

Spring
2004

HI-Co NEWS



HICKORY SPRINGS CELEBRATES ITS 60TH ANNIVERSARY IN 2004

In honor of its 60-year milestone, the company will soon release an oral history entitled, "Hickory Springs: 60 Years 1944-2004." This book was compiled from over 70 interviews conducted in 1999 and 2000. Taken from eyewitness accounts, it chronicles the early days of the fledgling company through the end of the 20th century. Following is an excerpt from the first chapters, along with pictures from past newsletters and other sources. Look for more pictures in coming issues as we look back on our 60th anniversary.



1974 - Parks C. (Neil) Underdown, Jr. and
Parks C. Underdown, Sr.

When Hickory Springs started, it consisted of just one small spring plant in Hickory, North Carolina. As it has grown into a nationwide supplier with dozens of plants manufacturing and selling thousands of products, the company has developed its own distinctive identity based on qualities that were there from the beginning. The characteristics of its leaders, those of its employees, and the events that they experienced together have all had an influence on Hickory Springs' corporate persona, which continues to grow and change.

Of the individuals who have influenced the company's development and ultimately enabled it to succeed, nobody had a more profound effect than Parks C. Underdown, the man who decided in a war-driven economy to start a little spring factory. More than twenty years after his death, he is still a major influence on the company through the generations that came

(continued on page 30)

The year 1944 was one of uncertainty. World War II was in its sixth year. The bloody battle at Normandy, known as D-Day, began on June 6. The War Production Administration was just beginning to allow manufacturers to resume production of consumer goods. And Parks Underdown, who already had several businesses going, started yet another company.

MANAGERS PROFILE



TOMMY FISHER, Hickory Area Foam Operations Manager, brings a vast role of leadership to the foam facilities during his tenure in the foam industry. Tommy joined Hickory Springs in 1975. While advancing into numerous positions through the years, he has widened his knowledge in the foam side of the business and nurtured the growth of many around him.

Tommy and his wife, Bea, have two sons, Clif and Chad. Clif followed in his father's footsteps and joined Hickory Springs in a maintenance role. Chad is a fireman for the City of Hickory. He also has a great extended family with two daughter-in-laws, Clif's spouse, Beth, and Chad's spouse, Samantha. In his spare time, Tommy enjoys his annual bountiful garden.

Allen-Beck

Granite Falls, NC



2003 Perfect Attendance – Jerry Hodge, Debbie Curtis, Tracy Icenhour, and Dollie Lutz



Patricia Pons joined Allen-Beck in November as supervisor and will have responsibility of multiple production departments. She brings over 15 years of engineering and supervisory experience to Allen-Beck, having worked at Alba Waldensian for over 5 years, and at National Textiles for over 10 years. Patricia and her husband, Phillip, live in Valdese with their two children Taylor and Timmy. She is currently

attending Western Piedmont Community College and is working towards an Associates degree in Microcomputer Systems Technology.



Service Award (5 years) – Jerry Hodge (center); presented by plant supervisor Vickie Moody (left) and plant manager Andrew Thompson (right)



Service Award (5 years) – Tracy Icenhour (center); presented by plant supervisor Vickie Moody (left) and plant manager Andrew Thompson (right)



Service Award (5 years) – Joann Kirby; presented by plant supervisor Patricia Pons

Americus

Americus, GA



Service Award (30 years) – Marvin Hunt; presented by plant manager Rick Luten

shown at right **Service Award (20 years)** – James Carter (right); presented by supervisor David McGrother (left)



Service Award (25 years) – John Mack (right); presented by supervisor Ricky Trussell (left)



Service Award (15 years) – Ricky Trussell; presented by plant manager Rick Luten



(cont'd)

Americus

Americus, GA



Service Award (15 years) – Deborah Young; presented by supervisor Marvin Hunt



Service Award (10 years) – Wayne Coody; presented by plant manager Rick Lutén

Third Quarter Safety Committee



Carla Banks, Tovarís Davis and Ricky Trussell

01/26/

Cleveland

Cleveland, TN



Service Award (40 years) – Lovenia Carroll



Service Award (30 years) – Joyce Stafford; presented by plant manager Mark Malikowski



shown at right **Service Award (15 years)** – Marcell Parker; presented by plant manager Mark Malikowski



shown at left **Service Award (5 years)** – Katie Richardson; presented by plant manager Mark Malikowski

shown at right **Service Award (5 years)** – Helen Graham; presented by plant manager Mark Malikowski



Perfect Attendance Award – Jerry Carlton; presented by plant manager Mark Malikowski




Katie Richardson and Lovenia Carroll are pictured in front of the new painted water tower at Cleveland

(cont'd)

Cleveland

Cleveland, TN



Perfect Attendance Award – Sally Jones (right); presented by plant manager Mark Malikowski (left)



Perfect Attendance Award – Ron Miller; presented by plant manager Mark Malikowski



Perfect Attendance Award – Katie Richardson; presented by plant manager Mark Malikowski

Safe Driving Awards



Horace Newman – 8 years



Steve Richardson – 7 years



Jim Hayes – 2 years (and Perfect Attendance Award)



Keith Brock – 2 years; presented by plant manager Mark Malikowski

Thanksgiving Lunch at Cleveland

Employees at Cleveland enjoyed food and fellowship at the annual Thanksgiving lunch



Jerry Carlton, Jeanette Brown, and Brenda Deaver

Christmas Lunch at Cleveland



Barry Southerland, Kelley Dallas, Calvin Gettis, Jerry Carlton, Joe Moore and Keith Brock

Dorothy Davis, Sally Jones, Glenda Payne, Deborah Gourley, and Shirley Patterson



Commerce

Commerce, CA



Service Award (15 years) – Eddy Maciel (2nd from right); presented by vice president - Western Division **Mark Stenger**, superintendent **Jose Chavez** and plant manager **Rick Munch**



Service Award (15 years) – Fernando Maciel (center); presented by superintendent **Jose Chavez** and plant manager **Rick Munch**



Service Award (15 years) – Jose Mercado (center); presented by superintendent **Jose Chavez** and plant manager **Rick Munch**



shown at left **Service Award (15 years) – Jose Reyes** (right); presented by superintendent **Jose Chavez** and plant manager **Rick Munch**

shown at right **Service Award (15 years) – Hilario Oros** (center); presented by superintendent **Jose Chavez** and plant manager **Rick Munch**



shown at right **Service Award (15 years) – Jose Soto** (center); presented by superintendent **Jose Chavez** and plant manager **Rick Munch**



shown at left **Service Award (10 years) – Isidro Soriano**; presented by superintendent **Jose Chavez** and plant manager **Rick Munch**

Holiday Get-Together at Commerce

Commerce employees enjoyed food and fellowship before the holiday break.



Conover

Conover, NC



Bruce Lambert has been promoted to Conover Foam Plant superintendent. He has the responsibility of manager Bun Shipping and Conover Fab operations. Joining these two areas will allow better customer service support for service centers and external customers. Bruce has been with Hickory Springs since 1981.

