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April 22, 2010

# ff-the-Cuff

a publication from



## Reusable Textiles



### REUSABLE TEXTILES

Special Environmental Edition Recognizing  
Earth Day's 40th Anniversary!

Off The Cuff Article by Tom Watts

Editorial on the Environment

## Prudential Still Working to Preserve the Environment

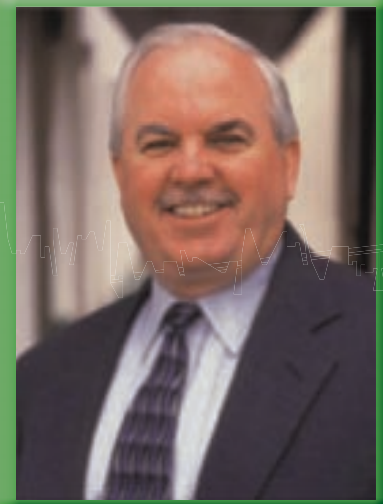
It's hard to believe that Earth Day 2010 marks its 40th anniversary. So much has changed over the past forty years, yet many things remain the same. One of the biggest changes is the awareness that each of us has about our impact on the earth. Each year at Prudential Overall Supply, we look to improve upon our processes so we can deliver more services to our customers with less of an impact to our environment.

Since our Company's beginning in 1932, one thing that has remained the same is Prudential Overall Supply's commitment to providing reusable textile products and services. These reusable solutions have been instrumental in helping preserve the scarce resources that we all share. Today, reusable textiles continue to be a better environmental alternative compared to disposable products. This is especially true when comparing Prudential's large scale laundry process versus home wash.

In this special environmental issue of Off The Cuff, we highlight Prudential's past, present and future environmental initiatives. This is our third environmental edition (1992, 1999 & 2010), yet the message remains unchanged: Prudential, supported by our many talented people and suppliers, remains committed to helping preserve the environment for future generations through innovation, investment and conservation.

We hope you enjoy this publication, and we thank you for helping us preserve the world we live in.

Tom Watts  
President



Tom Watts (09/08/75) President

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

### A Quarterly Publication of Prudential Overall Supply

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

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# WELCOME

*to our* POS  
Clean Green Vision

Prudential Overall Supply is committed to the Clean Green movement. Our core values align with the core values of being a greener company. We want to try to improve and do what's right in the long-term for the environment, our customers, our employees and the communities that we operate within.

## Building Blocks towards environmental stewardship

As a \***LaundryESP** member, POS has dedicated significant resources to accomplish the program's conservation and pollutant reduction goals. The knowledge gained from this initiative will help us assist our customers to achieve their environmental and business objectives.

### ACTION PLAN

- Showcase Clean Green with our customers and suppliers.
- Contribute positively to the Clean Green movement.
- Remain focused on Clean Green sustainability through a continuous improvement process.



REUSABLE TEXTILES

## LaundryESP Clean Green industry-wide results

LaundryESP dedicated significant efforts to help accomplish the program's resource conservation and pollutant reduction goals. Ten years of data have been compiled and analyzed.

### RESULTS:

#### INDUSTRY DATA

28% Reduction - Water Usage  
14% Reduction - Energy Usage

**All accomplished during a 41% industry-wide  
production increase!**



\*LaundryESP is a cost-effective and flexible program designed to raise the environmental performance of textile service and supply companies and improve relations with customers. The program allows large and small companies alike to choose from a variety of initiatives that each participant can tailor to its operations. Performance will be reported on an industry-wide basis. All participating companies can contribute to the overall success of the program. LaundryESP's success also depends on a strong alliance between the associations, laundries, customers and suppliers. The program includes a statement of environmental principles, a set of program goals, a menu of voluntary initiatives, and marketing promotions.

# Sustainability & Continuous Improvement

## Prudential's Processes

are designed to help protect the environment

### Air Emissions Are Reduced

Prudential Overall Supply's wastewater treatment systems are some of the best in the United States

- Water reclamation
- Low temperature washing
- Water conservation
- Dewatering of sludge
- Shaker filtration system

Paper and trash recycling at all Prudential facilities

### Other Recycling Programs Include:

- Computer and Electronic parts
- Fluorescent lights
- Heat is reclaimed from wastewater
- Truck tires retreaded
- Batteries and used truck parts
- Used tires shredded
- Used oil and antifreeze
- Hanger recycling

## Forward Thinking

Green consciousness continues to burrow through our society by the cars we drive, the personal products we take home and the messages delivered through popular culture. With Earth Day turning 40 on April 22nd, 2010, it doesn't appear to be a passing fad. It's also about doing what's right for the long-term.



LaundryESP helps companies reduce their environmental impacts and save money at the same time. These innovative partnerships are a great way for businesses to move down the path to environmental leadership."

(Richard T. Farrow, Associate Administrator, Office of Policy, Economics and Innovation, USEPA, Letter to LaundryESP Association)

Congress and LaundryESP™

### When will the U.S. Congress recognize the textile services industry for its environmental commitment?

It has finally happened. House Resolution 803 was introduced on October 6, 2009. U.S. Reps. Zach Space (D-OH) and Lee Terry (R-NE) sponsored this measure to express the support of the U.S. House of Representatives "regarding the merits and benefits of the Laundry Environmental Stewardship Program (ESP), which improves the environment."

The U.S. Congress has taken notice of the tremendous strides our industry has made to improve the environment through our industry-wide conservation of water and energy, reduction of pollutants and use of safer surfactants. This recognition speaks volumes about how far our industry has come over the last decade since embarking on our LaundryESP initiative. It's quite an accomplishment to be singled out by key members of Congress for the stellar environmental effort everyone in textile services is making.

This resolution also detailed specific LaundryESP accomplishments. Among these were a 43% reduction in pollutants; a 28% reduction in water use; a 15% reduction in greenhouse gases; and a 14% decrease in total energy usage. The resolution went on to state that what makes these statistics even more remarkable is that they were accomplished, while increasing textile service production by 41%.

However, our industry's efforts to promote "green" business practices were best summarized in the conclusion of the resolution. "The House of Representatives commends LaundryESP and

the textile services industry for their voluntary industry wide commitments to use less water and energy, use more environmentally friendly wash formulas, and significantly reduce pollutants, producing an excellent example of a conservation and environmental protection program that fosters innovation, corporate stewardship, cooperation with regulatory authorities and a willingness to change."

Source: Textile Rental Weekly - November 2, 2009

### Specific activities for which the textile services industry was recognized in HR 803 include:

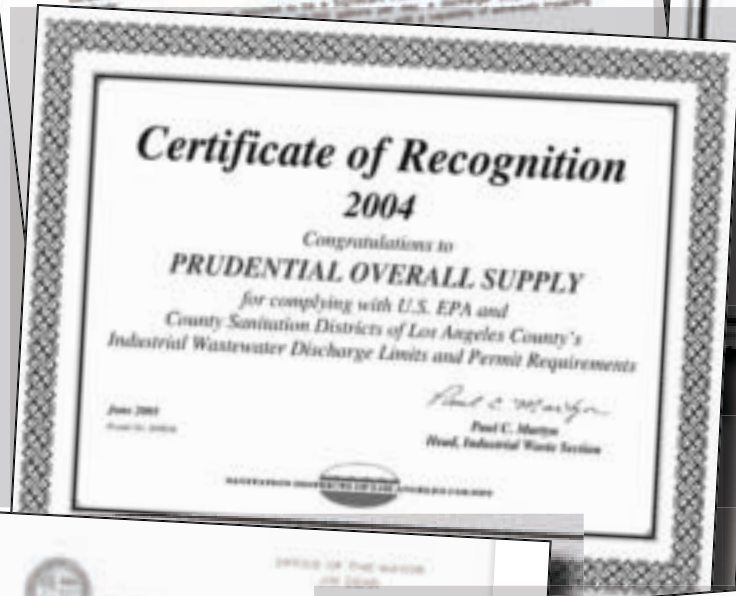
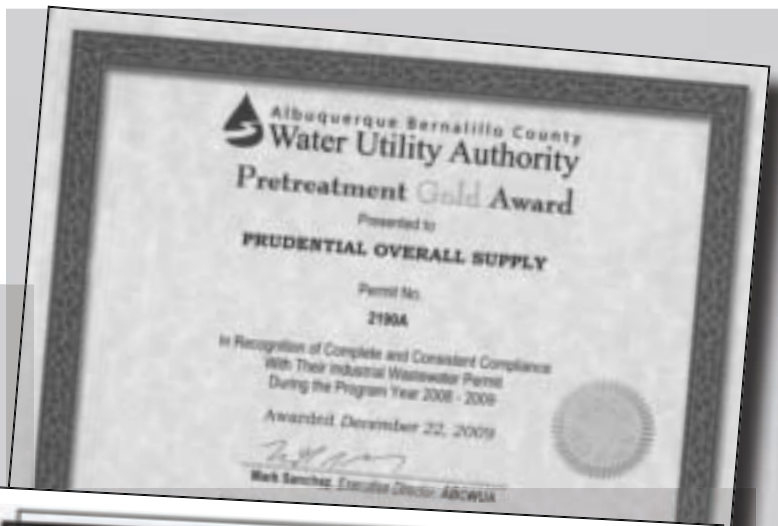
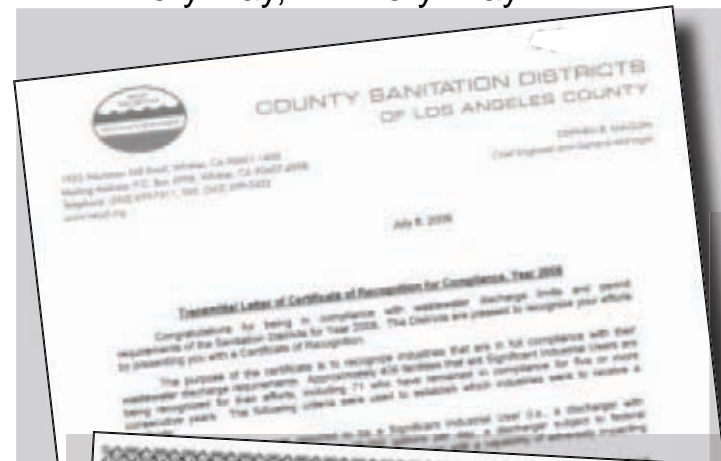
1. Establishment of recycling, reuse and recovery programs at the facility level;
2. Implementation of best-management practices to conserve resources and reduce pollution;
3. Self-assessment of operations and environmental compliance;
4. Use of environmentally beneficial equipment;
5. Installation of more efficient equipment; and
6. Education of, and partnerships with, customers to reduce pollutants.



