



# FF-THE-CUFF

## WHAT'S INSIDE:

- Outstanding Achievement Awards
- Annual Award Winners
- Annual Sales Conference and Awards
- \$19.32 Club Recognition
- New Assignments and Promotions
- Anniversary Celebrations
- Retirements
- Clean Green Updates
- Training Programs
- Did You Hear the News?

## FEATURING:

PORTLAND CLEANROOM



A PUBLICATION OF



# JOHN CLARK'S MESSAGE



June 15, 2020

Prudential,

Let me be clear, there is no place in our Country or our Company for hatred and discrimination. This extends to the color of your skin, your origin, your gender, or your sexual orientation.

The recent demonstrations surrounding injustice in our nation and our communities have challenged me to ask hard questions regarding our organization, our culture, and our policies:

- Is Prudential properly inclusive and equitable in how we treat all of our employees?
- Are each of us living by our Mission Statement: "Develop all team members to achieve their full potential"?
- Am I, as your CEO, leading in a manner that ensures Prudential is actively promoting, supporting, and facilitating a work environment free from discrimination that allows our employees act in accordance with their individuality?

These questions will be addressed this year.

Prudential stands for, supports, and advocates equality and justice for everyone. On behalf of our leadership team, I promise, we will continue to do our best to foster just such an environment at Prudential. Your participation, your experience, and your voice matter. The request from Civil Leaders is that we all listen, educate ourselves on the issues of race, and spread awareness. This is something we all must do.

In the days ahead, I ask you all to join me and ensure that Prudential honors and fulfills the promise of a fair and just workplace. I encourage you to reach out to me directly to discuss, share your experience, and offer suggestions. Email [JohnC@prudentialuniforms.com](mailto:JohnC@prudentialuniforms.com) or call at (949)250-4850, extension 226.

It is my deepest hope that recent events serve as a national call to unity to confront and resolve hatred, discrimination, and injustice in our communities.

A handwritten signature in black ink that reads "John Clark".

John Clark, CEO



June 15, 2020

Prudential,

Permítanme ser claro, no hay lugar en nuestro país o nuestra empresa para el odio y la discriminación. Esto se extiende al color de su piel, su origen, su sexo o su orientación sexual.

Las recientes manifestaciones rodeando a la injusticia en nuestra nación y nuestras comunidades me han retado a hacer preguntas difíciles sobre nuestra organización, nuestra cultura y nuestras políticas..

- ¿Es Prudential inclusivo y equitativo en la forma en que tratamos a todos nuestros empleados?
- ¿Vivimos cada uno de nosotros según nuestra Declaración de misión: “Desarrollar a todos los miembros del equipo para alcanzar su máximo potencial!”?
- ¿Estoy, como Director Ejecutivo, dirigiendo de una manera que garantice que Prudential promueva, apoye y facilite un ambiente de trabajo libre de discriminación que permita a nuestros empleados actuar de acuerdo con su individualidad?

Estas preguntas serán abordadas este año.

Prudential defiende, apoya y aboga por la igualdad y la justicia para todos. En nombre del equipo de liderazgo, les prometo, continuaremos haciendo nuestro mejor esfuerzo para fomentar un ambiente así en Prudential. Su participación, su experiencia, y su voz al fin son importantes. La solicitud de los Líderes Civiles es que todos escuchemos, nos eduquemos sobre los temas de raza y difundamos la conciencia. Esto es algo que todos debemos hacer.

En los próximos días, les pido a todos que se unan a mí para garantizar que Prudential honre y cumpla la promesa de un lugar equitativo y justo de trabajo. Le recomiendo que no dude en comunicarse conmigo directamente para discutir, compartir su experiencia y ofrecer sugerencias. Envíe un correo electrónico a [JohnC@prudentialuniforms.com](mailto:JohnC@prudentialuniforms.com) o llame al (949) 250-4850, extensión 226.

Espero profundamente que los eventos recientes sirvan como un llamado nacional a la unidad para confrontar y resolver el odio, la discriminación y la injusticia en nuestras comunidades.

A handwritten signature in black ink that reads "John Clark".

John Clark, CEO





# FEATURED CLEANROOM PLANT



## PORTLAND CLEANROOM

6020 NE CENTURY BLVD.  
HILLSBORO, OR 91724

YEAR OPENED: 2013

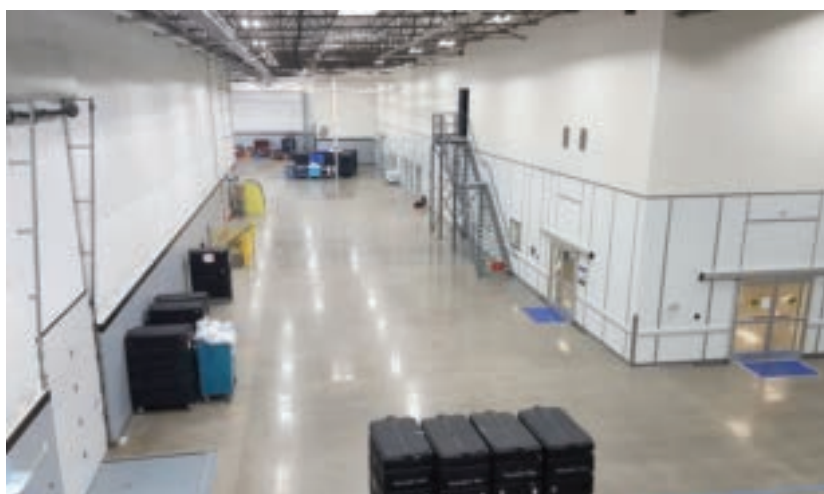
CURRENT NUMBER OF EMPLOYEES: 81

CURRENT NUMBER OF ROUTES: 5



**MICHELLE GARNER** (12/12/16)  
General Manager

It has been my pleasure to work with such an outstanding organization like Prudential. I look forward to a bright future for Prudential and the industry. Starting in 2016, I have held positions such as Sales and Service Manager, Plant Manager and General Manager. I have been happily married to my wife Jackie for 5 years, we have two beautiful children Justin (15) and Dakota (11). I have a passion for the great outdoors and enjoy exploring the Oregon countryside.



*Overview of the distribution and soil staging areas*



*Lobby waiting area*



*Branding signage on the walls in the hallway*

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

A Publication of Prudential Overall Supply - Dedicated to the improvement of employee morale and the broadening of customer relationships.

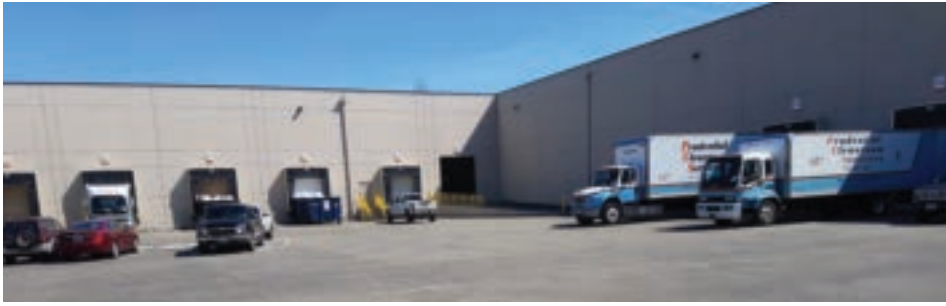
CONTRIBUTING EDITORS: Stephanie Leibick, Marketing Manager & Jerry Martin, Vice President of Sales & Marketing

LAYOUT & DESIGN: Stephanie Leibick, Marketing Manager & EOS Agency

Please address all correspondence and address changes to: [StephanieL@prudentialuniforms.com](mailto:StephanieL@prudentialuniforms.com)



# PORTLAND CLEANROOM TEAM



## Prudential Cleanroom Services®



**DONALD BARKER** (09/20/13)  
Plant Manager

I started with Prudential Cleanroom Services on Sept 20th, 2013 when Prudential completed the acquisition of MSR-FSR in Portland. I have worked in service as a Route Manager, and in production as a Production Supervisor and Plant Manager. I have now been with the company for 6 years and 9 months and look forward to the future with this amazing plant.



**FERNANDO LOPEZ** (09/20/13)  
Assistant Plant Manager

I started with Prudential Cleanroom Services on Sept 20th, 2013 as a CSvR, and was promoted to a Route Manager 3 years later. Then, was promoted to Production Manager a year later, and now promoted to Assistant Plant Manager. I am happily married with 2 kids. I enjoy soccer and spending time with my family.



**LORI KELLEY** (06/29/15)  
QA Supervisor

I am happy to be able to tell people that I love my job. I have been with Portland's Prudential Cleanroom Services location as a QAT, Document Control, and QA Supervisor for almost 5 years. My husband of 13 years and I enjoy the Oregon scenery, and camping with our motorcycles. I have one grown son, and my husband has a son and daughter, and 2 grandchildren. I look forward too many years with Prudential and helping our team to be the best in the Northwest.



**JOSE ANDRADE**  
(07/09/15)  
Route Manager

I started with Prudential in the P60 wash isle almost 5 years ago. I am now the Route Manager at our new building on Century Blvd. I look forward to seeing what else life has instore for me here with the P60 team. I have a girlfriend Leticia, I have 4 kids and hopefully more coming soon. We bought a house just last year and we are loving it! In my free time I like spending it with the family, working around the house, and working on my car.



