competitors.



PCN COMPUTER NETWORK

Physician Computer Network is a leader in developing and marketing of highly functional practice management software products for physician practices. The Company's objective is to establish a large installed base of physician practice customers who use PCN's software products. Since September 1993, the Company has completed seven acquisitions of software information businesses. These acquisitions have lifted PCN's share of the office-based physician market to over 85,000 physicians resulting in an approximate 25% market share.



PFIZER

At Pfizer, we want every colleague to feel connected by an inspiring vision of our place in the world and our future together.

Achievement of the vision begins with clarity. As we continue through this orientation, you will see that we have rare clarity about our mandate as an organization, and the way people within it must pursue results.

But the words can only be a guide for action. Each of us must feel energized by our purpose and mission, become a champion of our values, and behave as a leader.

We are a great company, with a record of exceptional performance and success. But we have before us the opportunity to become an enduring leader, contributing more to human health than any company in history. It is up to each of us to find a way to lead.

Understanding the principles that guide our quest is only the start. Bringing them to life through action is the challenge we face every day. Together, we can meet this challenge.



PRUDENTIAL HEALTHCARE

Each year Prudential HealthCare conducts member satisfaction surveys to discover which member services and benefits are working well and to identify opportunities for improvement for the Prudential HealthCare HMO and Prudential HealthCare Point of Service plans. In response to your feedback, we have enhanced the provider networks to provide more choices to you. There are now 257 hospitals and 39,990 primary and specialty care providers in the HMO and POS networks in New Jersey, New York, Connecticut, Pennsylvania, and Delaware.

Pay Coach. Sit in First Class. Fly like a King. Enjoy the royal treatment when you fly First Class for the price of Coach with a ConnectFirst fare on Northwest Airlines. Just purchase a full-fare Coach ticket on a qualifying connecting flight, and you'll receive an automatic upgrade to First Class. Plus, you'll receive an additional 1,000 WorldPerks bonus Miles roundtrip. For your ConnectFirst fare, book online at www.nwa.com, call your travel agent, or call Northwest at 1-800-225-2525.



RETAIL - BUSINESS REPORT

The biggest problem in retail is hiring, particularly hiring hourly workers. Some of the most important people you have working for you are the hourly workers that are dealing with the public on a day-by-day basis., at least according to unicrew, an Oregon-based company, which was founded in 1997 to service the needs of hourly employees. The people on the phones, the people at the cashier's desk, the stock clerks, usually anyone in a store and those answering calls in an insurance company, are almost always hourly workers. They're the people that deal with the public.

Unicrew believes that hourly employees deserve the same job-hunting opportunities as their salaried counterparts. Traditionally, job seekers looking for a salaried position have many options, including placement firms and internet job searches. Unicrew's mission to empower the hourly work force begins with making it easier to apply for the jobs they want. There's a huge population out there that's been getting hired the old-fashioned way, with paper and pencil based applications, and Unicrew wants to change all that and automate the entire process. Unicrew's found a key to their success in the kiosks - or job centers - that can be found in a number of nationwide stores, including target and blockbuster video.



RIGHT TO KNOW RULE

The Occupational Safety and Health Administration, OSHA, has issued the Hazard Communication Standards which helps to assure your safety and health on the job. The rule, known as the Right to Know involves training in the use of chemicals such as cleaning solution, which are part of your everyday work.



SALE EXCELLENCE

Sale Excellence is proud to introduce four brand- new power-packed workshops developed specifically for both new and experienced sales managers. Each of these intense full or half-day programs is designed to target and impact a specific challenge of sales management such as: Fundamentals of sales management, influencing behavior to improve sales results, improving sales forecast accuracy, maximizing profitability and reducing price erosion



SHELL TRAINING

Here at Shell we've worked hard to create a safe and efficient work environment. Click the 3 links at the top of the page to review additional information about: Standard Operating Procedures, Safe Practices, and Problem Reporting.



SILICON VALLEY GROUP

Silicon Valley Group is a leading supplier of automated wafer processing equipment for the worldwide semiconductor industry. The Company designs, manufacturers, and markets technically sophisticated equipment used in the primary stages of semiconductor manufacturing. SVG's product offerings include photoresist processing equipment; oxidation, diffusion, and low-pressure chemical vapor processing systems; and photolithography exposure tools that utilize step-and-scan technology. Since its founding, SVG has steadily broadened its business base by expanding distribution channels and by extending product lines.



SMALL CAP VALUE

If beauty is in the eye of the beholder, then small-cap value stocks are exquisite...to those who know where to find them and how to view them. Small company stocks, defined as those with a market capitalization of less than \$1.5 billion dollars, perform differently than their large-cap peers, often outperforming them over multi-year cycles.

In fact, small company mutual funds, as a group, had a recent five-year total cumulative return of 73.26% . Value stock, which could be thought of as those in the "bargain bin" of Wall Street, often are ignored by investors. These stocks tend to trade at a discount because the market believes they pale in comparison to the attractiveness of premium growth stocks.



SMARTCAM

SmartCam data gives you new ways to squeeze savings from your production line. Low-cost SmartCam units can be installed at trouble points where the occasional defect can turn production into wasteful scrap. From operator alarms to active process control and data acquisition, SmartCam fulfills your inspection needs. In any configuration, a SmartCam system can take you one step closer to increased customer confidence — offer zero defects production and back up your strong quality goals with complete objective inspection reports for each product run; realtime process control — correct off-spec production the instant that a problem develop.