Prudential

# Protecting the Environment

Every Day, In Every Way





# Prudential and Industry Getting Greener

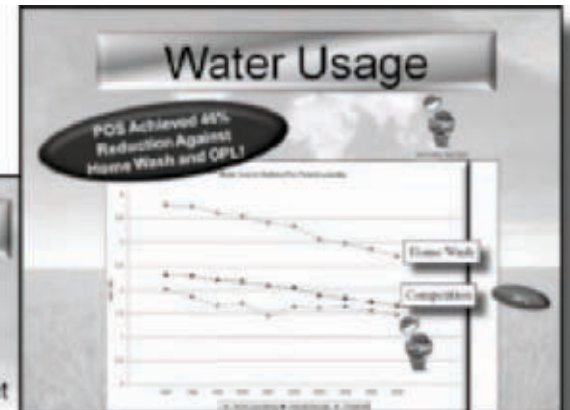


## A Company-Wide Rollout Program

Prudential has been conducting employee meetings to present Prudential Overall Supply's Clean Green initiative.

The Clean Green program highlights the many green benefits that our service extends to our customers versus home wash and disposable products.

### REUSABLE TEXTILES



## Raising awareness

“By raising environmental awareness and providing clear improvement goals, LaundryESP has placed the institutional and industrial laundry sector in a leadership position among industries attempting to reduce the use and release of hazardous chemicals and conserve energy and water resources. This environmental stewardship program is an excellent example of what industry can accomplish voluntarily, in partnership with government.”

*(Charles M. Auer, US EPA Director, Office of Pollution Prevention and Toxins)*

*To view the current Clean Green Environmental News, please visit our website at: [www.pos-clean.com](http://www.pos-clean.com)*



# Carbon Reduction



## 10 Year Trend

### LaundryESP Industry-Wide Data

### RESULTS: 15% Carbon Reduction

#### LaundryESP PROGRAM

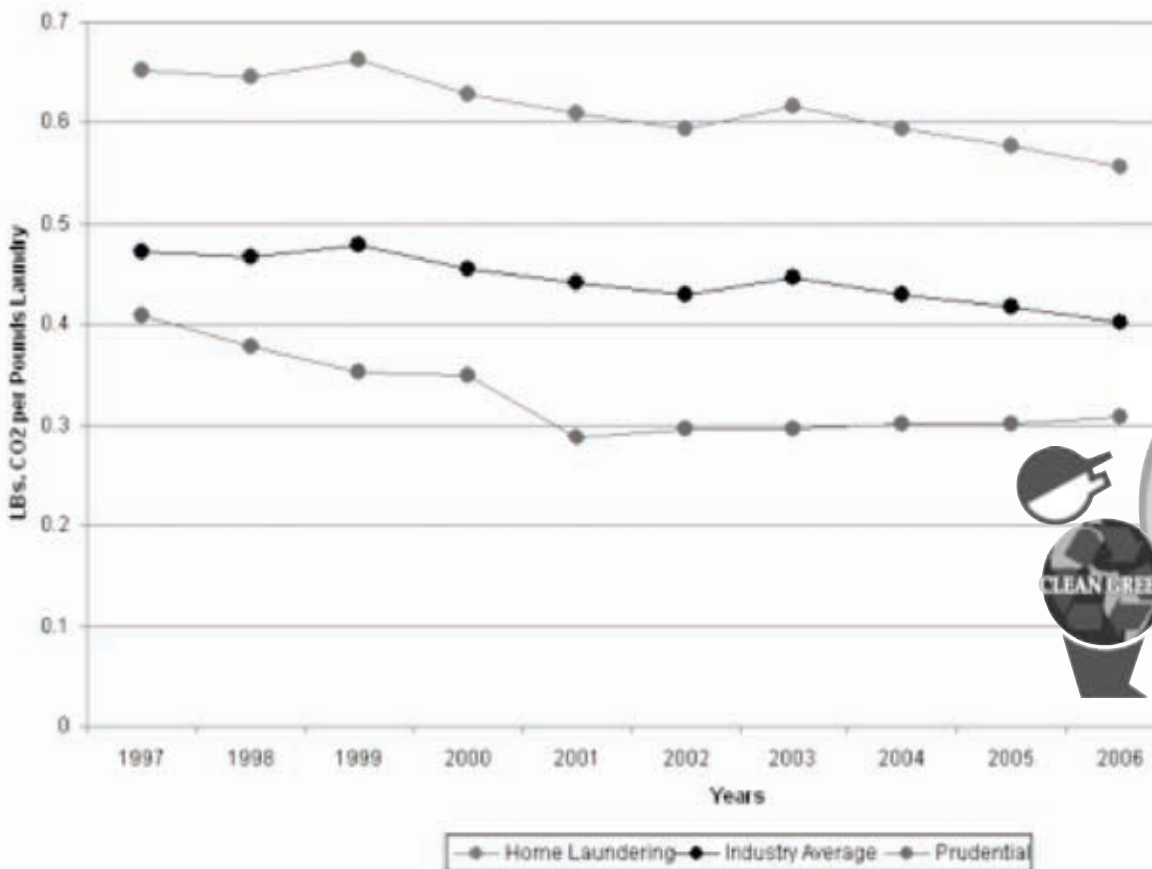
Our obvious intention was not to let production suffer, and it did not. Between 1997 and 2006, industry wide production increased and the increase was an impressive 41%. This means that 12.16 billion lbs. of textiles were processed in 2006 vs. 8.62 billion in 1997.

#### RESULT

Based on LaundryESP data, the industry cut greenhouse gas emissions by 15% from 1997 to 2006. The amount of CO<sub>2</sub> released by a facility or an industry is often referred to as its 'carbon footprint.' To put the 15% into perspective, this means that the industry reduced its emission of CO<sub>2</sub> by 2.4 billion lbs. over 10 years. That's like taking 220,000 cars off the road for a year. It's also equivalent to the annual amount of CO<sub>2</sub> trapped by 45 million trees.

- Textile Rental Magazine, January 2009

Carbon Reduction Per Pound of Laundry



Prudential's carbon reduction efforts remain better than industry average and far better than home wash.

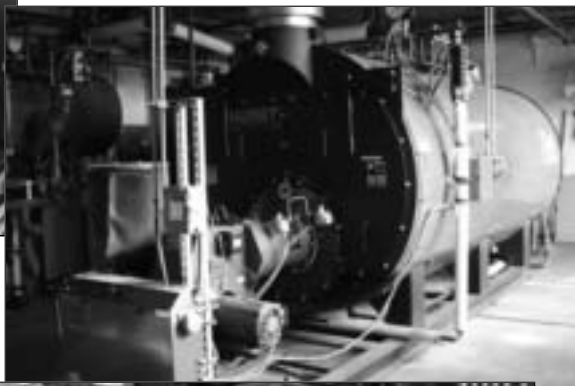


# Air Emissions Reduced

## New BOILERS



Prudential's Chula Vista, Carson, Los Angeles, Fresno and Richmond Plants have had their boilers replaced to reduce air emissions through the use of low Nitrogen Oxides (NOx) boiler modifications. This reduces the amount of nitrogen oxide released into the air and allows cleaner burning natural gas.



### Doing More With Less

Due to the efficiency gains at the Milpitas Cleanroom we replaced the burner for the boiler. The burner reduced the use of natural gas needed for generating steam, while the steam demand for both the Milpitas Industrial and Cleanroom Plants increased.

## New DRYERS

The Company replaced dryers at the Carson, Los Angeles and Irvine Plants which reduced air emissions and became 30% more efficient. Also, the dryers use less natural gas and provide more drying capability.



The Irvine Plant dryers

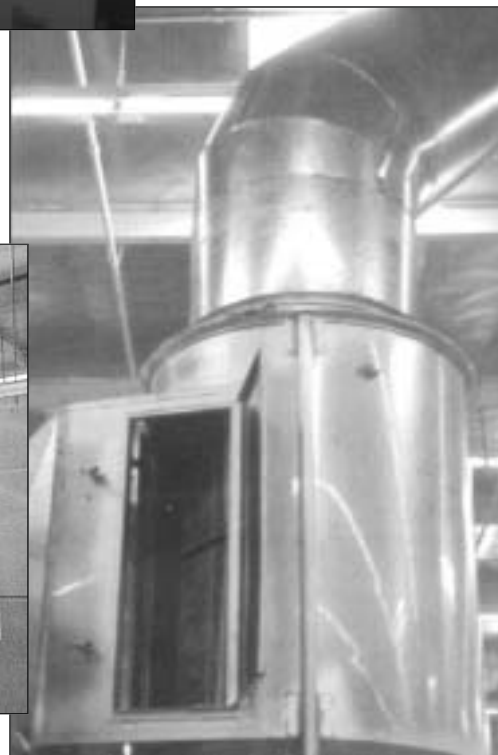
## LINT TRAPS

We all know what lint is. It's those annoying pieces of fuzz you find on your pants or shirt after you put your clothes on. It seems like you can never get it all off.

For Prudential, lint is a problem we strive to prevent. State-of-the-art fabrics and equipment used by Prudential results in much less lint. Every dryer in every Prudential Industrial Plant has a lint trap to keep lint generated in the drying process from entering the environment.



The Vista Plant lint trap connected on the dryer.



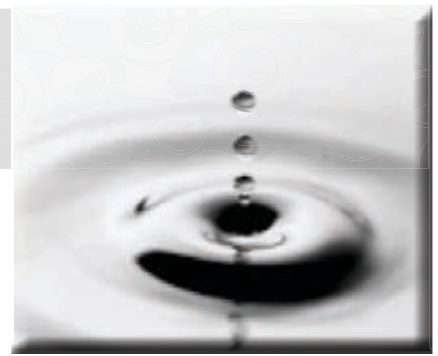
The Vista Plant lint trap entry.