**VALERIA AREVALO**  
(07/09/18)  
Office  
Manager

I began as a laundry worker and within one month I moved into the Production Supervisor position, and just over a year I became the Office Manager. I enjoy working for the employees. It is very rewarding to be able to help them with their question and resolve health and welfare needs. I am also overseeing the Safety Committee which is very rewarding. I have 4 siblings, 3 of which are younger. I enjoy living in the Pacific Northwest because I get to hike in the gorge, go to the beach, and visit great restaurants in this area.



**MAINTENANCE DEPARTMENT**

**JAMES HANDLEY**  
(12/31/18)  
Maintenance Mechanic

**JIM MCKOWN**  
(04/24/17)  
Maintenance Mechanic

**GARY STEVENS**  
(08/21/18)  
Maintenance Mechanic

# PORTLAND CLEANROOM TEAM



## 1<sup>ST</sup> SHIFT PRODUCTION

Left to Right: Back row: **CRISTINA MARTINEZ** (02/23/15) Production Supervisor, **ARECELI CAZAREZ** (03/06/18) Laundry Worker, **YOLANDA RODRIGUEZ** (09/20/13) Washer, **SILVIA FAUSTO** (02/16/15) Laundry Worker, **LUISA GUDIEL** (08/14/17) Laundry Worker, **ESTELA PAHUA** (10/24/16) Laundry Worker, **FORMER EMPLOYEE**, **MILTON AVALOS** (06/20/18) Washer, **DARWIN JIMENEZ** (09/19/18) Washer,

2nd row from back: **ELISA GIRON** (09/05/17) Garment Coordinator, **MAGDALENA LOPEZ** (09/20/13) Q/A Technician, **GUADALUPE DOMINGUEZ** (09/25/17) Laundry Worker, **HILDA GAMINO** (09/04/14) Laundry Worker, **LORENA CHAVEZ** (12/12/16) Laundry Worker, **PATRICIA WAYMIRE** (09/20/13) Stock Room Supervisor, **FERNANDO LOPEZ** (09/20/13) Assistant Plant Manager,

3rd row from back: **ALICIA CHAVEZ** (05/10/19) Laundry Worker, **TERESA SOTO** (08/17/15) Laundry Worker, **PRISILA DIEGO** (07/18/17) Laundry Worker, **MARIA COOK** (03/07/16) Laundry Worker, **SILVIA DEHART** (05/23/18) Laundry Worker, **MARTA AYALA** (10/07/13) Laundry Worker, **ANEL MALDONADO** (03/02/17) Quality Assurance Backup

Front row: **JUANA GAMEZ-DIAZ** (06/27/16) Laundry Worker, **INGRET BARRIOS** (03/02/18) Janitor, **ISABEL LOPEZ** (09/20/13) Laundry Worker, **UMECINDA GALLARZO** (09/06/16) Laundry Worker, **EUSEBIA SANTOS** (01/06/14) Laundry Worker.



## 2<sup>ND</sup> SHIFT PRODUCTION

Left to Right: Back row: **OLIVIA RESENDIZ** (06/27/18) Laundry Worker, **FORMER EMPLOYEE**, **JORGE MERCADO** (09/27/19) Washer, **ROSA RUIZ** (02/19/18) Laundry Worker, **FORMER EMPLOYEE**, **SOKHA ING** (06/28/18) Laundry Worker, **MEBRHATOM REDA** (04/09/18) Washer, **DUY SON LE** (11/12/18) Laundry Worker, **TRANG PHAM** (10/16/19) Laundry Worker,

2nd row from back: **PAULA GARCIA** (09/27/19) Laundry Worker, **MARIELA CAZAREZ** (02/08/18) Laundry Worker, **SREY KEO** (10/16/19) Laundry Worker, **LAURA GOMEZ** (10/11/17) Laundry Worker, **KEILA LOPEZ** (09/12/19) Laundry Worker, **DUY SON LE** (11/12/18) Laundry Worker, **HILDA SAAVEDRA** (05/08/18) Laundry Worker, **BOTEVY KEO** (06/13/18) Laundry Worker, **NITH NHIM** (06/28/18) Laundry Worker, **CLAUDIA MONTEJO** (10/02/17) Laundry Worker,

3rd row from back: **IRENE MARIN** (02/08/18) Laundry Worker, **LEORA SEAMAN** (02/22/18) Washer, **YENNIER MARTINEZ** (03/15/18) Washer, **JUANA GAMEZ DIAZ** (03/15/18) Washer, **MARIA GARCIA** (10/09/17) Laundry Worker,

Front row: **BLANCA BOTERO** (06/11/18) Laundry Worker, **JACKIE SHULTS** (01/15/18) Washer, **FORMER EMPLOYEE**, **THI NGOC NGUYEN** (11/12/18) Laundry Worker, **THI ANH DAO DO** (11/19/18) Laundry Worker.

# PORTLAND CLEANROOM PLANT



**Prudential  
Cleanroom  
Services®**

## PRUDENTIAL CLEANROOM SERVICES OPENS HILLSBORO, OREGON CLEANROOM LAUNDRY PROCESSING FACILITY

IRVINE, CA – May 20, 2020

Prudential Cleanroom Services, a world leader in cleanroom laundry service systems, today announced the opening of its Hillsboro, Oregon Cleanroom Laundry Processing Facility.

Prudential's CEO, John Clark comments, "Our team is excited to show our customers and prospective customers our newest facility in Hillsboro, Oregon. The site employs eighty-seven (87) full time employees. This location provides our Northwest customers with additional products and service offerings, and will help with our Company's expansion into additional markets."

Prudential moved into its new purchased location from a nearby leased building that no longer satisfied Prudential's growth requirements.

The new state of the art Cleanroom Laundry Processing Plant is a 73,200 square-foot commercial laundry facility located at 6020 NE Century Blvd., Hillsboro, OR. The Plant sits on a 4 plus acre tract. The project converted an existing warehouse building into a cleanroom laundry processing facility that includes offices, industrial space, employee areas, loading docks, and 80 plus parking spaces on site for staff. The Plant is the Company's largest cleanroom laundry processing facility.

Prudential,

Last Friday and over the weekend, the Portland Team successfully transition their production from their current 13,000 square foot facility over to their brand new \$20 million, 73,000 square foot State of the Art, the industry's most modern, newest and largest cleanroom processing plant in the United States, possibly the world. Welcome to your new home!

An hour ago, we received our last certification and are now processing all customers out of the brand new facility.

It's a remarkable success story. There are too many individuals to list that made this adventure reality. So we thank you ALL collectively! Add the complexities that we face today, our teams added so much extra effort, so much personal commitment, we know this e-mail does not do you justice. We hope we all agree, this good news is worth sharing, and we are thankful for that.

In the months to come, when things have settled down and we are back in our routine, we will give this achievement its due recognition with a Grand Opening. Our Team's ingenuity, coupled with hard work and persistence paid off. THANK YOU ALL FOR YOUR SUPPORT. PRUDENTIAL IS UTMOST PROUD OF ALL OF YOU!

Congratulations ALL!

I tip my hat,

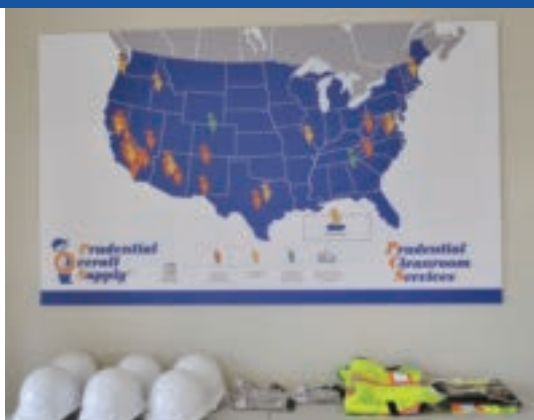
Stefan

Stefan Schurter  
Senior Vice President | Prudential Overall Supply | Prudential Cleanroom Services

**STEFAN SCHURTER** (10/26/92) Senior Vice President



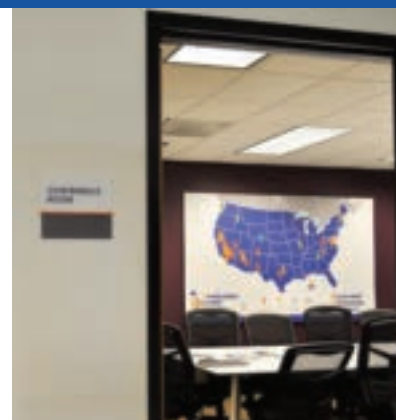
# PORTLAND CLEANROOM PLANT



*Front entry way*



*Hallway leading to offices*



*Upstairs conference room*



*Hallway outside upstairs conference room*



*Hallway outside upstairs conference room*



*Packaging area*



*Cleanroom Folding Area*



*Cleanroom Inspection Area*



*Washing Area*



*Overview of the distribution and clean staging areas*



*Main CSvR dock*

# 2019 OUTSTANDING ACHIEVEMENT AWARDS

PRUDENTIAL RECOGNIZES ITS

## OUTSTANDING ACHIEVEMENT AWARD RECIPIENTS

*To recognize each operating plant that accomplishes its goals for revenue and profit during a calendar year. This award has been in place since 1986.*



### OAA AWARDS

Congratulations to the following locations:



This is a fantastic accomplishment! Thanks for a great year and congratulations!