Jane Roseman has assumed the managerial role for the Looper Operations in addition to her current responsibility of plant manager of Conover Fab and Bun Shipping. This move will allow better flow of the topper and bedding business within the three sectors that are Conover Foam. Jane has been with Hickory Springs since 1991.



Service Award (30 years) – **Judy Michael** (right); presented by plant superintendent **Bruce Lambert** (left)



Service Award (25 years) – **Janice Sullivan** (right); presented by Conover plant superintendent **Bruce Lambert** (left)

shown at right
Service Award (20 years) – **Dorothy Minton** (right); presented by plant manager **Jane Roseman** (left)



shown at left
Service Award (15 years) – **Clarence Lewers**; presented by plant manager **Jane Roseman**

Fire Extinguisher Training

shown at right **Bruce Lambert, Jason Shook, Gary Bodag, Chris Quinney, Stacy Streeter and Craig Wilfong** received their fire extinguisher training certificates from the Conover Fire Department.



shown at left The 3rd shift Bun Shipping Department participated in the fire extinguisher training.



shown at right **Dean Hammersmith, Rob Hunziker and Randy Sigmon** received certificates for fire extinguisher training.



Tracy Minor attended the 2003 NC Safety Conference which focused on teamwork, ergonomics, making the workplace safety-friendly, and developing a positive safety culture. She is pictured with the keynote speaker, former NFL player **Joe Theismann**.

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Conover

Conover, NC

Hickory Springs Employee Helps United Way Program

The following is an article by Christina Cupo that appeared in the Hickory Daily Record Nov. 20, 2003 concerning **Jim Miller** of the Conover Complex. We feel it emphasizes the types of caring employees Hickory Springs has.

Jim Miller of Hickory finally got his plaque. It hangs on the wall at the YMCA of Catawba Valley's Love-N-Care Child Development Center in Newton.

For him, it's not about receiving a plaque or recognition. It's about educating the public about the Back to Sleep program.

The Hickory Springs employee donated \$1,000 for 2003 to the YMCA Back to Sleep program through the United Way. His only request was that the plaque he received for donating mention his son's name, James I. Miller, III, and the Back to Sleep program.

"For companies, \$1,000 isn't much. For us it is, but it's worth it," he said. "I want people who go into the nursery to catch a glimpse of the plaque. I want them to ask who James I. Miller III was and what Back to Sleep is about."

James "Trey" I. Miller III was a 3-month-old baby who died after being placed on his belly at Children's Academy II on Dec. 5, 2001.

Back to Sleep is a national program that reduces the risk of sudden infant death syndrome by promoting the message that babies should be put to sleep on their backs.

It's rare that individuals like Miller donate \$1,000 or more to the United Way, said Pamela Josey-Pope, campaign director for the United Way.

"He's in a field all his own," she said. "We have a low percentage of individual givers in this county compared to other counties. There's only about 120."

Miller's plaque was dedicated last week, and he has pledged another \$1,000 for 2004.

Miller is proud of letting Trey accomplish something through him.

"Trey is not a statistic. He's remembered and talked about," he said. "He's a trendsetter - that's exactly what he is."

Because of donations like Miller's, the United Way has reached 43 percent of a \$1.8 million campaign goal for 2003, Josey-Pope said.

More than 120 companies and organizations will finish their campaigns over the next month, she said. These donations make up the majority of money raised by the United Way, but individual donations are needed to make up for losses from companies' closing and downsizing.

As the number of jobs decrease, needs increase. Every dollar counts, said Josey-Pope.

One person can make a difference, said Jennie Connor, United Way director. She said Miller's donation is the perfect example of an individual working with the United Way to make the community aware and educated.

"He is spreading his message through the United Way," she said.



United Way director Jennie Connor, CDC director Jane Gunter, Angie Miller (holding Ty), stepbrother Austin Brown, and Jim Miller

Holiday Luncheon at Conover



Bruce Lambert and Conley Mecimore discuss who will eat the most.

2nd and 3rd shift employees pose with gifts



Dorothy Minton inspects the desserts



Nancy Kerley takes a moment to smile for the camera.



Michelle Thomas searches for the perfect gift.



Emily Pindic, Houa Xiong, Pam Sherrill and Stephen Aldridge



Jane Roseman presents gifts to 2nd and 3rd shift

Corporate Office Hickory, NC



Jerry Boger has been promoted to Network Manager. He has an extensive background in network administration. Jerry and his family reside in Troutman. In his spare time, he enjoys working on old cars and trucks and reading. He is currently restoring a 1977 Ford pickup.

Emily Hudson was promoted to credit analyst. She has been working in the credit department since 1994. Emily and her family reside in Hickory. In her spare time, she enjoys family and church activities with her husband and two children.



Sherry Osmer has been promoted to administrative assistant for Lee Lunsford, Senior V.P. of Operations. She is married, has two sons and resides in Bethlehem. Sherry enjoys spending time with her family, reading, walking and church activities.



Valerie Reid has been promoted to the position of Corporate Controller. She joined the Hickory Springs finance group in 1999 and has served as Assistant Treasurer for the past two years. Valerie is a graduate of the University of North Carolina at Chapel Hill and is a Certified Public Accountant. She and her husband, Bradley, live in Taylorsville with their three sons, Zach, Kurt, and Matthew.



Chad Starnes has been promoted to Business Systems Analyst II. He has a BA in accounting and a minor in Economics from Lenoir-Rhyne College. Chad and his wife, Jennifer and newborn daughter Avery reside in Sherrills Ford. In his spare time, he enjoys sports and traveling.

Paul Bright joined the corporate office as global sourcing manager. He received a BS in business administration from Western Carolina University. Paul is married and resides in Hickory. In his spare time, he enjoys scuba diving and disc golf.



Chris Clark joined the corporate office as internet product manager. He attended UNC-Asheville. He is married, has one son and is relocating from Asheville to Hickory. Chris enjoys golfing, reading, and spending time with his family.



Russell Conley joined the information services staff as a pc technician. He has A+ certification and comes to the corporate office with years of experience. Russell is married and resides in Granite Falls. In his spare time, he enjoys attending youth league games and playing golf.



Landa Farthing joined the corporate office as tax accountant. She is a graduate of Appalachian University and is a CPA. Landa resides in Conover. In her spare time, she enjoys playing with her two Jack Russell terriers "Desi and Lucy".

Service Awards (5 years) – 1st row: **Deanna Wilson** and **Dana Reinhardt**. 2nd row: **Chris Estes**, **Neel Dennie**, and **Rich Kern**. Not pictured: **Trish Wilson**.



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Corporate Office Hickory, NC



Terry Harris joined the corporate office as Sr. Cost Accountant. She received her AAS in accounting from Western Piedmont Community College and her BS in accounting from Gardner Webb University. Terry resides in Morganton. In her spare time, she enjoys gardening and riding in hot air balloons.