# Water Usage

## 10 Year Trend LaundryESP Industry-Wide Data RESULTS: 28% WATER REDUCTION



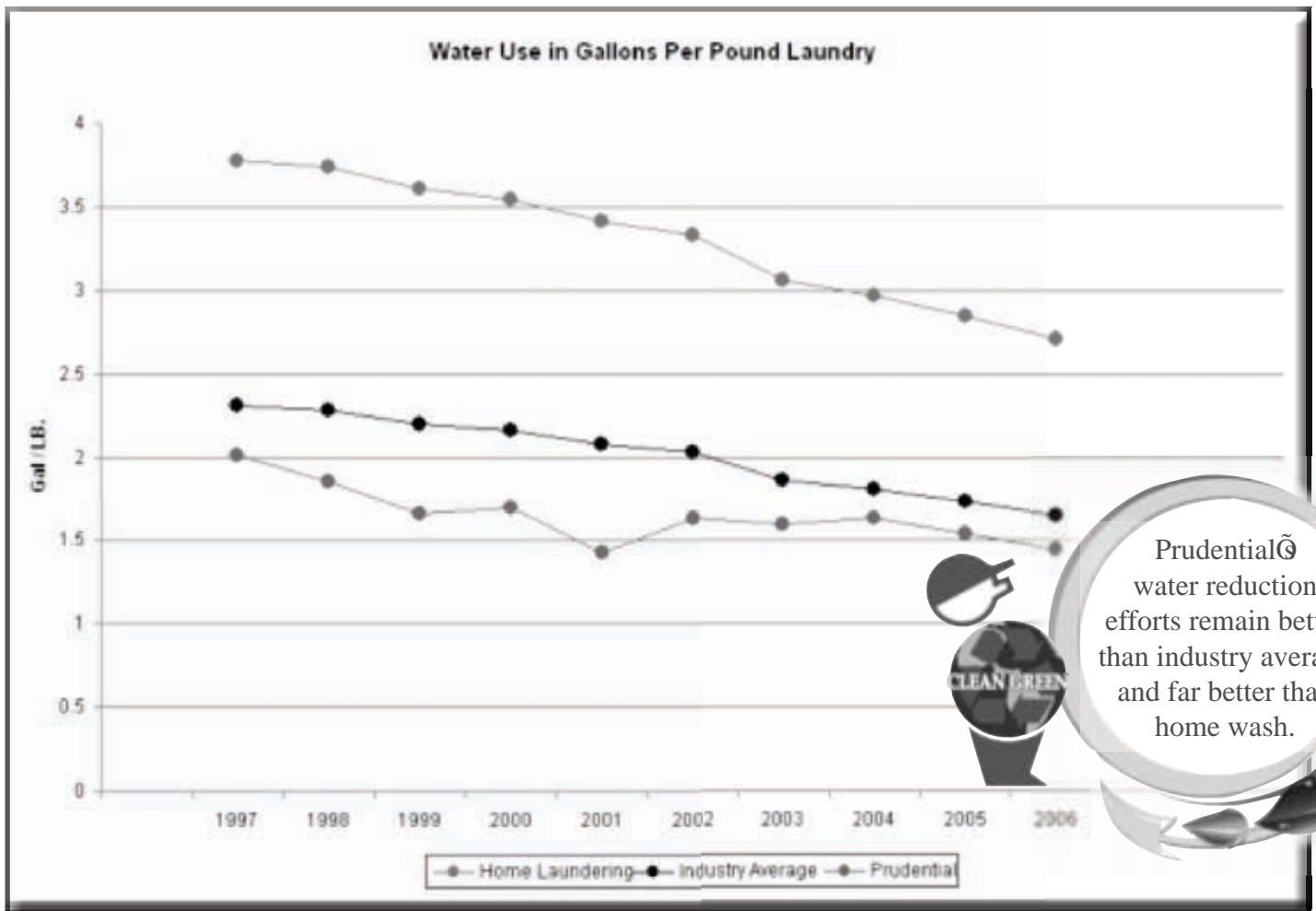
### LaundryESP PROGRAM GOAL

10 to 25% reduction in the gallons of water used per pound of textiles processed.

### RESULT

28% reduction in gallons of water used per pound of textiles processed. As an example of the results presented to EPA, the industry exceeded its original goal of 25% for water reduction. During a 10-year period (1997-2006), the data shows that the industry reduced water use by 28%, while at the same time increasing production by 41%.

This means that 12.16 billion pounds of textiles were processed in 2006 vs. 8.62 billion in 1997. The water usage per pound of product processed was on average 1.7 gallons in 2006 vs. 2.3 in 1997. This reduction in the use of water translates to a savings of 26 billion gallons over 10 years, which is equivalent to the amount of water that 700,000 people would use annually. - Textile Rental Magazine, January 2009



### PRUDENTIAL FACT:

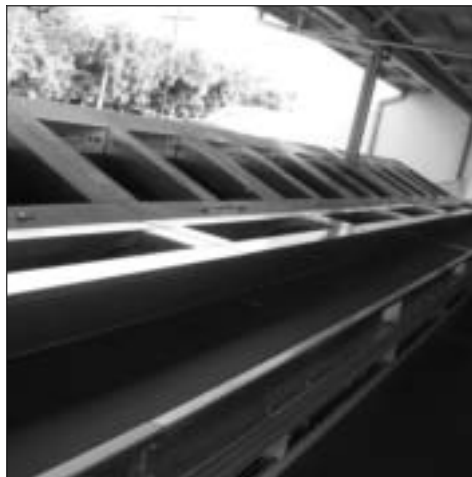
Aside from saving water, Prudential's water reuse programs conserve energy by capturing BTU's found in warm water normally discharged to the sewer.

# Introducing Our New Irvine Industrial Wash Floor

**In 2009, Prudential Overall Supply completely upgraded its Irvine plant production wash floor. This system is the first installed in the United States. This upgrade resulted in water, energy and time savings.**



**Soil Sorting Bins** – Merchandise is sorted by type and weight to fill slings for wash loads.



**Computer Terminals** – This terminal control soil sorting bins and overhead rail storage system.



**Automated Washer Loading** – Washers are loaded automatically by the overhead rail system.



**Overhead Rail Systems** – Slings travel along rail systems automatically to load washers.



**Microprocessor** - Each washer has its own microprocessor to control washer functions and communication with the overhead rail system.



**Washer Unloading** – Washer automatically unloads onto a conveyor which is used to transport garments to dryers.



**Dryer Vacuum System** – Vacuum system carries garments to the dryers which are on a mezzanine above the washers.



**Jensen Dryer** – Two Jensen 400 lbs dryers.



**Microprocessor** – Jensen dryers are controlled by a microprocessor which control temperature by infrared sensors.



**Spindle** – The Spindle system tracks utilities and plant operation on this central display (refer to page 18 to learn more about Spindle Technologies).



## Irvine New Industrial Wash Floor cont.



Spindle - Employee log-in station for Spindle which tracks efficiency.



Spindle - Monitors display efficiency.



Mat Roller - Logo mats are rolled and are identified by an RF chip. The mat roller is equipped with an RF chip reader to identify the route, customer, and delivery day.

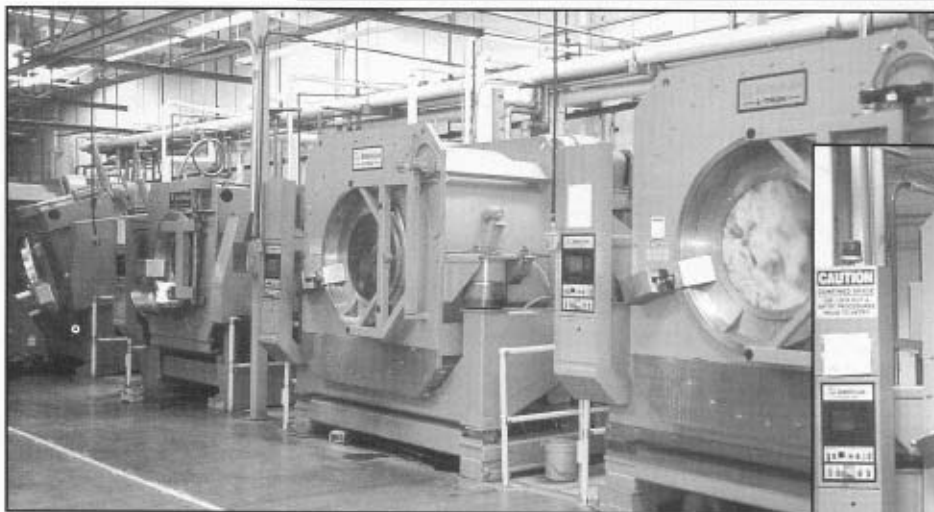


Colmac Steam Tunnel - Garments entering the steam tunnel for processing.



Colmac CHS2 Stations - The ChS2 station assists the employee in hanging garments which are processed in the steam tunnel.

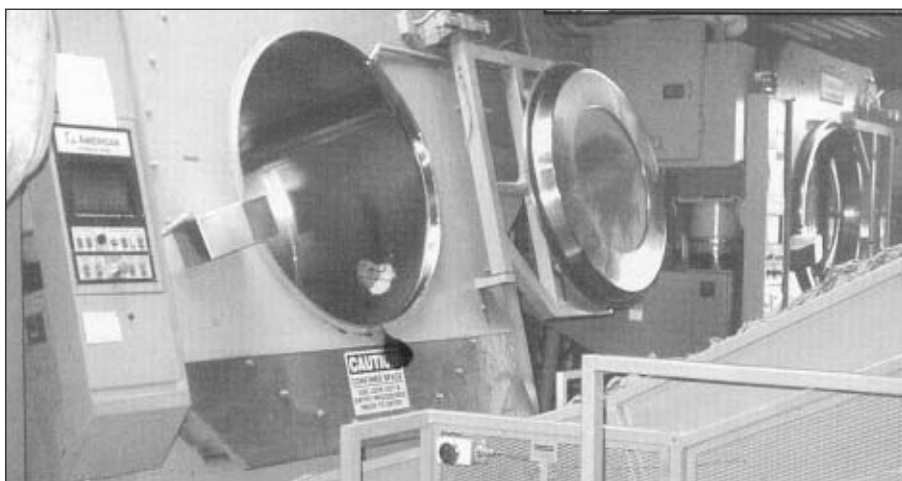
## Water Conservation Efforts Save Water



Washers at Vista (above), Riverside (right), and Chula Vista (bottom).



Over the past several years, Prudential has replaced many old washers with new washers that has resulted in reduced water usage by at least 20% and often up to 30% per plant.



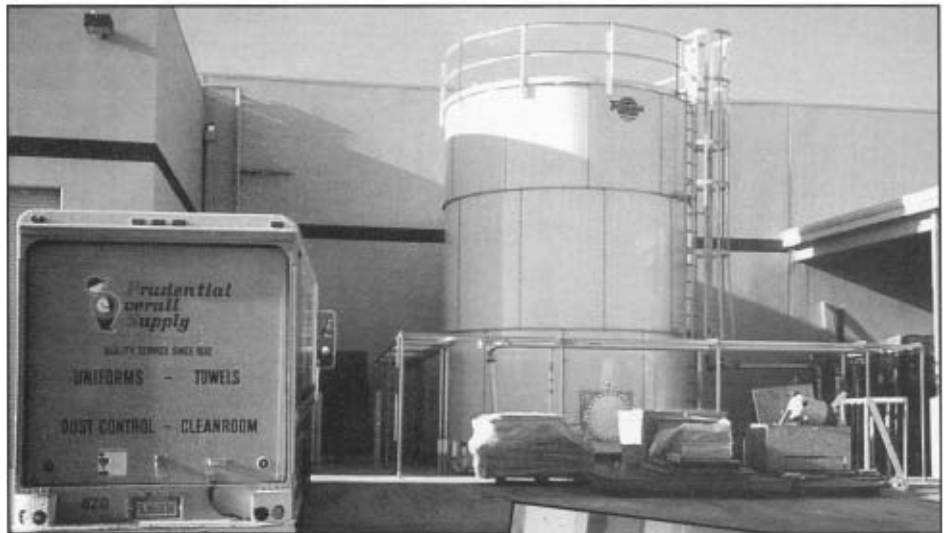
# Water Reuse and Recycling

Prudential continues to look for ways to reuse and recycle water.