CORPORATE OFFICE - IRVINE, CA



RIVERSIDE, CA - INDUSTRIAL



VISTA/CHULA VISTA, CA INDUSTRIAL



CARSON, CA - INDUSTRIAL



# 2019 OAA AWARDS



LOS ANGELES, CA - INDUSTRIAL



IRVINE, CA - INDUSTRIAL



CERRITOS, CA - DISTRIBUTION CENTER



MILPITAS, CA - CLEANROOM



INDIO, CA - SERVICE CENTER



LOS ANGELES, CA - CLEANROOM



# 2019 OAA AWARDS 🏆



MESA, AZ - CLEANROOM



LAS VEGAS, NV - SERVICE CENTER



AUSTIN, TX - CLEANROOM



ST. LOUIS, MO - SERVICE CENTER



SAN ANTONIO, TX - SERVICE CENTER



PORTLAND, OR - CLEANROOM

# 🏆 2019 OAA AWARDS



BOISE, ID - SERVICE CENTER



RICHMOND, VA - CLEANROOM



NASHUA, NH - CLEANROOM



COLONIAL HEIGHTS, VA - INDUSTRIAL



BECKLEY, WV - SERVICE CENTER



GREENVILLE, SC - SERVICE CENTER



ATLANTA, GA - SERVICE CENTER



# PRUDENTIAL RECOGNIZES ITS 2019 \$19.32 CLUB

Congratulations to the Company's \$19.32 CSR 2019 sales average qualifiers!  
This recognizes any CSR with a \$19.32 weekly paid sales average or above for the calendar year.



**RAY COLLINS**  
(12/24/18)  
Location #21  
\$90.89/wk



**ROGER BALDIVIEZ**  
(05/12/04)  
Location #05  
\$80.79/wk



**ADAM L. JACKSON**  
(12/13/99)  
Location #03  
\$70.36/wk



**KAMAL HARCHAOUI**  
(12/07/15)  
Location #85  
\$69.90/wk



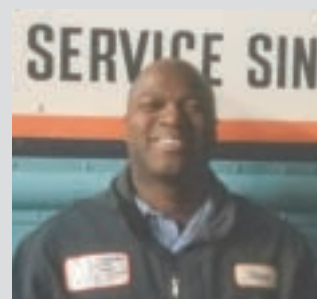
**RENE RUAN**  
(05/11/09)  
Location #22  
\$56.68/wk



**EDGARD CHAIREZ**  
(12/26/17)  
Location #26  
\$54.75/wk



**MIGUEL ROMO**  
(08/08/16)  
Location #21  
\$54.56/wk



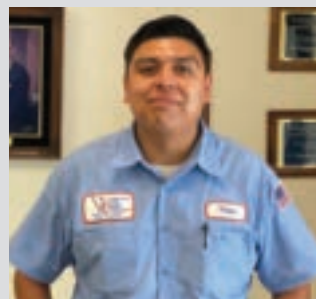
**SEAN EUBANK**  
(04/04/05)  
Location #04  
\$51.14/wk



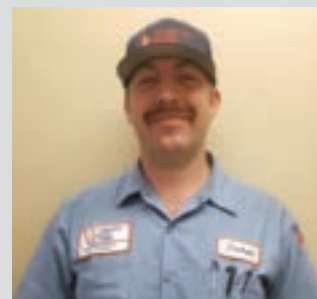
**JP LANDIN**  
(04/19/06)  
Location #02  
\$45.13/wk



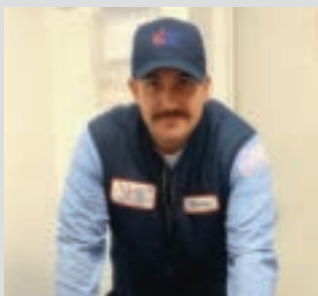
**TIM VADEN**  
(12/05/15)  
Location #80  
\$44.29/wk



**IDEN RIVERA**  
(11/17/14)  
Location #17  
\$42.63/wk



**JOSHUA A. MOELLER**  
(10/31/05)  
Location #03  
\$42.42/wk



**STEVEN L. ACOSTA**  
(08/09/10)  
Location #12  
\$41.77/wk



**MICHAEL ARMSTRONG**  
(07/25/11)  
Location #22  
\$39.82/wk



**SCOTT HYBERG**  
(09/17/12)  
Location #08  
\$39.70/wk



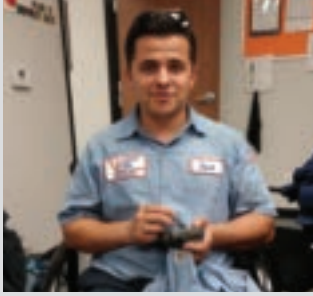
**DORION BEARD**  
(03/18/19)  
Location #85  
\$39.19/wk



# \$19.32 CLUB



**ENRIQUE LEIJA**  
(01/18/99)  
Location #05  
\$38.25/wk



**DANIEL VILLEGAS GONZALEZ**  
(06/24/13)  
Location #12  
\$37.90/wk



**ANGEL RAUL MURGA**  
(03/21/16)  
Location #04  
\$37.57/wk



**DONALD R. CLARK JR.**  
(08/18/03)  
Location #04  
\$37.25/wk



**PETER VANZANDT**  
(08/18/08)  
Location #17  
\$37.25/wk



**OCTAVIO CORON TREJO**  
(11/28/11)  
Location #04  
\$36.76/wk



**EDWARD ROMO**  
(07/14/14)  
Location #32  
\$35.95/wk



**JAMES MOORE**  
(12/07/15)  
Location #81  
\$35.86/wk



**MARK VAN DYKE**  
(07/02/07)  
Location #26  
\$33.78/wk



**AARON PAQUIAN**  
(01/02/18)  
Location #51  
\$33.74/wk



**KYLE MICHAEL WATERS**  
(09/15/14)  
Location #04  
\$33.67/wk



**TONY MARTINDALE**  
(05/29/07)  
Location #21  
\$32.84/wk



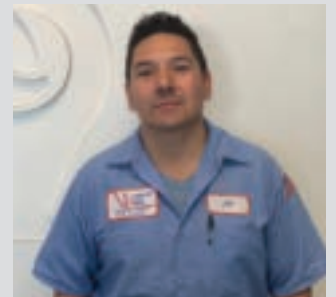
**JULIO CONTRERAS**  
(12/23/13)  
Location #22  
\$32.09/wk



**ISAAC R. HERNANDEZ**  
(02/04/13)  
Location #04  
\$31.99/wk



**JEFF ROGERS**  
(07/25/11)  
Location #22  
\$31.99/wk



**AL TREVIZO**  
(04/20/98)  
Location #05  
\$31.03/wk



**KEVIN FRANCIS**  
(05/21/07)  
Location #21  
\$30.76/wk



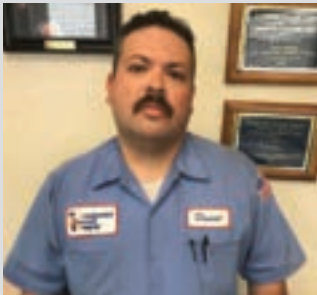
**ERICK CASTELLON**  
(06/12/17)  
Location #06  
\$29.69/wk



**EDWARD C. OSUNA**  
(09/14/16)  
Location #03  
\$29.54/wk



**DAVE SUBER**  
(04/17/00)  
Location #17  
\$29.39/wk



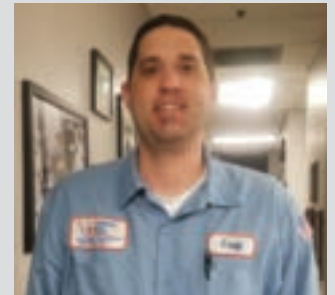
**DANIEL CHALAMBAGA**  
(03/24/15)  
Location #55  
\$28.90/wk



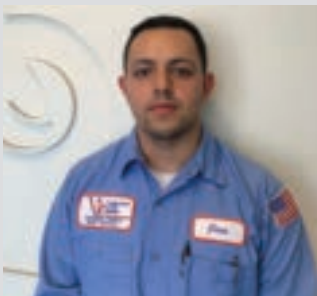
**ROB TRICE**  
(02/18/08)  
Location #30  
\$27.47/wk



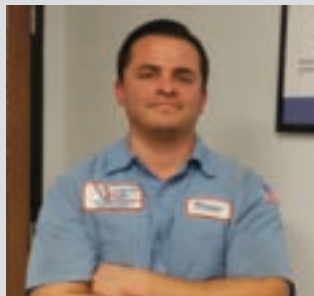
**FRANK R. DIOGOSTINE**  
(03/28/05)  
Location #06  
\$27.13/wk



**CRAIG JORGENSEN**  
(07/09/12)  
Location #08  
\$25.82/wk



**JOSE LOPEZ SANCHEZ**  
(10/10/16)  
Location #05  
\$25.78/wk



**DOMINIC J. CHACON**  
(10/11/10)  
Location #22  
\$25.55/wk



**CHRISTOPHER WORKIZER**  
(02/15/16)  
Location #06  
\$25.47/wk



**MICHAEL R. FLORES**  
(06/13/88)  
Location #13  
\$25.13/wk



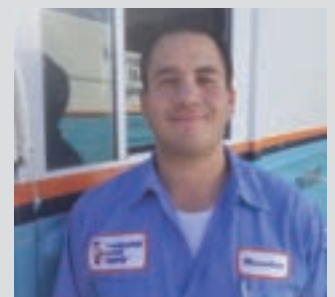
**CARLOS ORTIZ**  
(06/27/16)  
Location #55  
\$25.08/wk