Jennifer Helton joined the corporate office as PC Support Supervisor. She is a graduate of the University of Central Florida with a BA in Economics. Jennifer is will complete her MBA from Lenoir-Rhyne College in June. She resides in Hickory with her son. Jennifer enjoys volunteer work and gardening in her spare time.



Corporate employees enjoyed a Christmas luncheon before vacation. Entertainment was provided by Cathi Hall, Bobby Bush, and Dana Flowers.



Fifty-Six corporate office employees are participating in the weight loss program.

After 13 weeks in the program, employees have lost 319.6 pounds!



Dixie-Regency

Hickory, NC



Candy Duffey was promoted to Plant Manager for the Dixie-Regency facility in Hickory, NC. She has held a multitude of positions during her career at Hickory Springs, having worked at the Lenoir Plant, the Newton Plant, the Allen-Beck Plant, Conover Foam, and finally, Dixie-Regency. Candy has been with Hickory Springs since 1976. She and her husband Jimmy live in Lenoir. Candy has two

grown sons, two granddaughters, and is looking forward to the addition of a grandson in March. She is active in the Bethel Advent Christian Church, and is an avid equestrian.



Perfect Attendance Awards – The following employees received Perfect Attendance Awards from plant manager **Candy Duffey** (right): **Mary Fowler**, **Patricia Shelton** and **Liz Williams**. Not pictured: **Gary Fowler**.

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Dixie-Regency

Hickory, NC



shown at left
Service Award (5 years) – Angela Eckard; presented by plant manager **Candy Duffey**



Service Award (5 years) – Patricia Shelton; presented by plant manager **Candy Duffey**



Service Award (5 years) – Rebecca Triplett; presented by plant manager **Candy Duffey**

Ft. Smith

Ft. Smith, AR



Ted Berriman has been promoted to sales manager – Midwest Division. Ted came to Hickory Springs in October 1997 as national product manager – juvenile products. Through Ted's representation for the Tube Mill, he has helped it grow to the point of having to add a second mill operation here in Ft. Smith. Ted

was formerly the president of Dixie Machines in Georgia. He and his wife, Linda, live in Ft. Smith. Along with us, please congratulate Ted on his promotion.

Tina Slott moved to the Human Resources Department in January 2004 as Human Resources administrator. She came to work at Hickory Springs in August 2002 as purchasing clerk. Before working here, Tina has worked at WSS Marketing as inventory analyst. Tina has a Bachelor of Organizational Management from John Brown University. She and her husband, Sam, live in Lavaca, AR with their Maltese pup, Duffy. They like movies, and are animal lovers.



Susan Topham recently joined Ft. Smith as supervisor over the paint line, rocker swivel, wire and recliner lines on 1st shift at the Ft. Smith Metal Plant. Before coming to Hickory Springs, Susan had worked at Magnetics of Booneville as production supervisor for 16 years. She, her husband Randy and 9-year old son Nathan, live in

Booneville, AR. They also have a married daughter, Amanda, and two grandchildren, Hailey and James II. Susan enjoys oil painting, cooking, reading and spending time with her kids and grandkids. Welcome to Hickory Springs Susan.

Karen Griffin recently took early retirement from the Metal Plant. She came to work for Hickory Springs in July 1979 as a rivet machine operator on the sub-assembly line and moved to the hinge line in 1980. Karen stayed on the hinge line until 2000, when she moved to press operator. We wish Karen the very best in her retirement. Thanks, Karen, for your years of service and hard work – we'll miss you.



Welcome to Purchasing clerk **Paula Beshears**

Ft. Smith

Ft. Smith, AR

Many of the locations will recognize **David Tucker**. David retired in January after more than 33 years of service. During his years at Hickory Springs, David has worked in many aspects of Maintenance up to and including supervision. At the time of his retirement, David had been in the position of special projects engineer for several years. David has developed and engineered machinery and lines at locations all over the Corporation. David has plans to travel, work on old cars, golf and fish. We, in Ft. Smith as well as others across the Corporation, will miss you David. Good luck in your retirement and thanks for all your hard work and dedication over the years.



Kim Bell, HR supervisor in Ft. Smith, recently earned certification as a Professional in Human Resources (PHR). The certification, awarded by the Human Resource Certification Institute (HRCI) signifies that Kim possesses the theoretical knowledge and practical experience in human

resource management necessary to pass a rigorous examination demonstrating a mastery of the body of knowledge in the field. HRCI is the credentialing body for human resource professional and is affiliated with the Society for Human Resources Management (SHRM). Kim and her husband, Gary, and their sons, Nathan and Ethan live in Knoxville, AR. She has been with Hickory Springs for six years.



shown at left
Service Award
(35 years) –
Alton Keller

shown at right
Service Awards
(30 years) – **Pat Call, John Foster, Joe Hill, Debi Frazier, and Jim Crenshaw**



Service Awards (25 years) – **Liz Humphreys, Sharon Pope, Sharon Kelley, David Risinger, and Clarence Melton**



shown at left **Service Awards (20 years)** – **Mary Johnson, Pam Knight, Delories Johnson, and Randy McKinney**



shown at right **Service Awards (15 years)** – **Kay Holland, Fred Hanes and Jeff Lohman**



Service Awards (20 years) – **Howard Mizell, Donald Winters, and Jose Hernandez**

(cont'd)

Ft. Smith

Ft. Smith, AR



Service Awards (15 years) – Kim Hurt, Jammie Birch and Terry Sivage



Service Awards (5 years) – Tammy Fancher and Debbie McCormick



Perfect Attendance Awards – Bruce Rowe, Vern Hanna and James Smith



Harry Frazier came to work for Hickory Springs as a Long Haul driver in August 1994. Since then, he has driven almost ten years with only one chargeable accident and over 1,000,000 miles. Thanks, Harry, for an excellent safety record.

shown at right **Service Awards (10 years)** – Diane Winters, Chad Keener, Allen Williams, and Vincent Gerardo



Service Awards (10 years) – Dwight Wallace, Cuc Nguyen, Lane Phomakay, Severa Olvera, and Gary Suttles



shown at left **Service Awards (5 years)** – Michael Taylor and Jamie Darneal



Perfect Attendance Awards – Howard Mizell, Bruce Riley and Dewayne James

Perfect Attendance Awards (Not Pictured): Evelyn Baldwin, Billy Becker, Arthur Blackburn, Rick Blackburn, Robert Carey, Jesus Cenicerros, Ella Childress, Susan Cornell, Charles Curry, Gloria Dodson, Troy Dodson, Roberto Espino, Anthony Flores, Roger Griffith, Tracy Kilgore, Timothy Lee, Ellen Matlock, Nancy Nave, Cuc Nguyen, Severa Olvera, Gary Parnell, Richard Risinger, Eddie Salazar, Elias Sandoval, Darin Shepherd, Steve Shotzman, Michael Smith, Randal Smith, Charles Stewart, Fred Tomeo, David W. Tucker, Tammy Walker, and Allen White.