In some situations, clean water from a rinse cycle is pumped to a holding tank without any wastewater treatment where it can be mixed with fresh water for a wash cycle.

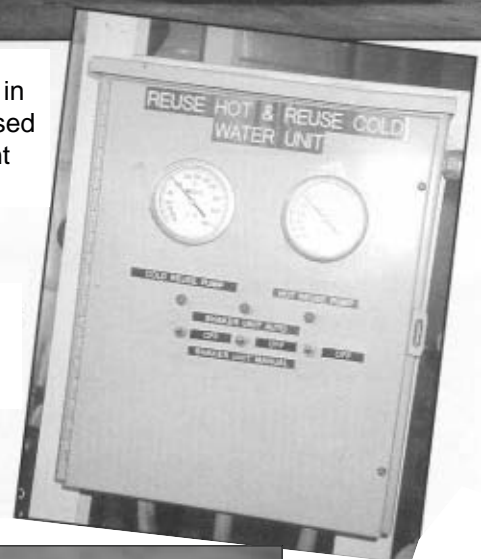
Most Industrial Plants have a system where both hot water and cold water can be reused, thus adding to the water conservation efforts of the Company.

An outstanding example is the Milpitas, Los Angeles and Austin Cleanrooms that have been built on the property next to existing Industrial Plants. All of the water processed from the cleanroom plants is pumped to a holding tank where the water is reused by the Industrial Plant resulting in using nearly 100% recycled water.



The Milpitas Industrial Plant water reuse holding tank. This was a first in our industry where all water processed from one plant is reused by the plant next door.

*Right: Reuse gauges at the Vista Plant*



The Fresno Plant hot water reuse system has an elevated shaker on top of the heated tank which holds the water ready for reuse.



The Irvine Industrial Plant has a state-of-the-art water reuse system. This system has an external side steam coil. This heating devise provides steam from a boiler that maintains a high temperature in the reuse tank.



# Heat Reclamation

Prudential uses a heat reclaimer to capture the heat loss of the waste water stream. Typically, 75% of all heat from the waste water stream is put back to use in the wash process saving up to 30% on gas utilities. Prudential uses either Plate and Frame (shown here) or Tube and Shell at all of our locations.



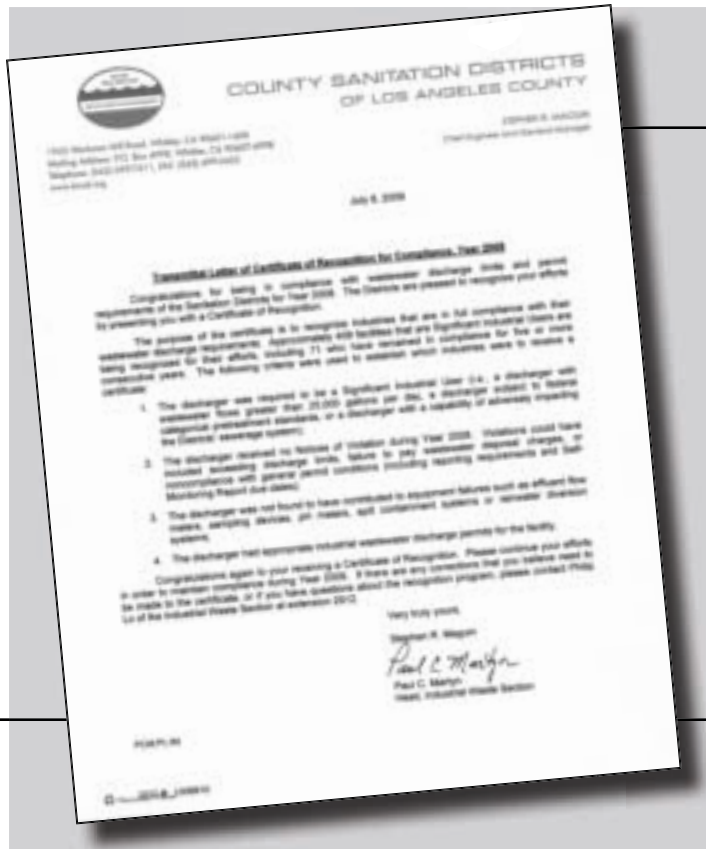
## Carson Plant: GREEN Accomplishments

Our Carson Plant was recognized for its GREEN accomplishments by the County of Los Angeles this past July 2009.

The Carson Plant was one of only 408 companies (out of hundreds of thousands of businesses in L.A. County) to be given this distinguished award. Further, the Carson Plant is one of only 71 companies to receive this distinction for 5 or more consecutive years.

Cerritos Plant and Commerce Plant also received this award in July!

**Jeff Snow** (06/28/04) Regional Manager



## Cerritos Plant: Good Corporate Citizen

I am pleased to share that our Cerritos Plant has once again been honored as a "Good Corporate Citizen" by the County of Los Angeles for its GREEN leadership within the Los Angeles community. Out of more than 1,000,000 businesses in Los Angeles County; only 408 firms were recognized with this prestigious honor for 2008.

Last year, our Carson and Commerce Plants also earned this distinction. While award notifications are still being made, we expect that all of our Los Angeles County Plants will again be awarded "Good Corporate Citizens" for 2008.

Prudential Overall Supply's CLEAN GREEN initiative demonstrates our commitment to reducing our carbon footprint; and this award demonstrates that we are walking the talk!

Please join me in congratulating our Cerritos Plant!

**Jeff Snow** (06/28/04)  
Regional Manager



# EMAX Wash Chemicals Being Used

## Water & Energy Conservation

Beginning in October 2009, Prudential Overall Supply's exclusive wash formula chemical supplier, Dober Group, began converting Prudential's production facilities to nonylphenol ethoxylate (Non-NPE) chemistry. Non-NPE or linear alcohol ethoxylate (LAE) detergents are believed to be a greener option according to the US Environmental Protection Agency (EPA) and the experts in our industry. Dober's E-MAX wash floor chemical program carries the US EPA's Designed for the Environment (DfE) seal of approval. The conversion also has other positive effects on the environment. The EMAX products are fully concentrated which reduces the frequency and cost of bulk over-the-road chemical shipments by up to 30% annually, thus reducing Prudential's carbon footprint. This new chemistry is also designed to

work more efficiently by decreasing HOT and COLD water and NATURAL GAS consumption on the wash floor. The new EMAX hi-efficiency formulas also employ shorter washer cycle times which also have shown decreased electricity usage (refer to chart for our savings).

The EMAX program will allow Prudential to maintain our high level of textile cleanliness quality for garments, linens and bulk textiles supplied to our customers. Dober's EMAX products have been field tested for over two years and have been introduced as the Green Laundry program in over 100 rental textile facilities within the United States.



The Injection System Panel.



The outside tanks connected to the Injection System.

# eMAX

Environment-friendly  
Maximally concentrated

Designed for the environment, E-Max is effective chemistry that delivers:

- NPE-free for the environment
- Concentrated for reduced carbon footprint
- Reduced freight costs
- Brighter, whiter whites
- Fresher smelling textiles
- Innovative wash chemistry permits:
  - Reduced utilities
  - Faster run times

*Below are the current results at the converted plants.*

October 2009

### Phoenix Industrial Plant

- Water savings of 22%
- Formula Run time savings of 6%
- Wastewater costs down ~25%
- Freight costs and frequency of deliveries down ~45%

January 2010

### Los Angeles Industrial Plant

- Water savings of ~15%
- Formula run times down ~5%
- Freight costs and frequency of deliveries down ~25%

February 2010

### Irvine Industrial Plant

- Water savings of ~10%
- Formula run times down ~8%
- Freight costs and frequency of deliveries down ~25%

March 2010

### Fresno Industrial Plant

- This is the next plant to convert to the new EMAX chemical.

The remaining plants should all be converted to EMAX by September 2010.

We currently have the following plants on a conversion schedule:

- Carson, April 2010
- Tucson, May 2010
- Albuquerque, June 2010
- Austin, June 2010
- Chula Vista, July 2010
- Vista, July 2010
- Milpitas, August 2010



Irvine Plant washers

### E-Max for Efficiency

Unique E-Max chemistry enables more efficient washing. E-Max High Efficiency formulas wash faster, and therefore consume less water, gas and electricity while maintaining the same exceptionally high quality that Dober Group® customers have come to expect.

### E-Max for Sustainable Ecosystems

The E-Max formula features biodegradable surfactants that are produced from renewable resources such as palm oil and coconut oil.



Irvine Plant uniforms washed with EMAX detergent.

## — About DfE —

Prudential is proud to offer Dober® DfE Product in our wash formula.

EPA allows safer products to carry the Design for the Environment (DfE) label. This mark enables consumers to quickly identify and choose products that can help protect the environment and are safer for families.



When you see the DfE logo on a product it means that the DfE scientific review team has screened each ingredient for potential human health and environmental effects and that, based on currently available information, EPA predictive models, and expert judgment, the product contains only those ingredients that pose the least concern among chemicals in their class.

Product manufacturers who become DfE partners, and earn the right to display the DfE logo on recognized products, have invested heavily in research, development and reformulation to ensure that their ingredients and finished product line up on the green end of the health and environmental spectrum while maintaining or improving product performance.

EPA's Design for the Environment Program (DfE) has allowed use of their logo on over 1,500 products. These products are formulated from the safest possible ingredients and have reduced the use of chemicals of concern by hundreds of millions of pounds.



# Prudential Overall Supply recognized as a 2009 Texas Water Wise Partner

In addition to Prudential reusing about 19,000 gallons a month on irrigation for their landscape, they also reuse water inside their laundry facility to maximize water and monetary savings.

The Water Wise Program is a voluntary program effective each summer watering season, May 1st thru September 30th, during which time our partners agree to follow the summer watering schedule and not waste water. With customer support, water conservation is a city-wide effort and a community value!

The City encourages businesses, multifamily properties, and institutions to join our efforts to promote water conservation. If you would like to participate, please download the Water Wise Agreement on their website at [www.roundrocktexas.gov](http://www.roundrocktexas.gov).

Source: Article found at <http://www.roundrocktexas.gov/home/index.asp?page=1274>



We are now official partners with the City of Round Rock water wise program. This program simply says we will only water our landscape twice a week and that the conservation rep can come out and inspect our sprinkler timers. They came and made sure our sprinkler heads worked correctly and timers were set correct and we are now partners in the program.

The rep was excited because we are officially the first business to sign-up for this new program. We have a sign in the front of the plant acknowledging we are a Water Wise partner, they are posting a photo of the plant on the city website soon, and I asked the rep if they would post our photo in the monthly newsletter that goes out with the water bills. I figure if anything, most customers, tours, or the general public will see that Prudential (a laundry company) is voluntarily practicing water conservation during this period of drought.