**MANUEL LOPEZ**  
(09/08/15)  
Location #02  
\$25.01 /wk



**JAIME OSORIO**  
(08/31/09)  
Location #02  
\$24.82/wk



**MAXIMILIANO BONORAND**  
(06/25/18)  
Location #21  
\$24.80/wk



# \$19.32 CLUB



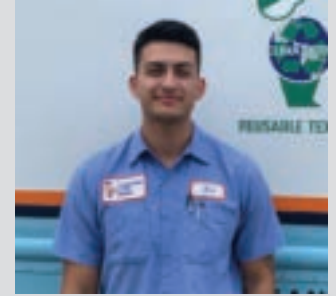
**LEONARD SAUCEDO, JR.**  
(01/15/07)  
Location #09  
\$24.50/wk



**ORLANDO CARDENAS**  
(12/03/07)  
Location #21  
\$24.22/wk



**HENRY ROBLES**  
(11/16/1981)  
Location #05  
\$23.60/wk



**ERIC RAUL TIRADO**  
(04/28/17)  
Location #02  
\$23.30 /wk



**WILLIAM MARTINEZ**  
(11/24/14)  
Location #05  
\$23.21/wk



**HUMBERTO SEVILLA**  
(06/10/96)  
Location #09  
\$23.21/wk



**JUSTIN PLENERT**  
(10/09/06)  
Location #12  
\$23.15/wk



**DAVID MARTINEZ**  
(07/22/15)  
Location #55  
\$22.90/wk



**JULIO MURILLO**  
(01/24/00)  
Location #02  
\$22.68/wk



**PAUL A. ARMIDO, JR.**  
(03/27/00)  
Location #45  
\$22.25/wk



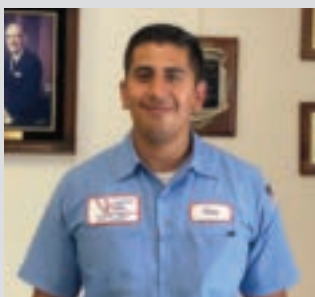
**EMMETT RACHELS**  
(05/30/17)  
Location #83  
\$22.22/wk



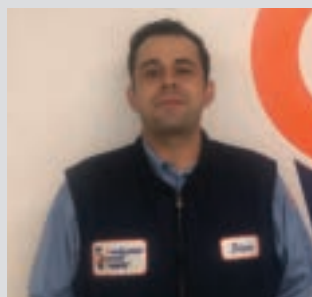
**DAVID WALKER**  
(03/21/16)  
Location #80  
\$22.10/wk



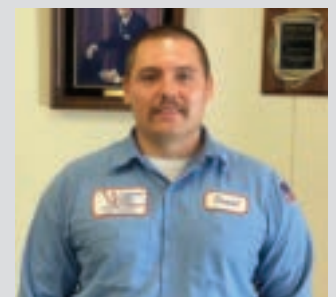
**DEAN CESARIO**  
(12/27/89)  
Location #06  
\$21.94/wk



**JOSE MARTINEZ**  
(10/01/13)  
Location #17  
\$21.88/wk

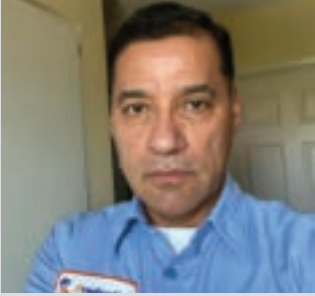


**EDGAR ELIZALDE**  
(10/03/16)  
Location #02  
\$21.87/wk



**ERNIE DAN VILLA, III**  
(09/07/17)  
Location #17  
\$21.48/wk

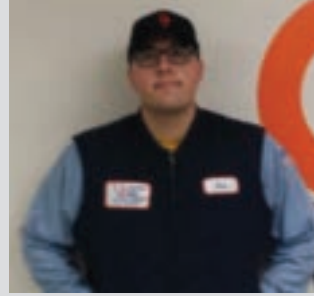




**VICENTE A. RODRIGUEZ**  
(04/30/86)  
Location #04  
\$21.31/wk



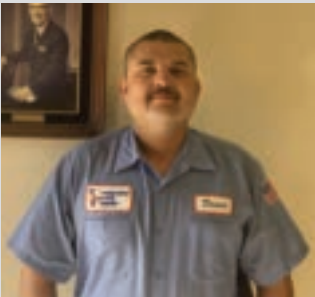
**BRIAN STEINBRENNER**  
(10/31/05)  
Location #04  
\$21.30/wk



**JOSE BACA**  
(11/23/09)  
Location #02  
\$21.15/wk



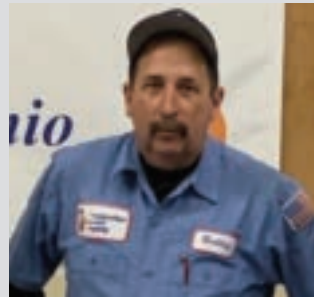
**JAIME MEDRANO**  
(11/05/02)  
Location #17  
\$21.08/wk



**DANIEL PADILLA**  
(11/27/17)  
Location #51  
\$21.01/wk



**JASON MORELAND**  
(02/01/16)  
Location #81  
\$20.55/wk



**ROBBIE MARTINEZ**  
(07/27/15)  
Location #55  
\$20.52/wk



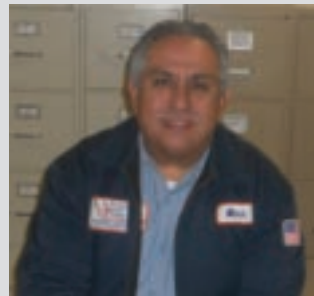
**DAN MAURER**  
(06/27/83)  
Location #05  
\$20.49/wk



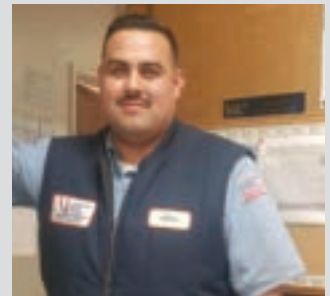
**MICHAEL VAN DYKE**  
(09/24/18)  
Location #26  
\$20.32/wk



**JASON MORENO**  
(09/26/11)  
Location #06  
\$20.11/wk



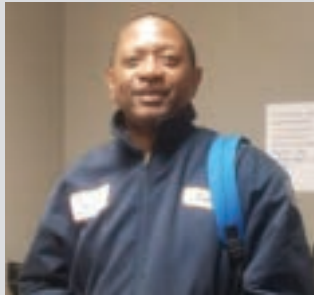
**MARK ARIAS**  
(11/02/09)  
Location #02  
\$20.00/wk



**ALEXANDER DAVILA**  
(01/24/17)  
Location #06  
\$19.86/wk



**JOSE RODRIGUEZ JR.**  
(04/26/04)  
Location #02  
\$19.53/wk



**SEAN YOUNG**  
(06/15/04)  
Location #08  
\$19.50/wk



**FRANK JAMES**  
(07/25/11)  
Location #22  
\$19.36/wk

*Great  
Job!*

## SALES & SERVICE MANAGER 2019 RANKINGS



**1st FRANCISCO LOPEZ**  
(03/23/15)  
Los Angeles Plant

What can I say about Francisco (our companies Industrial Sales & Service Manager of the Year in 2018 and 2019) that hasn't already been said? If you're not keeping track of these ranking reports, I'll let you in on a little secret. Francisco has taken the top spot in all but one of the last 4 reports published and in that I'm the person who has put these things together over the last 10 plus years, I can say with some confidence, that has never happened before. With company bests in SOP management, MIR Review, District Sales Average and Major Accounts management, Francisco was going to be hard to beat. He was also within three spots of the companies best in District Revenue and Accounts Receivables for good measure. On top of all that, Francisco and team are celebrating another Commerce Outstanding Achievement. Congratulations Francisco on an all-around, pretty darned good year! :)



**2nd MICHAEL WARN**  
(06/24/19)  
Irvine Plant

Remember that name? A perennial top ten performer from the not too distant past, Michael, who took some time off and ended up returning recently and finding his way to the top five did not take him very long at all! Like Francisco, more consistency across the board with numbers like 108% of his district revenue, almost 97% in customer retention, a 4.0 MIR review and 205 points earned in his Major Accounts management. We missed you Michael and so glad you found your way back. On a side note, Michael and team are also in the middle of their three-peat OAA performance. It's all smiles in Irvine these days.



**3rd STEVE HERNANDEZ**  
(08/20/01)  
Prescott Service Center

Our Prescott Service Center Manager is another one who never finds himself very far from the top spot whenever this report is published. We've all just come to expect to see Steve at or near the top and that's where he's most comfortable. From 104% of planned revenue, 100% SOP success, a \$25+ sales average and a cool 5% 2nd half A/R, there was just no way Steve was going to be denied a top 3 spot in the ranking report. And for you newcomers, make sure you remember that name because he'll be right back at or near the top at the next publishing of this report.