Darroll "Joe" Hill came to work for Hickory Springs as a Long Haul driver in 1973. Since then, then has driven over 30 years and over 3,000,000 miles without an accident. Congratulations, Joe, for an excellent safety record. Joe has one more safety item to celebrate: his son, Jody, was among those deployed to Iraq and has since returned safely to the US.



Service Awards (Not Pictured) 15 Years: Roger Griffith, Linda Martin and Raymond Moore

10 Years: Wade Gasaway, Bradley Brewer and James Greene

5 Years: Milvia Ramirez, Carlene Jones and Elisha Shaw

Haleyville

Haleyville, AL



Service Award (25 years) – Ann Clark; presented by service center manager **Don Jones**



Service Award (25 years) – Joyce Clark (right); presented by service center manager **Don Jones** (left)

shown at right
Service Award (20 years) – Diane Swims; presented by service center manager **Don Jones**



Service Award (5 years) – Nelda Edwards (right); presented by service center manager **Don Jones** (left)



Perfect Attendance Awards – Lynn Pierce, Jimmy Postell and Von Hutcheson

Haleyville employees enjoyed getting together at their annual Christmas party.



Safe Driving Awards
Anthony Dozier and Albert Dodd (also received a Perfect Attendance Award)



Quarterly Safety Team Awards
Tootie Montgomery, Renee Berry, and Crystal Clark

Hammer Metal

Conover, NC



Perfect Attendance Award – Matt Rogers; presented by plant superintendent **Robert Arney**

Hickory METAL COMPLEX

Hickory, NC



Plant manager **Jim Tate** and production manager **William Hill** are working to improve productivity, quality and decrease waste at the Metal Plant, as well as boosting the morale of all of our employees. These gentlemen are dedicated to achieving these goals – thank you for all that you do!

Two Metal Plant employees recently received their Journeyman Certification from the NC Dept. of Labor Apprenticeship Bureau. Congratulations to both apprentices and thank you for your hard work and dedication.



Plant manager **Jim Tate** (right) congratulates **Warren Yates** on receiving his Journeyman Mfg. Engineering Tech certificate. This program was a total of 6,000 work process hours and 704 related instructions from Catawba Valley Community College.



The Hickory Metal Complex recently exhibited at the Catawba County Schools 2003 Career Showcase.

Manager **Warren Abrecht** (left) congratulates **Tony Martin** on receiving his Journeyman Maintenance Machinist Certificate. This program is 9,500 work process hours and 711 related instructions from Catawba Valley Community College.



The Metal Plant has been working with The Cognitive Connection Out-of-School Youth Program in conjunction with Catawba Valley Community College and Western Piedmont Community College. This program provides educational and employment services for at-risk out-of-school youth ages 16-21 who meet the WIA eligibility guidelines, and provides participants an opportunity to obtain their GED.



Program participant **Melissa Sain**, who was hired as an HR clerk at the Metal Plant

Patrice Williamson (pictured with safety manager **Curtis Daniels**) is beginning the program and will work in the safety field.



Casey Phillips is a Certified Nursing Assistant in the Career Internship Program through the Catawba County Schools. She works with Metal Complex Occupational Health Nurse **Kimberly Edwards** three mornings



a week observing and assisting with such things as blood pressure checks, hearing tests, and work-related injuries. Pictured are Casey, Kimberly, and **Dennis Setzer**, who's having his blood pressure checked.

You can always find smiling faces at the Spring Plant!



Trudy Hoyle



Karen Wilson



Deb Townley



Hickory METAL COMPLEX

(cont'd)

Hickory, NC

Holiday Lunch at the Metal Plant



Employees enjoying the lunch



Amel Martinez and fabrication manager John Costea

Holiday Lunch at the Spring Plant

Big-hearted Spring Plant employee **Tyshon Saxton** donated a bicycle to the Salvation Army Angel Tree.



Spring Plant employees enjoy a delicious Christmas dinner.



Thank you, **Sue Reinhardt**, for all you do to make our canteen bright!



Spring Plant employees helped spread Christmas cheer to area children by purchasing gifts for the Salvation Army Angel Tree.



Hickory REGIONAL SALES

Hickory, NC



Service Awards – **Jim Finley** (20 years) and **Jimmy Bush** (25 years)



Service Award (5 years) – **Tim Moody**

(cont'd)

Hickory REGIONAL SALES

Hickory, NC

Hickory Regional Sales employees enjoyed food and fellowship at their annual Christmas lunch.



The Hickory at Home Division is now fully located at the Hickory Regional Sales Office. Pictured are kneeling **Danny Brittain** and **Mike Keller**; standing **Bud Whitener**, **Tracy Hamlin**, **Karen Nestor**, **Eddie Alala, Sr.** and **Eddie Alala, Jr.**

High Point

High Point, NC



Service Award (35 years) – **Yolanda Boles** (right); presented by plant manager **Mike Day** (left)



Service Award (30 years) – **Janice Jarrett** (right); presented by plant manager **Mike Day** (left)

shown at right **Service Award (20 years)** – Plant manager **Mike Day** (right); presented by vice-president - industrial products **Linda Simmons Mansfield** (left)



shown at left **Service Award (10 years)** – **Annette Croyle** (right); presented by plant manager **Mike Day** (left)



shown at left **Service Award (5 years)** – **Harvey Smith** and **Gina Brock**. Not pictured: **Julie Harrelson** and **Wendy Hughes**

Perfect Attendance Awards – **Buster Fletcher**, **Mac Brown** and **Yolanda Boles**. Pictured is **Mac Brown** clowning around at the Christmas party and awards dinner.



Highland Fab

High Point, NC



Service Award (10 years)

– Young Han; presented by supervisor David Holdaway



So far in 2004, Highland Fab has had no lost time accidents. Congratulations!

Highland Fab employees enjoyed a Christmas dinner together.



Holland Wire

Holland, MI



Service Awards (15 years) -

Charlie Martin; presented by plant manager Bill Crowe



Service Awards (15 years) -

Gary "Kook" Wisniewski; presented by plant manager Bill Crowe



Service Awards (15 years) - Front row:

Ellen Knauf, Maria Quintanilla, Hector Ruiz, Pat Bundschuh, and Deborah Polk. Back row: Enrique Estrada, Ken Aarstad, Huber Chacon, Keith Daniels, J. Raul Lopez, Cosme Hernandez, and Ron Powers

Service Award (5 years) – Not pictured Richard Emery

HS Converting

Conover, NC

Service Award (5 years) – Eric Dollar (right); presented by traffic & safety manager Ken Kiser (left)



Service Award (5 years) – Hugh Stetler; presented by operations vice-president Sandy Van Dyke



Service Award (5 years) – Greg Van Dyke; presented by operations vice-president Sandy Van Dyke

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HS Converting

Conover, NC



Vaughn Williams joined HS Converting as division operations manager. He brings to HS Converting a strong manufacturing background from major corporations as Warner Swasey, Clark-Hurth and Superior Machine Company. Vaughn also brings an extensive wealth of knowledge of

quality baselines, Kanban and 5-S manufacturing processes and teambuilding skills. He received his MBA from the University of Dayton, and was Industrial Technology Alumni of the Year in 1989 from Ohio Northern University. He and his wife, Debbie, have three daughters and will be relocating to the Hickory area in the near future from Florence, SC. In his spare time, Vaughn enjoys golfing.