Thanks,

**Brad Schacherl** (04/08/99)  
Plant Superintendent  
Austin Plant



Brad:

Congratulations to you and the Austin team for taking the initiative and showing leadership within the community by being recognized as the very first business in the Round Rock to partner with the city on this very important initiative. In addition, this is just another example of the GREEN progress within our company.

Nice work Bradley, I appreciate you.

**Marc O'Leary** (12/07/77) Regional Vice President

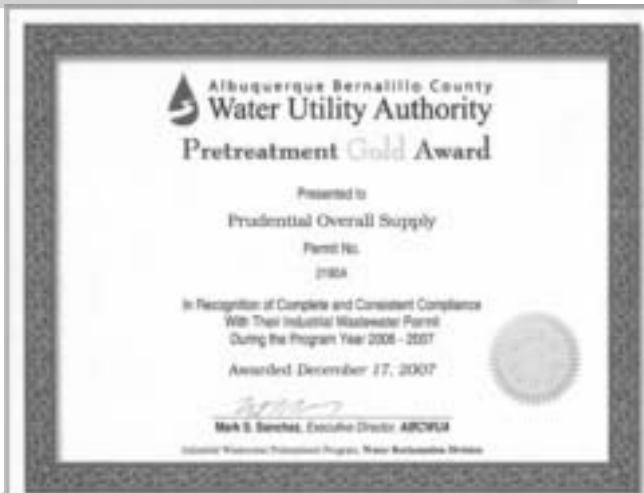


## — Albuquerque Pretreatment Award for Wastewater Discharge —

This is Prudential's fifth consecutive Pretreatment Award for Wastewater Discharge Permit No. 2190A.

The annual award was presented for the 2006-2007 Pretreatment Year and based upon the following criteria.

Gold Pretreatment Awards are being given to permit holders for: (1) Operation of an active pretreatment system, 100% compliance with the reporting requirements of their permit, and 100% compliance with their permit discharge limits; or (2) Operation of a zero discharge system and 100% compliance with the reporting requirements of their permit; or (3) Exceptional source reduction and pollution prevention in lieu of active pretreatment, 100% compliance with the reporting requirements of their permit, and 100% compliance with their permit discharge limits.





# Energy Usage



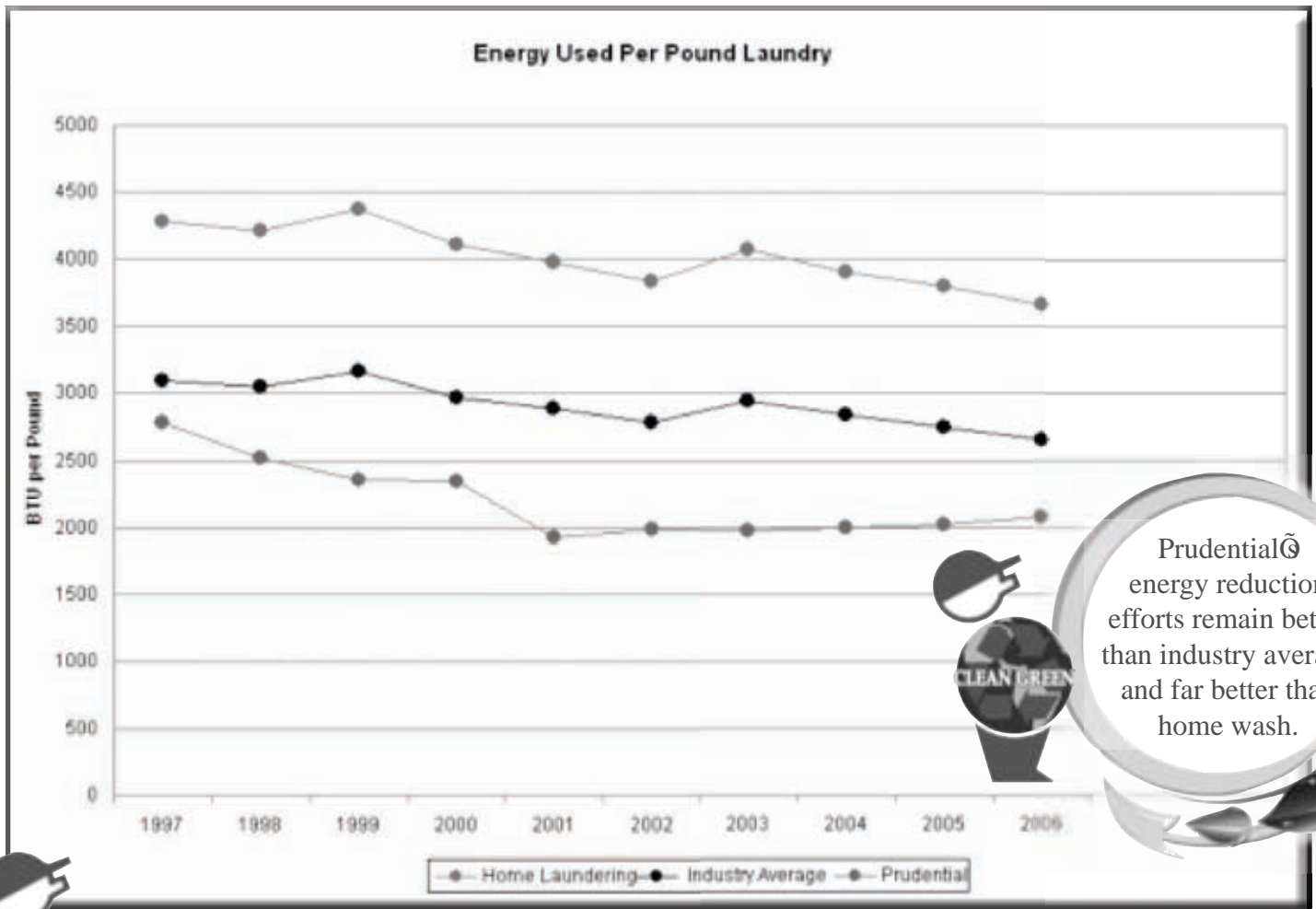
## 10 Year Trend LaundryESP Industry-Wide Data RESULTS: 14% REDUCTION

LaundryESP PROGRAM GOAL  
10 to 25% reduction in energy consumption per pound of textiles processed.

RESULT  
14% reduction in energy used per pound of textiles processed between 1997 and 2006.

In terms of energy used between 1997 and 2006, there was a decrease of energy consumption, or a savings of 16 trillion Btu, or the equivalent of the total amount of electricity used annually by 450,000 U.S. homes. Additionally, an unexpected benefit of LaundryESP is a reduction in the industry's carbon footprint. Over the same period the industry reduced greenhouse gas emissions by 15%, or the equivalent to the annual amount of CO2 trapped by 45 million trees.

- Textile Rental Magazine, January 2009



## — Energy Efficient Lighting —

Prudential has installed energy efficient T-8 lighting in all plants company-wide!



### PRUDENTIAL FACT:

Prudential achieved a 25% reduction through the use of new equipment and low temperature laundry chemical formulas.

# Spindle Technologies at POS

## Energy & Production Tracking



**Spindle Technologies derives its name from a spindle, which in the traditional sense, is used to spin fibers into a single thread. Similarly, we develop software that takes “islands of information” from various points of a laundry operation and condenses them into one, easy to access stream of information.**

Beginning in June-08, the Spindle Technologies division of Dober began implementation of their Utilities and Direct Labor operations tracking modules across many of the Prudential Overall Supply production facilities. The Spindle software and services track Prudential's productivity and utility consumption at each laundry production facility. The software and services also notify the local personnel of any inefficiency or other issues that may be wasting resources. This tracking and alerting helps maintain a greener presence and enables Prudential to be a more conscious consumer of water and energy. To date, twelve facilities: Riverside, Carson, Chula Vista, Los Angeles Cleanroom and Industrial, Irvine, Milpitas Cleanroom and Industrial, Fresno, Tucson, Phoenix and Richmond Cleanroom Plants are utilizing the Spindle software and services. The balance of the Prudential Overall Supply facilities which include the Vista, Mesa Cleanroom, Albuquerque and Austin Cleanroom and Industrial will all be installed by the end of 2010.

- Tim Buckner, Dober Group

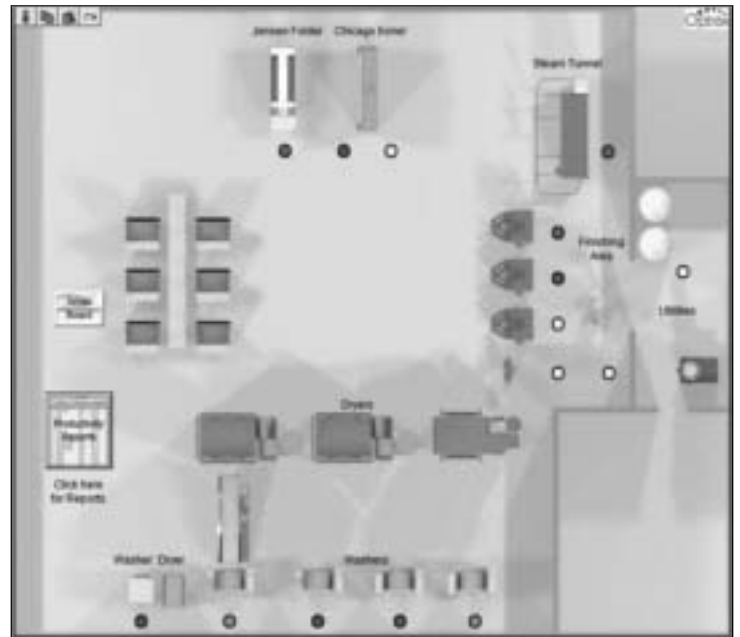


### Riverside Plant Hanging Station

The monitor with the stop light graphic showing efficiency on all hanging stations. Just like a typical stoplight, green is good which is 90% and above, yellow means production has fallen below 90% and red means production has dropped below 80%. Prudential looks to achieve green to help save resources.



**Laura Gonzalez (01/23/95)** Mender at the Vista Plant.



### Milpitas Industrial Plant

This overview is a representation of our Milpitas Industrial Plant layout, the colors identify good areas as well as areas needing improvement. This information is available real time at the location level and is used as a quick reference of how the facility is performing on the wash floor including production and utilities. Prudential is able to compare best practices at a corporate level based on each location's data.



If the equipment at our laundry operation could talk, what would it say? Are loads too big? Too small? Are we optimizing the capacity of our washfloor? If not, is it due to long turn times between loads or is it due to formulas running too long because a mechanical problem has developed? To Spindle Technologies, these were more than challenging questions. They were an industry calling. So they gave the operation a voice.