*Have A Great Year Everybody!*

#4 **RANDY SCHMUCKER** (05/29/97)  
Phoenix Plant

#5 **RUBEN GARCIA** (09/24/12)  
Riverside Plant



**1st KEITH MANN**  
(04/16/07)  
Richmond Cleanroom Plant

Mr. Mann had an outstanding 2nd half with 119% of district revenue, 5.0% Accounts Receivable percentage, L&D of 13.8%, business retention of 98.63%, CV completion of 100% and a SRA renewal rate of 98%! Congratulations Keith on these enviable results. Keith hails from the great state of Virginia; and if you ever have an opportunity to speak with him, he exudes all of the Southern charm that the South is known for. Speaking of results, Keith is also part of the Richmond Cleanroom 2019 Outstanding Achievement Award team.



**2nd DENNIS MASI**  
Portland Cleanroom Plant



**3rd JEREMY WALKER**  
(04/11/16)  
Mesa Cleanroom Plant

Rounding out the Top 3 of our 2nd half of 2019 ranking is Jeremy Walker. Jeremy came to the company via our MPTP program and previously called Michigan home prior to relocating to Arizona. Jeremy also had a "robust" performance highlighted by a District revenue of 115%. Congratulations to Jeremy and his team for their contributions towards the Mesa Cleanroom also earning the 2019 Outstanding Achievement Award.

#4 **JOSH MONTES** (08/10/11)  
Los Angeles Cleanroom Plant

#5 **MICHAEL PETROVITCH** (04/24/17)  
Los Angeles Cleanroom Plant

## JOHN CLARK & CHRIS WELCH PRESENT ANNUAL ACHIEVEMENT AWARDS...



**PLANT MANAGER OF THE YEAR**  
**GLEN WOODS** (07/11/16) Riverside Plant

The Company annually presents an award to the person who is considered to have been the most outstanding Plant Manager of the year. This award consists of a handsome plaque which is a personal gift to the winner.

**OBJECTIVE CONSIDERATION:**  
*The highest combined point total from the Plant Manager performance program. Demonstrates management skills, plant cleanliness, and product quality. The winner must be the Plant Manager at the same Plant for the full year.*



**SALES & SERVICE MANGER OF THE YEAR, CLEANROOM**  
**JEREMY WALKER** (04/11/16)  
Mesa Cleanroom Plant

The Company annually presents an award to the person who is considered to have been the most outstanding Sales & Service Manager of the year.

**OBJECTIVE CONSIDERATION:**  
*Results shown on MIR, Major Account List, A/R collection. Must be a Sales & Service Manager in the same location for the full year.*



**SALES & SERVICE MANGER OF THE YEAR, INDUSTRIAL**  
**FRANCISCO LOPEZ** (03/23/15) Los Angeles Plant

The Company annually presents an award to the person who is considered to have been the most outstanding Sales & Service Manager of the year.

**OBJECTIVE CONSIDERATION:**  
*Results shown on MIR, Major Account List, A/R collection. Must be a Sales & Service Manager in the same location for the full year.*



**PRESIDENT'S AWARD**  
**ENRIQUE LEIJA** (01/18/99) Los Angeles Plant

The Company annually presents an award to the person who is considered to have been the most outstanding Customer Sales Representative of the year. The competition for this award includes all Customer Sales Representatives in all Plants and Service Centers.

**OBJECTIVE CONSIDERATION:**  
*Management Information Reports, new business, lost business, lost charges, revenue, credit issued as compared to plan. Customer Sales Representative of the Month, at least once during the year. The Customer Sales Representative must be on the same route for the full year.*



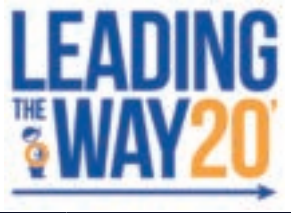
**JOHN D. CLARK AWARD**  
**RAY COLLINS** (12/24/18) Tucson Plant

The Company annually presents an award to the person who sold the most new business during the year. The award consists of a handsome inscribed plaque which is a personal gift to the winner. The competition for this award includes Customer Sales Representatives in all Plants and Service Centers.

**OBJECTIVE CONSIDERATION:**  
*Sales Logix commissions paid report and a new business commission status report. Customer Sales Representative of the Month at least once during the year. The Customer Sales Representative must be on the same route for the full year.*



# 🏆 2020 SALES CONFERENCE



A SPECIAL  
*Thank you!* TO ALL OF OUR SPEAKERS  
AND ATTENDEES



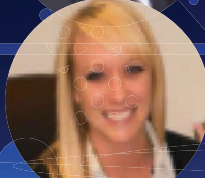
**Jerry Martin**  
Vice President,  
Sales & Marketing



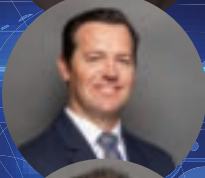
**Myles Reukema**  
Director of  
Cleanroom Sales



**Dan Clark**  
Chairman of the Board



**Ashley Carroll**  
Key Account Manager  
Marketing Projects



**John Clark**  
Chief Executive Officer



**Estatec Group**



**Chris Welch**  
President



**White Knight  
Engineering  
Products**



**David Rabiner**  
Keynote Speaker



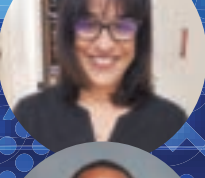
**Hydroflex  
Group**



**Mike Ray**  
National Account  
Executive, Direct Sales



**Anthony Smith  
& Milliken Team**



**Eva Cesario**  
Direct Sales Manager



**Mark Crewse  
& VF Team**



**Sam Ross**  
Senior National  
Account Executive



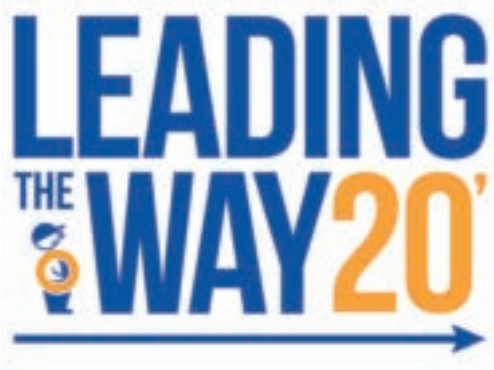
**Lee Cottone  
& TES Team**



**Steve Kallenbach  
& ADI Team**

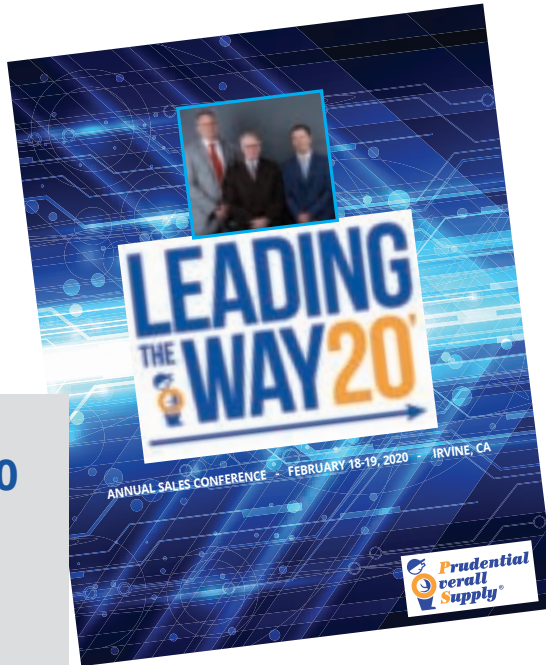






## FEBRUARY 17 – 19, 2020 CONFERENCE HIGHLIGHTS INCLUDE:

- Leadership Vision
- Annual Awards Dinner
- Team Activity
- Key Note Speaker – David Rabiner, CSP
- VF – MIMIX and OilBlok Lines
- Milliken – D2 Convertible Flooring System
- National Account Team Selling Updates
- TES Direct Sales Support Program
- ADI - HACCP / OPL Conversion Sales Training
- Cleanroom Breakout Sessions
- Enhanced Earning Opportunities



**JERRY MARTIN** (04/20/92)  
VICE PRESIDENT OF SALES & MARKETING



**DAN CLARK** (09/23/68)  
CHAIRMAN OF THE BOARD



*Attendees gaining the knowledge from many different speakers throughout the two day event.*



*This year's theme Leading The Way is dedicated to our new leadership, new products & new services.*



**CHRIS WELCH** (12/14/95)  
PRESIDENT



## SPEECH FROM CEO, JOHN CLARK AT THE FEBRUARY 2020 SALES CONFERENCE

Good Morning!

Jerry, Meaghan, Stephanie, you all do a great job arranging this Sales Conference. And to every member of Prudential's sales team, thank you!

As Dan just showed, an incredibly successful year due to your devotion and commitment to our success. There is a trending theme this year, the year of 2020, to see our lives with 20/20 vision. How do we reflect on our personal life, our family life, our business life, with a clear perspective and a positive vision for the future? If you want to really challenge yourself, think about setting not just New Year resolutions but new decade resolutions. Then begin this decade with a clear vision of where it will end. With the theme of the next 10 years in mind, I'd like to take some time to give this team my thoughts and vision. The hard part about trying to see a year or even a decade clearly is that the world around us is changing so quickly. The world is accelerating.... fast.