FIRE EXTINGUISHER TRAINING



Employees received instruction from a Conover Fire Department representative



Ben Lee



Ken Kiser

HS Converting

Tupelo, MS



Service Award (5 years) – **David Christian**; presented by operations manager **Teresa Nichols**



Perfect Attendance Awards – **Chris Nichols**; presented by operations manager **Teresa Nichols**

John Cochran joined HS Converting-Tupelo on January 12th as a sales rep. He resides in Tupelo with his wife, Natalie, and 9-year old daughter, Kelsie. In his spare time, John enjoys spending time with family, golfing and hunting.



Safe Drivers Banquet

A Driver's Banquet was held with Verona locations at Tombigbee State Park on January 23, 2004. Pictured are **Jim McDonald**, operations manager **Teresa Nichols** and **Todd Herring**.

HS Fibers

Claremont, NC



Service Award (5 years) – Luis Lira; presented by plant supervisor **David Worrells**



Service Award (5 years) – Rafael Trejo (right); presented by facility coordinator **Mary Martin** (left)



Perfect Attendance Awards - 18 Employees from the Hickory Springs Fiber Division had perfect attendance for 2003: *front row Miguel Lira, Jose Prieto-Vasquez, Gabriel Trejo, Urbano Cesario, Rafael Trejo, Steve Caldwell, Dale Hedrick, John Drum (22nd consecutive year), Virgilio Rubinos. Backrow Parley Goforth, Doug Eckard, Jesus Morales, David Lyda, Chad Eckard, Frank Mingus, Lee Baucom, and Luis Lira. Not pictured: Junior Wilson, Rodrigo Pastrano and Joel Alcantara.*



The Employee of the Year for the HS Fibers Plant was **Sonny Newcomb**, who was presented with an award by Fiber Division General Manager **Greg Gabrel**. Congratulations Sonny!

Jason Riggs (r) won the annual Safety Talk Contest sponsored by the Western Piedmont Safety Council. Jason, joined here by Plant Manager **Victor Williams** (l), is a Line Technician at the HS Fiber Plant. He was awarded a check for \$200 for winning the contest. Jason will go on to represent the Western Piedmont Safety Council in the Statewide Safety Talk Contest in Greensboro, NC, in May. Congratulations Jason!



The employees from the Hickory Springs Fiber Division (HS Fibers and Inno-Therm Products, L.L.C.) celebrated the holiday season together with their annual Holiday Dinner. Everyone enjoyed the festivities.



Inno-Therm

Newton, NC



The Employee of the Year for Inno-Therm Products was **Doug Eckard**, who was presented his award by Fiber Division General Manager **Greg Gabrel**.

Lenoir

Lenoir, NC



Service Award (5 years) – Lynn Coffey; presented by supervisor **Denise Annas**

shown at right **Service Award (5 years)** – Gladys Lickteig (right); presented by supervisor **Genise Icenhour** (left)



Reva Arnett took time to get a flu shot

Christmas at Lenoir

Thank you to all of our guests who came to help us celebrate Christmas. It's always a festive time for the Lenoir employees, and we appreciate Don Coleman playing the piano again at our annual Christmas dinner.



Long Haul

Conover, NC

Long Haul employees and guests celebrated another successful year at the 2003 Safe Drivers Awards Banquet





New Albany

New Albany, MS



Service Award (35 years) – Plant manager **David Church** (right); presented by general manager **Bob Kieffer** (left)

4th Quarter Safety Monitors

Ron Robinson, Jeremy Goode, Matthew Jordan and Eli Mejia

Safe Driving Awards

Eddie Adair; presented by shipping supervisor **Joe Clark**

David Hall



Service Award (5 years) – **John Miller** (right); presented by production supervisor **Phil Pitts** (left)



Ricky Mahaffey; presented by shipping supervisor **Joe Clark**



Jimmy Spencer (also received Perfect Attendance Award)



James Wickert; presented by shipping supervisor **Joe Clark**

Newton

Newton, NC



Service Award (5 years) – **Jean Lowe**; presented by plant manager **Robin Yount**



Clif Fisher of Maintenance performed a great job in some much needed renovations at the Newton Plant. Thanks Clif!

Christmas Luncheon at Newton

Shipping clerk Debra Buff ready to eat delicious food to put her in the Christmas spirit.

Employees enjoyed the lunch

Owensboro

Owensboro, KY



Service Award (20 years) - Bob Cecil



Service Award (20 years) - Sue Schrecker



shown at left **Service Award (15 years) - Tony Hamilton**; presented by supervisor **Darrell Galloway**



shown at right **Service Award (10 years) - Ruth Lemaitre**; presented by supervisor **Darrell Galloway**



shown at left **Service Award (10 years) - Mary McMillan**; presented by supervisor **Bob Cecil**



shown at left **Service Award (10 years) - Scott Morphey**; presented by supervisor **Bob Cecil**

Service Award (10 years) - Not pictured: Lois Boyken



Service Award (10 years) - Lisa Royal; presented by supervisor **Bob Cecil**

shown at right **Service Award (5 years) - Pressley Brandle**; presented by supervisor **Darrell Galloway**



shown at left **Service Award (5 years) - Buddy Johnson**; presented by supervisor **Darrell Galloway**

Service Award (5 years) - Not pictured: Alan Ray



Bob Camp recently retired from Hickory Springs after 15 years of service. Thank you Bob for all of your hard work and dedication, and we wish you the best during your retirement years! Bob is pictured with his wife, **Brenda**.



Perfect Attendance Awards - front row: **Ann Laughley** and **Sue Schrecker**. Back row: **Lisa Royal**, **Mike Gray**, and **Pressley Brandle**. *Not pictured: Robert Huff*

Owensboro employees enjoyed a pizza party to celebrate their achievements



Portland

Portland, OR



Kathleen Schneider (left) is pictured receiving her 15-year Service Award from supervisor **Molly Linstad**. Kathleen is retiring at the end of April to be with her already-retired husband Larry. She plans to travel and “just do stuff”. Thank you, Kathleen, for your 15 years of service in the Carpet Pad Division – our customers and staff will miss you!



Service Awards (15 & 10 years) – Tom Purdy (10), Renee Eisert (10), Harold Rogers (10), Kathleen Schneider (15), David Brown (15), and Ron Gump (15).



It's been a few years since Portland really got snow. Boy, did we get snow this year – it was awesome!



Welcome aboard **Stacy Waddle** (left), our newest customer service team player. She's pictured with **Boneta Roundy** (right).

Premiere Cushion High Point, NC



Perfect Attendance Awards – *front row:* Judy Todd, Mary Norton, and Dessa Timmons. *Back row:* Joe Rose, Robbie Campbell, Pam Marshburn, Rusty Cassidy, and Gene Callicutt. *Not pictured:* Patty Halsey and Tammy Yates.