The Chemwatch 8.0 Plant Management Software is the smartest, most dependable and technologically advanced management tool available in the laundry industry. And just because it's the most advanced, doesn't mean it's the most complicated. In fact, Chemwatch is so convenient and user-friendly, it gives us a whole new perspective on our day-to-day laundry operation.

The Chemwatch package also features a collection of reports called the "Top 9." These reports focus on key operational parameters and show critical relationships in the operation data that Chemwatch is collecting.



(Operation Tracking) modules are part of Dober's customized package that enhances Chemwatch. These modules provide Prudential with real time data display, data collection and integrated reports so we can gain greater insight into our laundry operation.

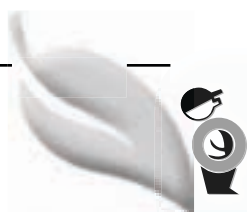
Optrax allows Prudential to track multiple pieces of equipment, such as washers, dryers, ironers, water meters, gas meters, heat exchangers and more in our laundry operation. It then takes these islands of information from each piece of equipment connected to our Chemwatch software and ties them together into a single, easy-to-navigate display.



Dryer View is a 3-D view of each facility's dryers. The image shows natural gas total usage, burner time, average consumption for each dryer and a conventional dryer gas usage chart. There are also red and yellow parameters set for individual dryers to help recognize potential problems.

## THE OPTRAX ADVANTAGE

- Improves report accuracy and depth
- Reduces clerical labor
- Allows for true analysis of areas for improvement
- Displays "Real Time" integrated reports
- Easily retrofits into any laundry
- Bottleneck elimination
- Energy savings
- Maximize throughput



### PRUDENTIAL FACT:

Prudential installed and sold more 100% polyester garments and synthetic mops and mats, requiring much less heat and drying consumption than cotton fabrics.

# Benefits of Reusable vs. On Premise Laundry (OPL) or Home Wash

## OPL / Home Wash

We compete with direct sales companies selling uniforms that are laundered at home, and we compete against disposable products. Neither of these two options can be demonstrated as a cleaner option.

Home laundering of uniforms introduces far more chemicals into the waste stream, uses over twice the water, and releases 30% more greenhouse gases into the environment.

### GREEN FACT:

Compared to laundering clothes at home: Data indicates strongly that a professionally laundered uniform is much greener when handled by a industrial launderer.

### INDUSTRY FACT:

The National Institute for Occupational Safety and Health recommends changing clothes before going home and leaving soiled clothes at work to prevent take-home contamination. "Normal house cleaning and laundry practices are often inadequate for decontaminating workers' homes and clothing and can increase the hazard to the person performing the task and others in the household."

*(Report to Congress on Workers' Home Contamination Study, U.S. Department of Health and Human Services, September 1995.)*

## OPL / Home Wash vs. Prudential Results & Industry Results



### POS DATA

46% less water  
44% less energy

### INDUSTRY DATA

39% less water  
38% less energy

Source: Textile Rental Magazine, December 2008

**This shows that a professional laundry like Prudential is more economical, efficient and environmentally friendly when compared to washing at home.**



# Benefits of Reusable vs. Disposable



## Prudential defines reusable...

research the comfort and affordability of reusable products



- ✓ Reduce carbon footprint
- ✓ Reduce waste
- ✓ Reduced cost
- ✓ Improve morale / comfort
- ✓ Improve compliance
- ✓ Reduce energy consumption from direct operations
- ✓ Reduce water consumption
- ✓ Reduce labor costs and liabilities

### Disposable savings

Projected Annual Savings >30% or more when you switch to reusable textile products.

### Internal labor savings

By outsourcing this service it allows you to focus more on your core business.

### Reduction of waste

Reusable programs save on your disposal costs and waste footprint.

### Procurement savings

Time and overall cost reduction.

### Capital investment savings

We rent it to you, unlike a disposable program where you have to purchase and frequently manage inventories.

### Freight savings

In most cases we deliver business to business.

## \*The Bottom Line

**Environmental liability can be the biggest expense and the worst publicity a company ever faces. Any way you spin it, reusables are the best bet for reducing liability and protecting the environment.**

\*Uniform & Textile Service Association, Myths and Facts Brochure, 2002

**Whether you burn it, bury it or pay to recycle it, reusables costs less and reduces your carbon footprint on our earth.**





# Benefits of Reusable vs. Disposable

## PRUDENTIAL FACT:



Prudential controls pollutants removed from soiled textiles with extensive management practices and proven wastewater pretreatment systems. If this service did not exist, these pollutants would be discharged into sewers in uncontrollable quantities from homes and businesses, and/or would be carried on disposable products directly into unlined municipal landfills.

## INDUSTRY FACT:

Since 1990 the textile service industry has advocated nationwide shop towel environment management practices designed to encourage customers to conserve and recover resources.

*(UTSA and TRSA Management Practices for Soiled Reusable Textile Handling - Update 2001.)*

## What Would Happen If Shop Towels Disappeared?

No, that's not a hypothetical question. It could happen. With only a few slight changes to the official government definition of solid waste, shop towels could become reality. If this were to happen, a longstanding and profitable line of business would end.

Many in our industry cannot imagine a chain of events that would spell the end of shop towels. However, before anyone assumes there is no need to worry, it might make sense to check on what's presently occurring in Washington D.C. The Environmental Protection Agency (EPA) recently circulated a request for comments on what should constitute the official Definition of Solid Waste (DSW).

The potential to "open up" a debate over this definition could lead almost anywhere. That's why TRSA was quick to jump into the fray. Your association weighed in with EPA and explained that the conditional solid-waste exclusion for industrial wipes, our shop towels, absolutely needs to continue or better yet, be made permanent.

For those of you who have followed the circuitous route of the shop towel rule since its inception in 2003, this is a new chapter in an old book. The shop towel rule excludes shop towels from the solid waste definition, not just the solvents on towels. TRSA and its members have long supported making this conditional exclusion permanent.

If shop towels were labeled solid waste, their entire regulatory status would change overnight. The prognosis would be dim for their continued commercial viability. Once again we must restate the obvious. Because shop towels are recycled, they are not discarded.

In comments TRSA submitted to EPA last week, we pointed out that the shop towel rule was created because shop towels are reusable. That means they are not part of our country's waste-disposal problem. In fact, we provided a litany of reasons why EPA should not change the definition of solid waste that would catch shop towels in the ensuing dragnet and eliminate their use. Specifically, we said that using shop towels:

- Decreases natural resource consumption
- Saves energy
- Provides effective pollution management
- Reduces the volume of waste that goes to landfills or incinerators; and
- Offers a more environmentally sound alternative than disposables.



When a product significantly reduces strain on our environment, you would think our government would want to do everything it can to support its continued use, and even encourage more widespread use.

Even the state of California recognized that "reusable textiles ... are in essence a piece of industrial equipment, and when soiled, are no more waste material than a dull cutting tool." We agree. There is no justification for categorizing shop towels as solid waste. In fact to make such a declaration is counterproductive to recent environmental protection progress.

We also had to address a related topic, which in Washington jargon is commonly referred to as TAR, toxics along for the ride. This reference deserves hall-of-fame acronym status. In simple terms, we want EPA to recognize that there may be trace levels of items like metals or solvents in products that are legitimately recycled. That should not be a reason to lump shop towels in the hazardous waste category when there are no adverse environmental or health effects associated with the use of recyclable shop towels.

The time has come for EPA to finalize the shop towel rule so that recycled, reusable shop towels can continue playing their critical role in helping improve our environment. Putting companies out of business because they are doing right by our environment does not make sense. EPA has the right definition of solid waste on the books now. When something works ... and shop towels work, leave well enough alone! TRSA plans to continue the fight to preserve shop towels at every turn.

*Source: Textile Rental Weekly, August 24, 2009, Volume 5 Issue 5*

# Benefits of Reusable vs. Disposable Shop Towels



## Shop Towels

rental vs. disposable

### DID YOU KNOW?

Facts about what disposables do to our environment.

EPA says: "Products made of paper and paperboard (including disposable wipers), are the largest component of municipal solid waste." "Two thirds of municipal solid waste landfills are unlined and vulnerable to contamination."

- *Environmental Information, Ltd.*

In 1996, the pulp/paper industry:

- Released over 16 million pounds of toxic pollutants directly into our nations waters.
- Emitted nearly 204 million pounds of toxic pollutants into our air.
- Consider what the cumulative impact is each year as demand grows.

EPA data show that over their lifetime, paper towels use 2,850% more water, 12,590% more energy, and produce 210% more solid waste than reusable wipers.

The Greenpeace Guide to Paper states that "even unbleached or non-chlorine bleached paper products are undesirable, simply because they are disposable. Reusable alternatives must be promoted instead."

- *Uniform & Textile Service Association, Shop Towels Rental vs. Disposable Brochure*



### INDUSTRY FACT:

U.S. Environmental Protection Agency data supports what common sense tells us:

Laundered, reusable textiles are better for the environment than the alternative, disposable products.

For example:

- **Reusable shop towels use 94% less water than disposable paper towels**
- **Reusable shop towels use 99% less energy than disposables**
- **Reusable shop towels produce 52% less solid waste than disposables.**

*(Based on data from the U.S. EPA's Environmental Assessment of Shop Towel Usage in the Automotive and Printing Industries, 1996.)*



# POS Exhibits at the California Green Summit



"If you want to understand what California's state and local governments are doing to create healthy communities and a vibrant, green economy, you can't miss the Green California Summit. This is the event for anyone who wants to be part of a green revolution that is changing the world."

*Rosario Marin, Secretary, State and Consumer Services Co-Chair, Summit Advisory Board*



**Joe Cook** (06/17/02)  
Corporate Sales Representative  
Sacramento Plant



**Mark Amaral** (11/02/09)  
Corporate Sales Representative  
Sacramento Plant



**Tony Salina** (03/20/06)  
Corporate Sales Representative  
Sacramento Plant

## Prudential's Clean Green Movement Eliminates Waste By Removing Garment Tie-Out

1. Eliminating twist ties is the "green" thing to do. Customers will understand this as it reduces waste and we must walk the talk if we are to truly become a green company ourselves.
2. Reduces the possibility of wrist injuries due to repetitive motion.
3. Improves production efficiency.

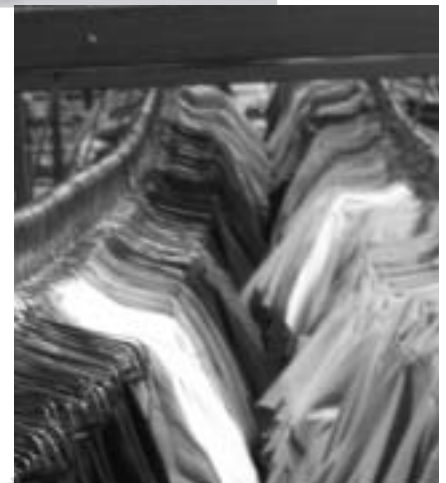
The Chula Vista plant has been successfully delivering garments without twist ties for a number of years now. I understand that change is difficult, but our customers will understand that we are eliminating unnecessary waste, improving efficiency, and reducing injuries.