Personally, at my house, with 3 young kids and a wife that works, I find it ridiculous that we'd use a food delivery service that delivers our meals prepared in little bags so that we just have to follow some simple directions and voila - we just made a Argentinian Filet with Chimichurri Potatoes & Roasted Vegetables. I do feel like I'm cheating cooking like this, but what the hell, its crazy convenient. I love to read and have to keep up on business trends. Do I buy an old school book? That kind with paper and takes forever to read Or do I just listen to it as an audiobook when at the gym or while driving home? Who uses the Blinkist app? You can listen to a 10 minute summary of every business book ever written. Again, I feel like I'm cheating, but it gets the job done in a tenth of the time. What we all face is a problem of too many options. Convenience is all around us. To solve the problem you just have to avoid choice paralysis and ask how much you want to pay. And now for the service I'm really keeping my eye on....My wife and I still own a washer and dryer, we haven't outsourced this yet, but I do know there's plenty of residential laundry companies out there that pick up home laundry and this space is growing. I do wonder if Prudential will jump into this space one day. I wonder if residential and commercial laundry will one day blend together.

All this speaks to something we all know and is nothing new I'm telling you... It's a service world now. Manufacturing is offshore, California is a service based economy. The great news to us all is that this greatly benefits our industry! Everyone in this room should be excited about this! It benefits Prudential. It's becoming more and more commonplace to outsource what we believe eats up valuable time and allows us to focus on the things that mean the most to us. Our industry has taken advantage of uniform and linen outsourcing for decades and it's a huge 20 billion dollar business. I believe our industry will only grow as more and more companies outsource everything but their core competency.

Industry growth is still ahead of us, the opportunity is vast. I don't doubt for a second that our world is changing quickly and we have to innovate if we want to be a player. We have to now pivot to the styles, clothes and products our customer's want. We are doing this and I'm excited for the initial change!

You will see at this conference we are launching a new line - the MIMIX line. The fabric has stretch, breathability, flex panels - it has more bells and whistles than any product line Prudential has ever launched. In the cleanroom division, we have the AB4800 line of fabric that provides a more affordable option. What once was called a 'mat', you will see during this Sales Conference, we will now offer a convertible flooring line that has magnetic properties. It's a unique product most our competition is not offering. Did you ever think we would have an app for our customers? ..... In the next few months you will see this roll out to your plant. RFID is being tested in our cleanroom division. Prudential's CSRs will soon submit their COOPs digitally through their PDA. My goal is to give you innovation that I expect will make it easier to sell.

If 2020 is about seeing clearly, then a SWOT analysis seems appropriate. Ask yourself, what are your strengths...weaknesses....opportunities....and threats both in your personal life and in your professional life? I'm trying to do this every day as I look at Prudential within our industry. Building on our strengths.... being honest about our weaknesses.... looking for the opportunities.... taking the appropriate risk.... and mitigating the threats. As for threats to Prudential - Cintas, Aramark, Unifirst are billion dollar companies with true national presence. Not easy to compete against them, yet we fearlessly stand our ground. These companies want to eat our lunch, and they are actively..... trying to take our business.

The competition is fierce and we have to be nimble. I'll tell you one threat that's been shored up recently. Whose computer did not work during the holidays? Cyber security is one heck of a threat, one that caused huge disruption for a few weeks. However, we came out of that incredibly strong. We spent half a million dollars in 4 weeks. That allowed us to shore up every level of our IT infrastructure. Barracuda email traffic security, Microsoft cloud based email, Cisco umbrella software that secures our full network We are on virtual servers now. These are the types of threats that fall outside of our industry but are real and need our attention.

As for opportunities, our customer's needs are evolving. What will the 'modern' worker wear? What will the mechanic wear that works on electric cars? Will food processing be regulated to wear a cleanroom style garment after the next nationwide foodborne illness outbreak? What kind of uniform can we put an Amazon distribution employee in? Maybe it's just branded polos and some slacks that we sell through our direct sales division. I recognize companies want this option - and we are getting better at providing it. Mike Ray, Eva, Madison - thank you. You have grown that department by 20% in 2019. We are committed to streamlining our ordering process to get products to customers as soon as possible. I see clearly that our customers all shop on Amazon and they all expect that type of quick delivery - we will get there.

When I think of our strengths, I do believe Prudential's ability to build and establish relationships with our customers is strong - but one we need to build on. Anybody can embroider a shirt and send it to a customer, but how do we build the relationship with the customer based on trust and consistency....? We want our customers to tell their friends about Prudential. Because that's what everyone in this room wants - That's the easiest sell. When you receive a call Monday morning while sitting at your desk, and the person on the other line says "Hey, Bob down the street loves Prudential, would you come in and give me a quote." We need to make the handoff from the sales cycle to CSR / SSM fluid and seamless. Some of this is better systems and better technology. But It's mostly just old school coordination and communication.





If we improve on our already good reputation in the marketplace, I believe we will be a more dominate player in the areas we serve.

When we grow these current markets, we will build the cash reserves to grow in new markets! Chicago? I'd love to get there, The South, would love it, Hawaii - who wants that territory? :) When this team grows the business, we will invest in those new market centers and soon be a national threat to the public companies. We need to leverage our reputation as a company that is family owned and genuinely committed to do the right thing for our customers by operating with trust and integrity. I believe there is more value to this than we may recognize. Speed, quality, cost, are all important and undeniable elements the customer is looking for. I believe we offer so much more than just products and services - integrity, partnership and honesty are invaluable and really hard to put a price tag on. It's this element that needs to be shared and promoted. As big as we are, we still are a company that knows our customer by name, not by number. As David Curry likes to say, 'we are big enough to take any business but small enough to know your name'. Would that thousand dollar a week customer rather be on the top of a Prudential service manager's major account list or on the bottom of a Aramark account list.

When I think about opportunities, it's about our ability to provide offerings into the multitude of industries to match their needs. I love that we have a high end product to show you this sales conference. It allows us to provide different offerings at different price points. From a sales standpoint, start with the best and if that's not what the potential customer wants due to price, well...let's work down the price point ladder and settle on an economic powder blue shirt with navy pants. Or in the cleanroom market we are doing the opposite, designing a less expensive cover garment that targets the customer looking for the bare essentials.

Lastly, we have to figure out how to get more non-users into our programs. The market research show that the amount of non-users is significant. I met the CEO of Cintas last year. We spoke for 20 minutes and you know what he said to me? He said, "The problem with our industry is that we are all sharks that live off eating each other's business when the reality is there are oceans where no one is feeding." Seems to me, this statement is far more beneficial to the company that has a huge market share, I still give everyone in this room the green light to take as much Cintas business as humanly possible, but don't look for the existing users, look for the new users!!! The potential customers that want a service, the ones that would benefit from not having to worry about dealing with their employee's image. As I said earlier, this economy is turning more and more into a service based economy.

Next to Prudential's corporate office in Irvine, there is a new Amazon distribution center. In fact I bet next to everyone's office there is an Amazon distribution center. Well just a few weeks ago I got lunch at a local sandwich shop. Sitting at a table were 4 Amazon employee all wearing branded Amazon shirts. I really wanted to sit next to them and eavesdrop on their conversation. I'm fascinated with that company. Unfortunately both tables were occupied. But what I did recognize is the power of branding. Those 4 employees with their 4 amazon shirts was not only good advertising but great brand recognition, it's powerful, it says we are here!!!! That's what all Prudential's customers and potential customers need to be saying when their employees walk into the public sphere.

Brand your team, be visible, have a presence, stake your territory - that's the message we need to be sending to our customers. Dan presented some great numbers, I believe over the next couple years we will significantly improve these numbers.

Your ideas are valuable....It's this team that is vital to Prudential knowing what's happening in the marketplace, what threats are out there. You are our listening posts, our eyes and ears in the field. In this dynamic world we need to listen to you. There is an amazing amount of business out there, we have 1%, let's figure out how we get 2%!

There's a lot of people in this room I've known for more than two decades. And there are a few people I have yet to meet.

I look forward to getting to know you this year as Dan, Chris and I perform profit sharing in March and then I plan on visiting most of the plants throughout the year.

I'm excited see where this next decade takes us. When I stand here in 2030, a lot will have changed, not because I necessarily want it to change, change can be a real pain.

But because the world is changing and we just have to change with it. I leave you all with this.

Assess your personal life with a 20/20 vision.

Make the changes in your life that make you better.... Healthier.... Happier.... wealthier.

While you are doing that, trust that your Company is doing the same!

Thanks

**JOHN CLARK** (08/31/09) CEO





# 2019 SALES AWARDS



Prudential annually presents an award to the person who is considered to have been the most outstanding Corporate Sales Representative / Account Executive of the year. The competition for this award includes Corporate Sales Representative / Account Executive in all Plants and Service Centers.

Left to right:

**JERRY MARTIN** (04/20/92) Vice President of Sales & Marketing

**RICH PERRY** (04/30/07) Senior Account Executive

**GOLD STAR**  
**Rich Perry**



## **PRESIDENT'S CLUB**

Awards Sales Representatives who achieve a \$130/\$150/\$200 (depending on territory) or greater weekly sales average based on the representatives' annual sales production (minimum 6 months in field – 26 field weeks).