Service Awards (5 years) – Davina Jones, Jimmy Myrick, and Mildred Lester

Service Award (15 years) –
Not pictured: Tina Weeks



Rusty Cassidy recently retired after 12 years of service from Premiere Cushion, where she was a sewer. She says she's going to enjoy staying home and resting. Thank you, Rusty, for your years of service!

PTI PLASTIC TECHNOLOGY, INC.

Conover, NC



shown at left Service Award (15 years) – Scott Gilbert (right); presented by plant manager Bill Wilson (left)



Bill Wilson has been promoted to the position of plant manager for the PTI operations. He joined PTI in September as a production supervisor. Through Bill's short tenure with PTI, he has been aggressively proactive in addressing manufacturing issues and establishing the corrective action needed to drive positive results. During his career, Bill has been a key player in implementing change in extrusion processes and product development.



Ken Knight, Bill Wilson, Tom Vislay, Tom Harless, Patti Lineberger and Eddie Robinson

received their fire extinguisher training certificates.

Spiller Spring

Sheboygan, WI



Service Award (40 years) – Darryl Krenn



shown at left Service Award (25 years) – Lyle Parrish; presented by division vice-president of manufacturing Stuart Spiller



Service Awards (20 years) – Gerry Peterson and Carolyn Born



Service Awards (15 years) – Tom Goetsch, Andy Seefeldt, and David Stiller



Service Awards (10 years) – Colleen Sass and Joel Huenink



shown at left Service Award (10 years) – Javier Pena

shown at right Service Award (5 years) – front row: Becky Lorenz, Chia Vang and Rosie Lopez-Lloyd. Back row Keith Lohse, Keith Sukowaty, Wally Brendel, Craig Roth, and Tim Morrison.



(cont'd)

Spiller Spring

Sheboygan, WI



2004 Safety Slogan Contest

Myron Jochmann was the 2004 Safety slogan winner. His slogan was "Keep Safety in High Gear Throughout the Year."



Jeff Stevens received an honorable mention for his entry in the contest. His entry was: "A cut on the finger: \$200. A pulled muscle in your back: \$1000. A lost finger or toe: \$2,500. Awareness of your surroundings and ability: PRICELESS!"



2004 Safety Committee: *front row: Leslie Verhelst, Shirley Jochmann and Bob Sasse. Back row: Greg Anderson, John Korb, and Doug Drews.*

Safe Driving Awards

Tarcicio Paz received his Safe Driving Award for 2003. Also receiving awards for 2003 were **Keith Mitchell** and **Ted Voland**.



Spiller employees recently participated in JD Edwards training.

Superior

Cleveland, TN



Service Award (20 years) - Kim Burnette (right); presented by plant manager **Ken Swink** (left)



shown at left **Service Award (5 years) - Duane Hudson** (right), manager of special projects; presented by **Chip Underdown** (left), area general manager

shown at right **Service Awards (5 years) - Carol Musgrove, Kenny Gilbert, and Kathy Farrell**



Ultra-Flex

High Point, NC



Service Awards (5 years) – front row: Alice Dewese, Carolyn Patterson, Maggie Price, Leasia Willard, Ann Coltrane, Joann Coltrane, Helen Rich. *Back row:* Effie Mills and Glenda Sutherland. *Not pictured:* Renee Beeson, Elsa Branson, Mitchell Denny, Alice Holland, Mary Ingram, Joann Johnson, Maylee Maynor, Otis Nunn, Maurice Pugh, Debbie Snider, Linda Strider, Linda Young, John Quick, Faye Blevins, Mike Lovelace, and Phil Dickerson.



row: Lorena Hernandez, Larry England, Ken Mills, Sherry Smith and Sandra Rush

Service Awards (5 years) – front row: Sanok Thompson, Karen Fields, Mary Watkins, Judy Spaul, Sandra Ramirez. *Back*

Service Awards (5 years) – front row: Deneice Mantz, Nancy Thomas, Debra White, Pam Atkins. *Back row:* Jennifer White, Reba Watson, Linda Cunningham, Connie McClure and Sheila Ramos.



Perfect Attendance – front row: Linda Cunningham, Debra White, and Joann Coltrane. *Back row:* Ken Mills and Connie McClure. *Not pictured:* Candice Angel, Emma Gilbert, Alice Holland, Gene Hughes, Mary Ingram, Maylee Maynor and Harold Murphy.

Verona

Verona, MS



Service Award (20 years) – Brenda Baggett



Service Award (20 years) – Chris Miller



Service Award (20 years) – Brenda Randolph; presented by superintendent Bob Dennis



Service Award (20 years) – Jackie Wilson

Service Award (20 years) – Gloria Munz (right); presented by sales manager Scott Williamson (left)



Service Award (15 years) – Louise Clark



Service Award (15 years) – Melinda Barnes; presented by area H.R. manager Jamey Ready



(cont'd)

Verona

Verona, MS



Service Award (15 years) – Eddie Pace



Service Award (15 years) – Louise Turman; presented by production coordinator **Pat Riggs**

Service Award (10 years) – Robert Aycock



Service Award (10 years) – Danny Brooks



Service Award (10 years) – Dale Hockin



Service Award (10 years) – Ardesa Hayden; presented by supervisor **Michael Dutcher**



Service Award (10 years) – Annie Long; presented by plant manager **Rick Flynt**



Service Award (10 years) – Charles McKnatt (right); presented by supervisor **Larry Riley (left)**



Service Award (10 years) – Sales manager Scott Williamson; presented by general manager **Bob Kieffer**



Service Award (5 years) – Brenda Curry (right); presented by supervisor **Larry Riley (left)**



Service Award (5 years) – Ella Evans



Service Award (5 years) – Wanda Harper



Service Award (5 years) – James Harris; presented by production coordinator **Pat Riggs**



Service Award (5 years) – Sally Verner; presented by supervisor **Michael Dutcher**



Perfect Attendance – Jerry Fields (left) and Chris Coggin (right); presented by plant manager **Rick Flynt**

Service Award (5 years) – Scott Howard



Service Award (5 years) – Troy Reed



Perfect Attendance – Tina Maeweather (left) and Lisa Robinson (right); presented by supervisor **Mamie Woodall**

(cont'd)

Verona

Verona, MS



Perfect Attendance – front row **Mauritha King, Daisy Blair, Donna Brunson.** Back row **Mertha Spates, Scott Howard,** and superintendent **Bob Dennis**



Perfect Attendance – **Erie Haynes** (right); presented by supervisor **Jerri Stidham** (left)



Perfect Attendance – **Bill La-Baw**; presented by supervisor **Mamie Woodall**



Perfect Attendance – **Rodney Rogers**



Perfect Attendance – **Monica Turner** (right); presented by superintendent **Pat Riggs** (left)



Perfect Attendance – **Wade Wiginton**; presented by supervisor **Jason Price**



Colleen Irby joined Hickory Springs January 12, 2004 as a cost accountant. She lives in New Albany with her husband, "Taz", and their two children, Hannah (5) and Jacob (3).