The biggest obstacle will be ourselves. Our management team and CSR's are all used to doing things a certain way. When we convince ourselves that the above is in the best interest of our customers, our employees, and the earth, we will have arrived. Please work with your General Manager in gaining the cooperation of the Sales & Service Department.

I was at the LA plant today and the CSR's have just finished their first day delivering garments minus the standard twist ties. Good job Alex and Mark getting your team on board and moving the plant forward.

The above is effective immediately.

Best,  
**Marc O'Leary** (12/07/77) Regional Vice President





# Prudential Offers "Green" Products

## Microfiber Mops & Towels

### Content of Our Microfiber

- Organic Dyes are used.
- NO Dye Carcinogens.
- NO Dye Allergens.
- NO Heavy Metals Detected.
- Production Water is cleaned and recycled.
- Dye water is cleaned and recycled.
- Water waste from dyeing and washing are composed.

### Use of Microfiber and Hygienic Cleaning Protocols

- Decrease use of Water and Chemicals.
- POS and Leading Edge have developed an environmentally sound and hygienic protocol for cleaning: Clean Pads are put into a bucket with chemical and water mixture. A clean pad is wring out and used for each room. At the end of the shift, the Bucket with remaining chemistry can be covered and reused the next shift/day. Conventional way is to use the same mop for 3-5 or more rooms, put dirty mop into dirty water, and change the water every 3-5 plus rooms.
- NO Dirty, chemical laden Mop Water is put into our sewers/environment.
- Microfiber is washable and re-usable many times more then conventional fabrics.

### Laundering of Microfiber

- Decreased wash temperature compared to other fibers and fabrics.
- Decreased Dry Time and temperature.
- Decrease the amount of gas and electric for wash/dry processing.

## Floor Mats

Walk-Off Mats use up to 25% post-industrial recycled content.

**Laundry Products are Environmental Friendly**

VS.

**Purchase Mats**

## Garments

100% Spun Fortrel Fiber Culinary Apparel and Knit Shirts require less wash and dry times which reduce water and energy use consumption.



**Reusable Textiles**



Signature Plus napkins are 100% recyclable, resulting in fewer linens going to the incinerator or landfill.

## Reusable Napkins

# Prudential Overall Supply's Featured Green Customer



## Green Termite Company Chooses Green Uniform Partner

Voted "BEST GREEN EXTERMINATOR" by Los Angeles Magazine and "FAVORITE EXTERMINATOR" by the Daily News, ECOLA SERVICES is known for its best in class service and its best in class commitment to preserving the Earth's resources through its industry leading green approach in conducting its eco-sensitive business. Founded in 1983, ECOLA SERVICES, INC. is considered to be "The Alternative Methods Specialists" in eliminating termites and other pests from homes and businesses throughout Southern California and the Central Coast.

In selecting their business partners, ECOLA's owner, Susan Fries – also known as the "Termite Lady" – exercises the same care and concern for the environment as she does in ensuring her company's own green processes. Ecola chooses Prudential Overall Supply as its uniform service partner – largely due to Prudential's CLEAN GREEN effort and the alignment of family owned and environmental values and relationships shared by Ecola Services and Prudential.

Susan Fries the Termite Lady -who is frequently heard on radio and talk programs – recently extended her green partnership with Prudential to even further levels by attending the Moorpark Plant's CLEAN GREEN Rollout program. CLEAN GREEN is a North American textile industry wide movement chaired by Steve Kallenbach, ADI and Prudential's own **Jerry Martin** (04/20/92) VP Sales & Marketing. Sue joined Prudential office, sales, service and production associates at the Moorpark Plant to learn how our industry and company conserves water, energy and natural resources through textile reuse while reducing the carbon footprint to our planet.

Prudential Overall Supply is proud to be in partnership with green leader Susan Fries and ECOLA SERVICES as we work together to save the planet!

For more information on Ecola Service Inc. go to: <http://www.ecolatermite.com/>



Left to right:  
**Chuck Bradley** (04/21/03) Regional Route Sales Representative, **Jeff Snow** (06/28/04) Regional Manager, **Susan Fries** ECOLA Owner, **Don Bryson** (10/15/07) Corporate Sales Representative, **Eric Bach** (01/23/06) Route Manager, **Jon Locke** (08/09/04) General Manager, Moorpark, **Sergio Salgado** (11/26/07) Customer Sales Representative, **Steve Kallenbach**, ADI



ECOLA SERVICES, INC. was incorporated on March 28, 1983. What was once a small operation grew quickly. We now offer services to San Bernardino, Riverside, Los Angeles, Ventura, Santa Barbara, San Luis Obispo, San Diego and Orange counties.



# Paperless Delivery Invoices!

**With your participation by accepting a green electronic invoice solution, you will help POS eliminate up to 3.2M paper invoices annually.**

**Nearly 40% of the U.S. waste stream is paper.**





# Sustainability & Continuous Improvement



The success of LaundryESP, recognized by the U.S. Environmental Protection Agency, is significant and ground breaking. The industry pursued the goals of LaundryESP through voluntary participation that fosters individual corporate responsibility. Participating companies chose a variety of voluntary initiatives.

Prudential Overall Supply has a long standing policy to comply with or exceed all local, state, and federal environmental laws and regulations.

*Included in these regulations are:*



- Clean Air Act



- Clean Water Act



- Resource Conservation & Recovery Act

(For control of the generation, treatment, storage, transportation, and disposal of hazardous materials)



- Comprehensive Environmental Response Compensation & Liability Act

(Superfund Site Clean-Up)



- Occupational Safety & Health Act

(For worker protection, emergency planning, preparedness, and "Right-to-Know" reporting)

# Sustainability & Continuous Improvement

## Compliance

with these standards is met through:

**Management Support**



**Customer Education**



**Monitoring**



**Equipment Maintenance**



**Recycling & Reclamation**



**Best Management Practices for servicing and handling of soiled textiles**



### *Additional Standards:*

- Use of environmental controls
- Process modernization
- Pollution prevention
- Increase employee awareness and training
- Laundry ESP participation
- Eliminating underground tanks
- Close communications with regulatory agencies



Hello Plant Superintendents,

As promised, I've attached the notes from our outstanding brainstorming session on some of the ways we can make Prudential a much cleaner, greener company going into the 2nd half of 2009. Thanks so much for your participation and creativity. I think we do have some real winners here.

I would suggest that you do the same kind of brainstorming with your own staff within the next couple of weeks, who knows what you might learn? Get the team on board and excited about our upcoming clean green initiative and of course continue to do everything a responsible organization like Prudential should do as it relates to a clean environment.

Until next time!

*Jeff Nelson* (08/08/89)  
Regional Manager



## Plant Level - Clean Green Brainstorming Ideas.

### Plant Superintendent Meeting

June 4, 2009

1. Training: No matter how much effort you put into the program, if your staff is not aware of the purpose and on board with the effort, your program will fail. Make it exciting for all, something they can go home and brag to their children about.
2. Lighting Disposal: It is no longer legal to dispose of fluorescent lighting through the standard landfill. Most manufacturers have a program where you can box them up and mail back directly to them.
3. Artificial Turf: Perhaps a better way to put this would be a low-maintenance, low-irrigation landscape. From rocks to cacti you can reduce your water consumption greatly by scaling back on the grass and plants.
4. Timers and Motion Detectors on Lighting: Lights do get left on no matter how disciplined you might be. Take the guesswork out of it by installing the final line of defense.
5. Thermostat Timers: Make sure there is no way your air conditioner is going to kick on in the middle of the night on Saturday.
6. Battery Recycle: From Air Fresheners, to cell phones and PDA's to Truck Batteries, none of them should be disposed of in your dumpster. Find the proper outlet and set up a program for those things to get there. Make sure your CSR staff understands that throwing that air freshener batteries away in the customer's waste basket is not acceptable. Perhaps a one for one exchange back at the plant? Also, make sure your CSR staff is singing our praises by informing those customers that we removing that battery from their premises where it can be properly disposed of. We're green!
7. Scrap Metal: Possibly a local company who will drop a dumpster on your site and will pick it up once filled with scrap metal. Nice way to clean up the lot, make a little money while doing your part to reduce that footprint.
8. Employee Bottles: Perhaps a great way to roll-out your Clean Green program in the plant is by issuing reusable water bottles. Plastics from those disposable water bottles have become a big, big part of the problem nationwide and what a great way to communicate to your staff just how serious we are about Clean Green.
9. Reuse Water for Lawn / Shrub Irrigation: Check with your local authorities before re-routing your effluent but there may be a possibility there, particularly in light of the fact that we're running out of water in Southern California.
10. Carpool / Incentives: Fewer cars on the road help everything and everybody. Put a small incentive together to encourage more of that happens.
11. Old Tires: Make sure your Mechanic has an outlet for all old tires to ensure they are properly recycled.
12. Nitrogen in Tires: Improvements can be noted in vehicle handling, fuel efficiency and tire life through better tire pressure retention. Great idea.
13. Appoint a Clean Green Czar: Find the biggest proponent in the plant and set them on their way!
14. Can / Bottle / Paper & Cardboard Recycling: Provide the necessary receptacles and the proper training for your entire staff and watch the savings mount! You may be able to cut your landfill-bound garbage pick-ups in half!
15. Pallet Reuse: They're meant for much more than one use, make sure it is done.



# Sustainability & Continuous Improvement



## Pepperdine MBA Clean Green Market Analysis Program at Prudential's Irvine Plant

Pepperdine University MBA students took their first crack last Thursday at analyzing the rental laundry industry's green marketing potential. In a class at the Malibu, CA-based college's extension campus in Irvine, they began to identify opportunities to develop greater consumer awareness of the environmental benefits of uniform and textile service. Providing background for the discussion were ADI's Steve Kallenbach and Prudential's Jerry Martin, members of UTSA's Marketing Steering Committee. The semester-long project would recommend a number of efforts to boost the public perception of rental service, including some type of green certification program for launderers. The work is under the auspices of the Pepperdine business school's Education to Business program, in which students work directly with corporate execs to identify strategic problems or opportunities and solve these issues through real-time MBA case projects. 09/01/08

Prudential Overall's Irvine, CA plant will be the destination this week for Pepperdine University MBA students whose class project requires them to evaluate our industry's green marketing potential and recommend strategy for promoting our services to consumers. The students will be shown how reusable textile processing is environmentally superior to providing disposables, and they'll witness how our facilities make better use of natural resources than home laundering. More companies will be encouraged to host the students this fall as they seek to learn more about the industry. 09/18/08

Source: UTSA Scoop, September 1st & 18th, 2008

Dear Customer:

## Prudential's Recycle Hanger Program

We are trying very hard to keep your cost under control. One way you can help us is by recycling your hangers. Please turn your hangers in each week with your soiled uniforms. Racks have been provided in your locker room for easy recycle use.