SPRINT

Global competition, shrinking budgets, and a demand for faster, more flexible service have intensified business pressures in the 1990s. In response, organizations must be single-minded in their focus, with every resource used effectively to impact the bottom line. Telecommunications — with its ability to influence day-to-day operating efficiencies — has emerged as a vital resource and a strategic competitive differentiator. With the pace of business escalating, the need to communicate quickly, reliably, and economically, becomes imperative. Sprint Services allow your organization to focus on your core business.



THIRD AVENUE VALUE FUND

Collins & Aikman Senior Notes were sold during the quarter. The realized loss on the Collins & Aikman investments was approximately \$150 million, the largest loss ever incurred by the Fund in its 17-year history. TAVF management simply misanalyzed the situation.

The company's free fall into Chapter 11 and the loss of support from its three principal customers – General Motors, Ford, and Chrysler – was at a materially faster rate than Fund management thought would be the case. Also, Collins & Aikman's exit from bankruptcy was not fast enough to avoid the feeding frenzy perpetrated by the professionals, i.e., lawyers and investment bankers. With hindsight, this seems to have been pretty stupid on our part. Fund management should have known better – especially given the fact that (i) the Fund has been relatively close to Toyota Industries for 10 years and owns approximately \$675 million of the Company's Common; and (ii) it is not like we lack experience in restructuring proceedings.



TOSHIBA

There is nothing like Dream to create the future... the words of Victor Hugo. The nurturing force for a seed called dream is our desire to imagine a better tomorrow.

At Toshiba, we're helping to create it. Toshiba has been turning Dream into a tangible future for over 100 years ... sustaining it now with our commitment to manufacturing in the U.S. and with a wide diversity of products of the highest quality. All of which have helped make us one of the leading electrical and electronic manufacturers in the world. And a company that believes dreams can come true.



UNICEF

For more than 53 years UNICEF has been helping governments, communities and families make the world a better place for children. Part of the United Nations system, UNICEF has an enviable mandate and mission to advocate for children's rights and help meet their needs. UNICEF now works in 161 countries, areas and territories on solutions to the problems plaguing poor children and their families and on ways to realize their rights. Its activities are as varied as the challenges it faces, encouraging the care and stimulation that offer the best possible start in life, helping prevent childhood illness and death, making pregnancy and childbirth safe, combating discrimination and cooperating with communities to ensure that girls as well as boys attend school



UNITED COLLEGE MARKETING SERVICES

At United College Marketing Services, we want to provide you the inside credit information that we feel every college student can benefit from. There are too many people on campus that scream get good credit! but there's no one that really explains all the ins and outs. For this reason, UCMS has developed Credit Strategy Seminar videos to make sure that every college student signing up for a credit card (even if it's not through us) gets the chance to be credit educated.



UPS

As part of UPS's winning team, you and your family have direct access to the latest UPS news, employee information, and resources specific to you and your job. You must have internet access, an e-mail address, your employee ID number, and a login password to register. It's that simple. Just visit www.upsers.com



WALT DISNEY CONCERT HALL

After fifteen years of planning and construction, Walt Disney Concert Hall, the new home of the Los Angeles Philharmonic, has opened in downtown L.A. Frank Gehry's flamboyant design substantially boosted the cost, which came to more than five times Lillian Disney's founding gift of \$50 million. The acoustic brightness of the main auditorium suggests that Disney Concert Hall will soon be one of the great public listening places in America. Fall programming promises the brightness of variety too, with composers as unfamiliar to staid classical audiences as John Adams and Steve Reich.



WELCOME, NEW EMPLOYEES!

Receiving your benefits enrollment kit can be an overwhelming experience. But have no fear, resources are available to help you understand both the benefits and the enrollment process. Click on one of the following resources for help.



WILLIAM L. BERRY CO.

The aesthetic dimension of human experience involves all our perceptions. Elements of shape, line, color, and texture inform our quest for beauty. They also influence our choice of a personal environment, and this is why the place we call home becomes an extension of ourselves. Naturally, we demand the best ... in form ... in structure ... in design, and will accept no less. Homes created by William L. Berry adhere to the same standards of aesthetic excellence. They radiate quality ... because they are Masterpieces of the Builder's Art.

In the art of home-building, Berry homes are true originals ... exclusive designs created and copyrighted to prevent duplication and protect value. Berry originals won 23 design awards and gained national recognition for their innovative features. The experience of living in a Berry home is one of progressive discovery. The aesthetic impact is what overwhelms at first sight, but in time you discover the hidden construction specifications that are part of the true-value package. Space ... light ... volume ... formal vs. informal ... indoor vs. outdoor ... and energy efficiency. Through years of careful market research, we learned what our discriminating buyers searched for ... when you open the door of a Berry home ... you will have entered your dream house!



WM. WRIGLEY JR. COMPANY

Your Company's combination of quality products, quality people, and sound marketing programs resulted in our tenth consecutive year of record sales and earnings. Volumes both domestically and internationally reached new highs, and for the first time in Company history, our international business accounted for more than half our total volume. In the process, your Company faced significantly greater competition pretty much across the board, and this competitive activity gives no indication of abating as we head into 2007. Despite increased spending by competing brands, solid volume gains were achieved in North America. Be free