## **PRESIDENT'S CLUB**

Back row left to right:

**DAVID TORBETT** (08/07/17) CoSR, Atlanta Service Center

**ANDY JARNAGIN** (06/15/15) CoSR, San Antonio Svc Center,

**JERRY MARTIN** (04/20/92) VP Sales & Marketing, Corporate,

**MERV CASEY** (04/27/15) CoSR, Denver Service Center,

**DON BRYSON** (10/15/07) SR CoSR, Moorpark Service Center,

**ANDY HOLLIDAY** (11/10/03) CoSR, Los Angeles Plant,

**GENE LECLAIR** (03/15/99) CoSR, Chula Vista Service Center,

**MARK KELLER** (07/14/14) NAE, Corporate Office,

**SAM ROSS** (03/20/00) SR NAE, Corporate Office,

**FRANK RICH** (01/29/90) DSM, Corporate,

**MIKE RAY** (08/06/07) NAE-DS, Corporate Office,

**TIM DESHAZOR** (01/15/18) DSM, Corporate,

**SCOTT CHAFIN** (12/13/99) CoSR, Plant,

**ANDRES LOYA** (01/05/15) DSM, Corporate,

**STEVE ROBERTS** (09/16/13) CoSR, San Antonio Svc Center,

**MARK BIRDELL** (12/07/15) RRSR, Corporate Office,

**TONY SANTOYO** (07/07/14) CoSR, Irvine Plant,

**ANTHONY FRUMUSA** (03/02/09) DSM, Corporate Office,

**RAUL MUNOZ** (10/06/04) RRSR, Corporate Office,



Front row left to right:

**RYAN HULL** (04/06/15) CoSR, Riverside Plant,

**MARK ESTRADA** (04/26/10) CoSR, Los Angeles Plant,

**RICHARD PHU** (04/04/06) CoSR, Chula Vista Service Center,

**CHRIS WELCH** (12/14/95) President, Corporate Office,

**STACEY OZUNA** (10/24/16) CoSR, Moorpark Service Center,

**JOSE MONTES** (02/19/01) CoSR, Tucson Plant,

**NICK MIRANDA** (04/16/07) CoSR, Indio Service Center,

**ED SMITH** (09/05/95) CoSR, Prescott Valley Service Center,

**RICH PERRY** (04/30/07) SRAE, Richmond Cleanroom Plant,

Not Pictured

**ROCK ROTE** (04/17/17) CoSR, Greenville Service Center

# 2019 SALES AWARDS

Awards the Location with the highest weekly sales average. The sales average is calculated by determining the total sales revenue sold by all assigned Location Sales Representatives, then divided by the number of assigned sales positions, then divided by fifty-two weeks.



## DAN CLARK AWARD - IRVINE, CA INDUSTRIAL PLANT

Left to right:

**TONY SANTOYO** (07/07/14) Corporate Sales Representative  
**JAIME MIRAMONTES** (09/25/06) General Manager, Irvine Plant  
**DAN CLARK** (09/23/68) Chairman of the Board  
**JUSTIN NELSON** (04/27/15) Corporate Sales Representative  
**ANTHONY FRUMUSA** (03/02/09) District Sales Manager



## ROOKIE OF THE YEAR Paul Reese

Awards the first year Sales Representative (minimum of six months) who has the highest weekly sales average.

Left to right:

**ANDRES LOYA** (01/05/15) District Sales Manager  
**PAUL REESE** (08/14/95) Corporate Sales Representative, Los Angeles Plant  
**DEAN KILLION** (03/06/95) Senior Director of Sales



## TOP INDUSTRIAL SALESPERSON OF THE YEAR Tony Santoyo

Awards the Sales Representative who has the highest weekly sales average for the division that is runner-up to the salesperson that earned the Gold Star award.

Left to right:

**JERRY MARTIN** (04/20/92) Vice President of Sales & Marketing  
**TONY SANTOYO** (07/07/14) Corporate Sales Representative, Irvine Plant



## DISTRICT SALES MANAGER OF THE YEAR Anthony Frumusa

The Company annually presents an award to the person who is considered to have been the most outstanding District Sales Manager of the year.

Left to right:

**DEAN KILLION** (03/06/95) Senior Director of Sales  
**ANTHONY FRUMUSA** (03/02/09) District Sales Manager, Locations 03, 06 & 18



## ANNUAL TOP PRO Tony Santoyo

The Annual Top Pro Award is presented to the Corporate Sales Representative who receives the most Top Pro Awards in a selling year.

Left to right:

**ANTHONY FRUMUSA** (03/02/09) District Sales Manager  
**TONY SANTOYO** (07/07/14) Corporate Sales Representative, Irvine Plant  
**DEAN KILLION** (03/06/95) Senior Director of Sales



## ANNUAL CLEAN PRO Andy Jarnagin

The Annual Clean Pro Award is presented to the Account Executive who receives the most Clean Pro Awards in a selling year.

Left to right:

**MYLES REUKEMA** (01/05/04) Director of Cleanroom Sales  
**ANDY JARNAGIN** (06/15/15) Corporate Sales Representative (former AE), Austin Cleanroom Plant



# TRAINING PROGRAMS AND EVENTS

## PPS - PROFESSIONAL SELLING SKILLS TRAINING

Achieve Global Training Program and Certification For All Corporate Sales Representatives (CoSR) and Account Executives (AE), and Service Leadership Positions.

### SESSION 29 - San Marcos, CA

*Participants included:*

ALLEN HARLESS (08/05/19) CoSR, Beckley Service Center  
CONNOR MATHIAS (07/15/19) CoSR, Fresno Plant  
JARED MCCUTCHAN (05/07/07) CoSR, Indio Service Center  
JASON HEFFES (05/20/19) CoSR, West Sacramento Service Center  
MIKE KELLEY (11/25/13) CoSR, Colonial Heights Plant  
ROB SPEICE (09/19/19) Account Executive, Austin Cleanroom Plant



### SESSION 30 - San Marcos, CA

Thank you for a great three days at Professional Selling Skills training. You all did a great job, and Prudential looks forward to your future success with the company.

*Participants included:*

DANIEL CHALAMBAGA (03/24/15) CoSR, San Antonio Service Center  
SCOTT HYBERG (09/17/12) CoSR, Fresno Plant  
LISA RIGOR (01/06/20) CoSR, Riverside Plant  
JOSH LEWIS (07/29/09) CoSR, Phoenix Plant  
JOHN MAROVIC (12/16/19) CoSR, Las Vegas Service Center  
JANAY WILKINS (01/20/20) CoSR, Colonial Heights Plant  
JEFF KEMP (05/19/14) Asst General Manager, Moorpark Service Center  
JOSEPH GENER (01/06/20) CoSR, Irvine Plant  
DERRICK WALKER (11/18/19) CoSR, Colonial Heights Plant  
RANDY WINANS (11/12/19) CoSR, Carson Plant



# TRAINING PROGRAMS AND EVENTS

## CELEBRATING 60 YEARS OF PROFIT SHARING



### PROFIT SHARING PLAN

Prudential Overall Supply Profit Sharing and Retirement Plan was started by John D. Clark on January 1, 1958. Profit Sharing was a new concept in those days and there were few companies in any industry that had such a plan.

In 1984, the Company added a 401(K) plan, known at Prudential as the "Blue Man" account, which allows plan participants to contribute an annual percentage of their earnings on a before tax basis to the trust. The Company contribution matches 50% of the participant's contribution up to 5%. Many employees have enjoyed a very secure retirement in part due to the POS Profit Sharing Program.



AUSTIN CLEANROOM signage showing the POS man embossed on the building.



LOS ANGELES INDUSTRIAL Paul Reese was recognized as Rookie Salesperson Of The Year (that's why he has confetti on him) Congrats!



MILPITAS CLEANROOM conducting the meeting in the warehouse.



PORTLAND CLEANROOM All smiles at the new Portland Cleanroom first Profit Sharing Meeting held at the new building.



# TRAINING PROGRAMS AND EVENTS

## GETTING READY FOR PCS & POS TRADESHOWS IN 2020

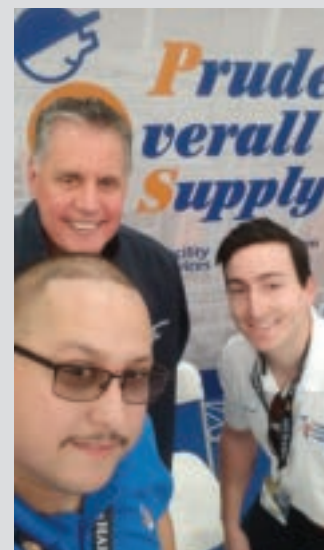


BIOMED 2020 Show. MYLES REUKEMA (01/05/04) Director of Cleanroom Sales is always informing the attendees at our shows of our great products and services.

Every year we have been exhibiting at various tradeshows all over the United States. We enjoy seeing current customers and potential customers to give them the latest information on what Prudential Overall Supply and Prudential Cleanroom Services has to offer! We get the opportunity to hear direct from industries representing the latest trends to help keep us up to date and better serve our customers.



Check out a few pictures of us wrapping up the MD&M West 2020 show. We had an amazing time!



Our Prudential Overall Supply Sales team had a great time at the World Ag Expo at the International Agri-Center. Take a look at all the fun we had showing off our products & services!