Thank you!



Printed on recycle paper.  
©Copyright 2008 Prudential Overall Supply.  
Form #12784-PS Rev. 10/2008

## POS Clean Green Logo Unveiled On Trucks



Prudential Overall Supply, an industry leader in reusable image work apparel and related textiles, announced that its Clean Green initiative is being reinforced by placing Clean Green logos on its fleet.

**Dan Clark** (09/23/68) Chairman of the Board, reinforces the company's commitment of being a greener solution for Prudential's customers through reusable textiles versus home wash and disposable products.



**Doug Geer** (02/01/83) Director of Fleet Operations applies the company's first Clean Green Logo Decal.



Truck #843 showcasing the company's clean green logo decal.

### PRUDENTIAL FACT:



Prudential installed GPS and Speed governors in all 300 trucks for optimal driving route, speed, and driver behavior (shows fast start and breaking, speed and route driven). This makes for a safer and greener fleet.



## Going green a sound business policy

By Mitch Cummins, General Manager, Tucson Plant  
SPECIAL TO THE ARIZONA DAILY STAR

More companies are making a strong case that they are "green." It seems that every manufacturer is talking about how its processes and products are preserving our planet. You would think that business in general would have a better public image because of this. But people don't seem convinced.

Ask the public about the relationship between business and the environment and the two are always portrayed at odds. What is good for the environment is seen as bad for business. What is good for business is supposedly bad for the environment. In public debate after debate, executives are perceived as wishing to avoid spending to protect the environment, because this reduces their companies' profits.

Perhaps people have a general distrust of advertising. But I believe there's a bigger reason they don't believe. They simply don't understand that doing right by the environment is a sound business strategy. Resource conservation has always been a priority for companies, but historically, they have done a terrible job of publicizing this.

An Associated Press/Stanford University poll found that 65 percent of Americans felt that U.S. businesses harmed the environment at least "moderately." Some 44 percent of respondents said they disapproved of the way businesses handled issues involving the environment. Only 7 percent said business helped the environment "a lot" or "greatly"; 62 percent characterized this support as little to none.

It is time these perceptions change. Every executive I know wants to reduce corporate energy and water usage costs so those dollars can be used to grow the business. And everyone wants a clean, safe community in which to live and work.

All businesses must become more efficient in their use of water and energy. They must examine the wide-ranging impacts of their production on the environment. If they don't, their expenses will rise dramatically. They need to cut operating costs and invest those monies in new opportunities to increase competitiveness.

This is nothing new. It's fundamental to a free-market economy. What's new is "green marketing," which needs to improve its credibility. To do this, instead of just pointing out why they are green, companies should lead consumers by example. They should model best environmental practices the public can adopt.

For instance, in our business, commercial laundry, it is a science to build the largest wash loads possible. It is a big job to match fabrics, colors, types of goods, etc. But we do it, because it makes efficient use of resources. In home laundering, these stakes are high, too. EPA estimates that washing full loads saves a family of four more than 3,400 gallons of water each year.

Postponing washing clothes at home until there are enough to build a full load can be inconvenient. But as we have seen in our business, "going green" is rarely easy. In the long run, though, at work or home, it helps save the planet and our money.



**Mitch Cummins**  
(07/21/88)  
General Manager,  
Tucson Plant

## Cleaning the right way to be green

By Rick Ponce, General Manager, Fresno Plant  
FRESNO BEE, November 7, 2009

What is good for the environment is bad for business. What is good for business is bad for the environment. At least those arguments are often heard.

An Associated Press/Stanford University poll found that 65% of Americans felt that U.S. businesses harmed the environment at least "moderately."

Some 44% of respondents said they disapproved of the way businesses handled issues involving the environment. Only 7% said business helped the environment "a lot" or "greatly;" 62% characterized this support as little to none.

It is time these perceptions change. Doing right by the environment is a sound business strategy. Every executive wants to reduce corporate energy and water usage costs so those dollars can be used to grow the business. And everyone wants a clean, safe community in which to live and work.

This is nothing new. The textile rental industry, in which I work, has helped many industries reduce solid waste for years. We rent and launder cloth products (with pickup/delivery service) that help keep businesses clean and neat.

For example, grocery stores put our reusable towels to work in their meat, produce and bakery areas; restaurants use them for kitchens and dining rooms. These towels are long-lasting alternatives to paper wipers with short lives that quickly end up in landfills.

Because we do so much laundry for so many businesses, we provide huge economies of scale in the use of water, electricity, and detergent. Rental work uniform service epitomizes this benefit.

Businesses that rent these garments for their staffs do not require employees to wash these work clothes at home. This really helps conserve water; according to the federal Environmental Protection Agency, clothes washers account for almost 22% of home water use.

In addition, we are reducing strain on the environment by using more efficient plant equipment. In 1999, our industry pledged to the federal EPA that we would reduce by 10% the amount of energy (natural gas plus electricity) and water needed to clean a pound of laundry.

Over the intervening 10 years, the industry achieved 14% and 28% drops, respectively. My company, Prudential Overall Supply, had 25% and 33% reductions. POS operates in seven states.

Here in Fresno, our facility reduced its fresh water intake by 30%. Natural gas use fell 23% and electricity, 13%.

More businesses need to publicize their similar achievements and lead by example, not to show off, but to model best environmental practices the public can also adopt.

For example, in our industry, commercial laundry, setting proper wash load sizes is a key to profitability. We need to do the largest loads possible to make the most efficient use of water, gas, electricity and soaps.

You can conserve, too, in the way you launder at home. How often do you wash a small load?

According to Waterwise, the U.K. conservation nonprofit, some half-loads use almost as much water as a full load. Two half-loads can use more water and energy than a full one. Washing full loads saves a family of four more than 3,400 gallons of water each year, EPA says.

Perhaps you use a new washer that requires less water than conventional machines for partial loads. If you do not have this technology, I hope you postpone household laundry until you can completely fill your machine.

"Going green" is often inconvenient and does not come cheaply. But in the long run, it saves the planet and your money.



**Rick Ponce**  
(05/27/98)  
General Manager,  
Fresno Plant



# Alex's Safety Corner



**Alex Navarro** (12/03/07)  
Safety Manager



## **PUSH Leads The Way In Environmental Stewardship As Well As In ZERO Safety Incidents!**

Los Angeles Industrial Plant's PUSH (Prudential Utilizing Safety Habits) Team dedicating a Plant Safety Tree.

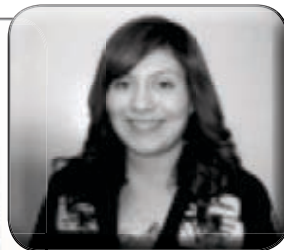
The members of the Los Angeles Industrial Plant, Prudential Utilizing Safety Habits (PUSH) team are exploring new boundaries when it comes to safety and the environment. Not content with being Prudential Overall Supply's undisputed champions in the fight against mishaps, injuries and illnesses (they maintained a phenomenal ZERO incident rate for all of 2009 and are on track to do the same in 2010 with no recordable safety incidents to date), they are also stepping up to set the example for excellence in environmental stewardship.

Chelsea Lemus, ABS Clerk and PUSH Recorder had this to say: "With a great deal of teamwork on behalf of the entire plant and the support of our managers and supervisors, we've been very successful in keeping our people and our location

safe. We felt that if we applied the same level of energy toward Prudential Overall Supply's "Go Green" movement we'd be able to get the same kind of results. The first thing we did was to bring in recycling bins for our paper and waste products to help the environment. We went even further by adopting a paper "re-use" policy that calls for us to use both sides of a paper when we need to print copies of materials or documents (by printing on the back-side of previously printed paper to ensure we reduce the potential for waste). Recently, the PUSH Team unanimously agreed to plant a Safety Tree to commemorate Earth Day and at the same time have a living, breathing symbol that grows every day along with our dedication to safety and the environment."

The safety tree is planted on a site that formerly was a spot of a diesel tank that was properly removed using strict environmental standards.

With this kind of commitment, it's no wonder the Los Angeles Industrial Plant is setting the example for the entire POS team.



**Chelsea Lemus** (09/02/08)  
PUSH Recorder, Office Clerk

*Pictured from left to right:*  
**Melania Saldivar** (04/01/99)  
PUSH Member, Stock Room Clerk, **Rudy Herrera** (08/08/84)  
PUSH Vice Chair, Washroom Utility, **Pat Hernandez** (11/08/79)  
PUSH Coach/Sponsor, Stock Room Supervisor, **Nora Copado** (11/19/2007) PUSH Safety Champion, Supervisor, **Carla Sanchez** (10/30/85) PUSH Member, Distributor, **Audencio "Lencho" Martinez** (08/30/89)  
PUSH Member, **Chelsea Lemus** (09/02/08) PUSH Recorder, Office Clerk, **Ronnie Lemus** (06/30/86)  
PUSH Member, Maintenance Mechanic

# Chula Vista® STEPPING Up To Throw Out

Despite being the 8th and Newest Oplant to embark upon Prudential Overall Supply's New Safety Journey (they officially began in September 2009), members of Chula Vista® Safety Team Empowering People (STEP) are quickly stepping up to exemplify commitment to safety as well as the environment.

According to Rafael Cerda, STEP Safety Champion and Service Manager, "By truly empowering our associates through effective safety education and management support, they've wasted no time in adopting safety as a company core value that prominently figures into everything they do. I'm proud to say that our folks have also come to the conclusion that safety and environmental awareness go hand in hand as demonstrated by their recent initiative to recycle batteries. They coordinated the effort to provide recycling containers for our delivery vehicles to allow our Customer Sales Representatives (CSRs) to collect our customers' used/expired air freshener batteries for recycling instead of just throwing them in the trash."

There is no doubt that Chula Vista® team is setting the bar high and stepping in the right

direction when it comes to making Prudential Overall Supply a world-class safety and environmental organization.



*Pictured from left to right:*

**Francisco Gil** (12/24/07) STEP Chairperson, Customer Sales Representative, **Amanda Lane** (02/09/09) STEP Recorder, ABS Clerk, **Yolanda Wysong** (06/12/89) STEP Timekeeper, Mender, **Leonardo Contreras** (10/27/93) STEP Member, Auto Mechanic, **Josefina Martinez** (10/05/95) STEP Member, Stock Room Clerk, **Jose Hernandez** (03/25/85) STEP Coach/Sponsor, Maintenance Supervisor, **David Leyva** (11/25/96) STEP Vice-Chair, Maintenance Mechanic, **Jorge Gonzalez** (10/07/02) STEP Member, Soil Sort, **Javier Ramirez** (04/06/95) STEP Member, Head Washer, **Rafael Cerda** (02/13/95) STEP Safety Champion, Sales and Service Manager





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