

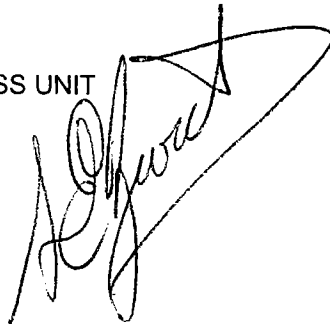
Little things can and do have an impact on safety. It is the attention to details that impacts results when dealing with people and systems. A hazard was eliminated at TBU; helping to improve safety which is a top priority at Cat and TBU. We recently made a change at TBU that reduced costs but also eliminated an ergonomic concern.

Purity Plus Water Systems replaced our old bottled drinking water system in building KK. The removed system consisted of water platform stations with 5 gallon bottles of water placed on top. The bottles weighing 40 pounds each, needed to be replaced on the stand in an up-side - down position after the empty bottle was removed. The new system does not require bottle changing as it uses a reverse osmosis purification system to provide drinking water.

The old system was cumbersome and awkward as heavy bottles were handled and empties needed to be returned. By eliminating the handling of heavy bottles, a safety hazard and ergonomic issue was eliminated. The new water purification systems are also less susceptible to viral, bacterial or environmental contamination issues commonly associated with bottled water coolers. Additionally, the new Purity Plus purification systems were provided as a "turn-key" solution, with all installation, maintenance and filters packaged in a monthly rental.

Overall, we are happy with the new water systems, which eliminated a safety issue, cut costs and improved water quality.

STAN ZWICK
GENERAL MANAGER
TRANSMISSION BUSINESS UNIT

A handwritten signature in black ink, appearing to read 'S. Zwick', is written over a large, thin-lined signature box.