

**PENNZOIL-QUAKER STATE**

C O M P A N Y

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**MICHAEL HECKEL**

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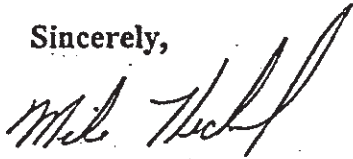
To whom it may concern,

Jiffy Lube International has entered into an Agreement with Integra Environmental to make the Nature's Way cleaner (with oil eating microbes) our product of choice for the future. It will be the only approved product for cleaning lower bay floors at all stores.

Several different products were field tested at various stores as well as at the Pennzoil Laboratory. Integra's product was selected due its cleaning ability and cost efficiency. Other contributing factors include the environmental benefits, safety of use in confined spaces, and near neutral pH. We are arranging for the product to be automatically shipped on a scheduled time frame to ensure product is consistently available and that costs and usage are monitored and controlled.

It is our belief that by going with a definite standardized cleaning program, we can improve the appearance of our stores, protect our investment, improve safety within the store (less slippery), and cut our janitorial cost.

Sincerely,



**Mike Heckel**

**Director, Planning and Facility Maintenance**