Service Awards Luncheon

Employees enjoyed food and fellowship at the recent Service Award presentation. We appreciate these employees hard work and dedication.



Drivers Banquet

The Verona Complex and HS Converting recently held their Annual Driver Banquet. Awards and prizes were given to each driver. The following drivers received 2003 Perfect Attendance Awards: **Perry Holland, Ken Mason, Stan Corder, James Webb and Jimmy Thompson.**



Verona Fiber drivers – **James Olive, Chris Coggin,** sales clerk **Mavis Riggs** and plant manager **Rick Flynt**



Long Haul drivers – front row: **Bert Washington,** supervisor **Jerri Stidham**

and **Willie Weathington.** Back row: Plant manager **Gary Toney, Chris Miller** and **Ken Mason.** Not pictured: **Thomas Davis.**

Local drivers – front row: **Ricky Williams, Murray Cayson** and **Mike Matkins.** 2nd row: **James Webb, Stan Corder, Jimmy Thompson** and **Perry Holland.** 3rd row: Plant manager **Gary Toney,** supervisor **Jerri Stidham,** DOT mechanic **Paul Chambliss,** and **Johnny Donahue.** Back row: **Terry Westbrook** and **Roy Collins.** Not pictured: **Rex Wright.**





(cont'd)

Verona

Verona, MS

Safety Committee Members



Wire Technology

Conover, NC



Sam Gibbs has been promoted to plant superintendent at HS Wire Technology. He joined Hickory Springs in 1990 as an operator. During his career with Hickory Springs, he worked in a variety of roles before being promoted to plant supervisor, managing the night shift

operations. As we move forward, Sam's leadership will lead the facility to the next level with continued focus on safety, operations and employee relations.

Raymond Morrison has been promoted to 3rd shift production supervisor. He has been with Hickory Springs since 1986, beginning in Newton as a slitter operator. From Newton, he joined Wire Technology as a machine operator. Raymond's attention to manufacturing details and troubleshooting machinery allowed



him to be promoted to lead person in 1999. His extensive background in production of low carbon material, tempered wire and hard drawn material allows him to focus on production demands and improving customer deliveries.



Kay Harwell, Kim Huffman, Phil Ramsey and Judy Smyre participated in the American Red Cross blood drive recently at Wire Technology.



Service Award (15 years) – Keith Sigmon, lead person; presented by plant superintendent Sam Gibbs



1973 - Hickory Springs' First Quarter-Century Club

block from the plant that was closed down, there was a hatchery that hatched these small chickens out and sent them off everywhere. And we had some ninety-eight-inch pads on that truck. They were baled with twine, a hundred pads to one bale. And in the truck that delivered these pads, we always took a big ball of twine. And he found they had a great big old band saw over there.”

Parks discovered that the chicken hatchery had been using loose excelsior to line the little boxes in which they shipped out their chicks. He took the extra twine from the truck and wrapped it around a bale of pads at six-inch intervals. Then he took the bale into the hatchery and, using their band saw, cut pads to fit their boxes. The pad slipped into the bottom of the box, and the little chick could

after him and through people’s memories of him. Parks Underdown not only founded Hickory Springs but also had an enormous impact on the kind of company it has become.

Parks’ nephew Sidney L. Underdown, known as Pete, was a teenager at the time and used to ride around town with the Lenoir Pad and Paper delivery driver to help him load and unload. One day, he recalls, he and Red McGee, the driver, were out with a load of excelsior pads. When they reached the place where they were supposed to deliver, they discovered it had gone bankrupt and the deputy sheriff had locked it up. “So we went across the street to a telephone and called back, wanted to know what they wanted to do with that truckload of pads. Parks says, ‘Just sit right where you are. I’ll be down there in a little while and we’ll decide.’ And he came down, and right across the street, up about a



1981 - Ft. Smith

rest on top of it. The Kraft paper that formed the outer layer of the pad was partially waterproof, Parks pointed out to the people running the chicken hatchery, and the custom-cut pads made a neater and sturdier liner for their shipping boxes. Stuck with a load of undeliverable goods, Parks had invented something completely new, chick pads, which became for a while one of Lenoir Pad and Paper’s best-selling products.

The ability to look at a problematic situation and see its possibilities was one of Parks Underdown’s outstanding characteristics.

Hickory Springs Manufacturing Company started with such limited expectations that nobody seems to have kept any records about its very earliest days, or at least any that survived the company’s fire in 1951. So exact dates and firm details about its origin are hard to come by. But sometime in 1944, Parks Underdown, Anne Lewis, and A.J. Horton pooled their knowledge and resources and set up some spring-making equipment in what early employee Horace Butler describes as a car shed. After a little while, Butler says, the company grew “from the size of one car shed to the size of two car sheds.” The surroundings were modest to say the least, just a rectangular, red-brick, one-story building with a flat roof. The Hickory Daily News reported that the company had 9000 square feet of space when it began.

1944 was not an auspicious moment in history to start a spring factory.

Wartime rationing was in force and labor was in short supply. According to Bob Simmons, “During the wartime, you could get so few raw materials that you couldn’t get enough to sell and make a living. Well, Parks discovered that you could get a so-called initial temporary start-up from the OPA [Office of Price Administration] or the ration board or whoever it was that controlled things in those days. And he found out you could get a small quantity of steel if your use of steel was helping the war effort. So, with a small quantity of steel, he started Hickory Springs.”

Bob Bush recalls that having the resources to make springs was a considerable advantage at the time. “[Given] the shortage during the war, there was a situation where if you had springs, you could make furniture and sell it.”

Melvin Butler remembers how primitive the early production methods were: “When Hickory Springs first started out—I’ve always heard and never seen it—but when they first started out, the very first springs they made, they heat-treated in a house cookstove.” And Pete Underdown remembers that on spring units the company made for the low-end furniture companies, they used sisal instead of cotton batting.

Acknowledging the company’s incorporation, the Hickory Daily Record of October 3, 1946 announced “that Hickory Springs Manufacturing Company was formed “to produce and sell all kinds of springs.” Its authorized capital stock was \$100,000, with \$300 subscribed.

The certificate of incorporation is more specific: “The objects for which this corporation is formed are: (a) the buying, manufacturing, treating, processing, and selling of all kinds of springs used in the manufacture of furniture. (b) the manufacturing, treating, and processing of steel of every kind and form, and converting the



1974 - Bob Bush and Joe Neal



2000 - Horace Butler



2000 - Melvin Butler



1980 - Cleveland

same into products of all kinds and descriptions. (c) to conduct and carry on any other business, manufacturing or otherwise, which may be profitably carried on in connection with the corporation's business.

In the summer of 1947, Pete used to bring two teenage boys along with him when he drove his pickup truck down from his home in Lenoir to the Highland Avenue plant in Hickory. One of the boys was his cousin, Neil Underdown, then 17 years old, and the other was Neil's neighbor and best friend, Bob Bush, who was 16. Neil had begun traveling

around with Parks, his father, during the summer of 1945, calling on customers. "Then when I got fifteen and I could work," says Neil, "I came down to Hickory with him." "Pete smoked cigars," remembers Bob Bush, "cheap damn cigars, and Neil and I used to get the cigar smoke all the way down and back." They didn't earn much that first summer, he says. "We got forty cents an hour. It was on a learner's program that the state of North Carolina had at the time. So the first week, we got a check for sixteen dollars, less taxes. I had to put two pennies with my check to buy a pair of shoes."

But despite the cigar smoke and the low pay, he says he and Neil enjoyed themselves. "Everything was fun to us. It didn't matter what it was, unloading wire, or springing up the sofa beds, or framing, or whatever was necessary, knocking up rocker springs. We looked at everything as being a game and tried to figure out how to beat the game. If you're supposed to make twenty an hour, we figured we could make forty."

Neil recalls, "They told me the first time I started work, 'You can't make production, so no need to even try.' We were on piece rates, but nobody was ever making piece rate. And I made production the second day I was there, and I did something wrong I guess. And then when Bob came on board, we'd make production by about one o'clock, and we'd want to go home and play tennis or something, but [Pete] wouldn't let us out. So then when we started making it by nine o'clock in the morning, he was increasing the production rate, increasing how many we had to make. He cut it three times, that first summer we were there. But the whole plant started picking up by then. People could see they could make some extra money and they did."

Pete remembers how hard the boys worked. "They were the two best assemblers I ever had in my life down there. They could assemble enough box spring bases to keep [ahead of] all the people that finished them off—put the clips on them and clipped them, put the top frame on them and everything. And they would put the coils on the bottom frame, which was wood, and you nailed your cloth to it and everything. And they could make box springs, they could coil them and everything, and they could make them faster than anybody could finish them up."

Jeanette Butler started with Hickory Springs in 1951. She recalls, "They had an ad in the paper. They needed some temporary help. And I thought, well, that'll do till I get something permanent. So I answered the ad and I was hired on a temporary basis to get out some advertising." That temporary job lasted forty-six years, until she retired from the company in 1997. "She started out when she was eighteen years old working in the office, and before long she was making payroll, which was money in those days," remembers Bob Bush. "You know, you counted it out and put it in a little envelope. And



1983 - Homer Poovey



1983 - Jeanette Butler



1989 - 45th Anniversary Celebration: Bob Simmons, John Shoemaker, Bob Bush, Don Coleman, Neil Underdown, and Ron Hight

then she took over the company store. Well, when I got out of school, by then she knew everything and everybody. Jeanette was really good. You didn't have to tell her anything but once. She did it that way every time, and you didn't have to worry about following up on her and so forth."

When Bob Bush came on board full time in 1953, Hickory Springs doubled its sales force, which formerly had consisted of Parks alone. "Parks was well-acquainted in a certain sphere of furniture manufacturers," recalls Bob, "so he hung in there until I got out of school. And the first thing I did was take off and go find new accounts. I mean, that was the object of the game. He didn't need me to work the ones he knew, so I went all over the country looking for business. Parks was well-known in the Chattanooga area, which is a good furniture operation. So using [Hickory and Chattanooga] as bases, then I could spread out and find these other accounts."

"I analyzed where business was that we could do. We could only do certain things. And so I got in the car and I started going to these places like Arkansas and Texas and so forth, and we established a tremendous trade. Parks had a good trade through Chattanooga, Tennessee, and up into Indiana and around, but we'd really never gone further west. So I went further west."

"The Ft. Smith, Arkansas, area was an area that Parks hadn't worked, and I just kept looking at the Red Book, and there was a bunch of manufacturers there, so I went into Ft. Smith. And in those days, Dallas and Houston, Texas, were both good furniture-producing areas, and I saw it in the book, and I traveled down there and got lined up with some of those people."

(continued on next page)



1987 - Verona



1978 - Americus

In the old days, “as Parks would go around calling on accounts, he would see something and he’d go, ‘Well, we can do that.’ And so then you’d come back and you’d try to do it properly. Parks was a good guy and a customer would say, ‘Hey, Parks, I’ll buy ten thousand of these from you if you’ll make them for me.’ Well, Parks always wanted to do that. That’s how the product line grew.”

And that’s how the company expanded and grew, by recognizing opportunities and taking action to fulfill that customer need. Hickory Springs was not always a versatile manufacturing powerhouse. It wasn’t always well respected. But people like Parks Underdown, Bob Bush, Neil Underdown and Bob Simmons, people like

Homer Poovey, Jeanette Butler, Howard Parker and scores of others worked with determination and dedication to insure the viability of our 4,000 employee, multi-location corporation.

The history of Hickory Springs is not a story of bricks and mortar. It is a heroic narrative of personalities, philosophies, and business ethics. Retirees, employees, customers and suppliers speak of Hickory Springs in terms of respect, creativity, and principles. These are the real binding forces working within our growing, diversified company and propelling it into the future.

People - that’s you and me – are the history of Hickory Springs. And people – again, you and me – will set the course for the next 60 years. We are Hickory Springs!

Copies of “Hickory Springs: 60 Years 1944-2004” will be available soon



1980 - Morristown



End-of-Workday Procedure

- Close all applications and programs
- Left-Click [Start]
- Select **Shutdown**
- Select **Restart** from drop down box
- Click **OK**
- When the Novell logon box appears on the monitor **turn off your monitor**

Tips & Tricks from the Information Services Help Desk

This is the recommended procedure to accomplish two objectives: 1) a required daily reboot of each PC and 2) your PC must be logged off of the network at night

It is very important that you reboot daily and be logged off of the network at night to ensure that security and virus update processes will run correctly. This will also help maintain PC performance.

*** Any exception to the daily reboot & nightly logoff requirement must be approved by the Information Services Department and will be handled on an individual basis**

Update Excel Data from Word

Q I update information in an Excel sheet every week. How can I get this data in a Word document without having to manually copy and paste the data?

A You can have automatically updated data in a Word document by linking to the data you edit in Excel.

- To link to the Excel data: in Excel, copy the data that you want to link to.
- Switch to Word and the document in which you want to link the data. Click where you want the data to be inserted and choose **Edit – Paste Special**. Select **Paste Link**, and then from the *As:* list, select **Microsoft**.
- Now when you edit the linked data in Excel, it updates automatically in Word.

Delayed delivery

You’re working on a project and want to send out a notice about a project meeting while the details are fresh in your mind. However, you’d rather that the message be received close to the actual meeting date. When you compose that message, you can tell Outlook to wait until a specific date and time to send it. Done on a per-message basis, this option is known as *delayed delivery*.

• **True delayed delivery.** In Outlook 2000, delayed delivery is available *only* when you’re working in Corporate or Workgroup mode and *only* when Microsoft Exchange Server is the mailbox delivery location.