# TRAINING PROGRAMS AND EVENTS

## HACCP TRAINING - HAZARD ANALYSIS AND CRITICAL CONTROL POINTS

### PRUDENTIAL OVERALL SUPPLY WORKS WITH HACCP CONSULTING GROUP TO FACILITATE FOOD SAFETY TRAINING SESSION

Prudential Overall Supply, an industry leader in reusable image work apparel and related textiles, announced it is working with HACCP Consulting Group, LLC. to facilitate a HACCP training session at Prudential's corporate office in Irvine, CA on February 26 – 27, 2020. The two day session will cover HACCP plan development and implementation training.

Hazard Analysis and Critical Control Point (HACCP) is a practical, systematic management tool designed to ensure food and product safety. It identifies critical areas of handling and demonstrates where resources should be targeted to reduce the risk of selling an unsafe product. Benefits of HACCP include:

- Confidence that food safety is being effectively managed in your operation
- Prevention planning rather than defect control to ensure product safety
- Significant improvement in the area of product quality
- Customer confidence in the safety of your products through documentation
- This course is accredited by the International HACCP Alliance and meets Global Food Safety Initiative requirements.

#### Who Should Attend:

This course is based on International CODEX Principles for HACCP and addresses U.S. HACCP requirements based on attendees' specific needs. This course is appropriate for anyone looking to gain a working knowledge of HACCP, as well as those needing a food safety and regulatory update. Those interested may include:

- Quality Assurance managers
- Food safety managers, auditors, and consultants
- Production supervisors
- Food retailers, distributors, and processors

**FOOD PROCESSING MUST BE CLEAN & SAFE**  
Don't miss out on the biggest growth opportunity in uniforms today



American Dawn's HACCP Apparel Collection is rising to the challenge! Our HACCP (Hazard Analysis Critical Control Point) garments help your Customers process and produce contaminant-free products, and maintain a safe and clean environment. Let's keep our food safe for everybody!



**HACCP COAT KNIT CUFF**  
Available in color options  
Shirred in 4 Colors  
Durable 100% Spun Polyester  
Fleece-Lined Cuffs  
Matching Snap Cuffs  
Stock Sizes XS-XXL  
6.00 each per  
1A11121



**HACCP COAT STANDARD CUFF**  
Available in color options  
Shirred in 4 Colors  
Durable 100% Spun Polyester  
Fleece-Lined Cuffs  
Matching Snap Cuffs  
Stock Sizes XS-XXL  
6.00 each per  
1A11118



**HACCP COLLARLESS WRAP**  
Available in color options  
Shirred in 4 Colors  
Durable 100% Spun Polyester  
Zip Closure  
Stock Sizes XS-XXL  
6.00 each per  
1A11112



### 2019 ALDP (ADVANCE LEADERSHIP DEVELOPMENT PROGRAM) HELD AT THE CORPORATE OFFICE

Eight students are chosen from the Assistant General Manager, Production Manager, and Sales & Service Managers group to attend a year-long class to help develop their presentation, and leadership skills. In addition to honing these skills they learn how to better understand Company Financial Statements and what is expected from the top management of Prudential Overall Supply. It is through this class we are able to assist in preparing them for their bright futures with Prudential!

#### First Row

CARLOS RODRIGUEZ (01/18/99) Plant Manager, Tucson Plant  
RUDY ROBLES (07/09/18) Asst. General Manager, Nashua Cleanroom Plant  
MICAH ELBERSON (12/03/01) General Manager, Milpitas Industrial Plant  
FORMER EMPLOYEE

#### Second Row

MARK KIBLER (07/06/15) Asst. General Manager, West Sacramento Service Center  
NIRAN ETANTUS (5/26/15) General Manager, Albuquerque Plant  
JON LOCKE (08/09/04) Director of Operations, Corporate Office  
MARK ELBERSON (2/16/88) General Manager/ Dean of Class, Vista Plant  
CAMERON BATES (3/05/12) Asst. General Manager, Austin Cleanroom Plant

#### Back Row

CHRIS WELCH (12/14/95) President, Corporate Office



# TRAINING PROGRAMS AND EVENTS

## Don't Forget...Prudential Offers A Tuition Reimbursement Program

### Tuition Reimbursement Reminder

**Purpose:**

People are our most important asset. As part of our Mission Statement, we are committed to excellence in "Developing all employees to achieve their full potential." The Tuition Reimbursement Program assists individual employees in their development.

- Must be full time employee
- Employees scheduled to work 30 hours or more per week are considered full time employees for the purpose of this policy.
- Must have 6 months continuous employment prior to the start of the course or training

**Eligible Expenses:**

- Tuition fees, registration, enrollment fee, books, materials, etc.

**Dollar Limit:**

- There is a limit of \$6,000 per year.

**Encouragement:**

- Employees should be encouraged to take classes or tests for high school graduation or the GED.
- Employees should be encouraged to take English as a Second Language classes.

**Advance Approval Required:**

- The employee must apply to the General Manager and have the application to the Vice President of Human Resources at the Corporate Office at least two weeks prior to the first day of any course or training.

**Application:**

- Complete Application for Tuition Reimbursement, Form 10064.
- Refer to CPP 24.10 for full details.

The following employees have taken advantage of the Tuition reimbursement program:

MIKE BLAZEK  
JOHN CLARK  
JARED MCCUTCHAN  
CLARISSA CORONA  
GARY DEVINE  
LINA DOMINGUEZ  
NATHAN GUY  
AARON ELBERSON  
ZEFERINA HERRERA  
CONCEPTION HINOJOS  
OMAR HURTADO  
REBECCA KOURY  
JON LOCKE  
JERRY MARTIN  
RICARDO PELAYO  
JOSE PENA-GARCIA  
MADISON PERIA  
MICHAEL RAY  
GENERO RUVALCABA  
CASEY STARR  
KAREN TRUAX  
CHRIS WELCH  
ANA WHITE  
ERNIE WHITE  
LUIS VACA

Director of Operations  
CEO  
Customer Sales rep  
Accounts Receivables Manager  
Buyer  
Personnel Manager  
Customer Sales Rep  
Safety Coordinator  
Production Employee  
Lead Folder  
Director of Personnel  
Plant Superintendent  
Director of Operations  
VP of Sales & Marketing  
Maintenance Supervisor  
Warehouse  
Direct Sales Administrator  
National Account Executive DS  
Sales & Service Manager  
General Manager  
Director of IT  
President  
Production Manager  
Fleet Administrator  
Regional Maint. Engineer

In progress  
Graduated  
General Education  
In Progress  
Job Training  
Graduated  
General Education  
Graduated  
ESL Classes  
ESL Classes  
Graduated  
Job Training  
Graduated  
Graduated  
Job Training  
ESL Classes  
In Progress  
General Education  
Graduated  
General Education  
Graduated  
Graduated  
General Education  
Job Training  
Job Training



Maria completed her first semester in Center of English as a Second Language at the University of Arizona. She now speaks English throughout the day at work. Congratulations Maria!

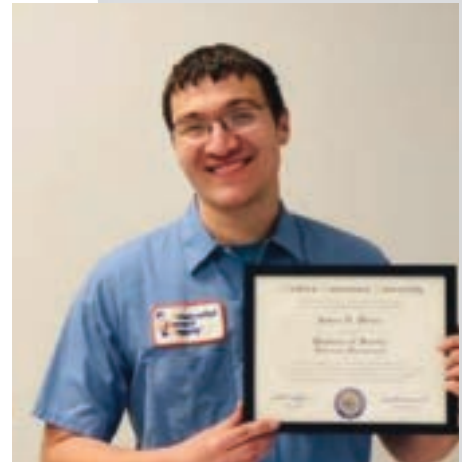
Left to right:

**MARIA CONTRERAS** (01/08/15)

Laundry Worker,

**MITCH CUMMINS**

(07/21/80) General Manager.



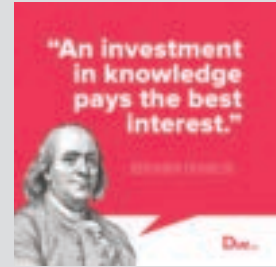
Congratulations to  
**JAMES MOORE**  
(12/07/15) Customer  
Service Representative  
from Beckley Service  
Center who took  
advantage of Prudential  
Overall Supply's College  
reimbursement program.

He recently graduated  
with a Bachelor of  
Science Business  
Management degree  
from Western Governors  
University.

## PRUDENTIAL HAS A WINNER FOR SECOND YEAR IN A ROW!



**JANILL COLLADO**  
(06/15/18)  
Quality Assurance Technician  
Nashua Cleanroom Plant



### Please help Congratulate Janill Collado for being awarded the ITRA Scholarship!

Janill came to the United States from the Dominican Republic in May of 2018, Janill was hired Prudential Cleanroom Services in Nashua, N.H. as a laundry worker where she worked hard learning her new job. In April of 2019, Janill was promoted to a QA Backup and in August of 2019, Janill was promoted yet again to a QA Technician. In the fall of 2019, Janill decided that she would take advantage of our tuition reimbursement program. Janill is currently attending Nashua Community College where she is studying Business Management. She finished her fall semester receiving high honors and making the President's list.

*"Congratulations Janil on receiving the ITRA scholarship award!  
Furthering your education will benefit you the rest of your life."*

*John Clark, CEO*

*"Thank you so much. I really appreciate your email and the opportunity to be part of this extraordinary company. Prudential changed my life when I came to this country 2 years ago with empty pockets and a suitcase full of dreams. It has been a long road to get to where I am today and I am sure the road ahead will be even longer as I continue to learn. That said, I am confident that with Prudential by my side and helping me along the way, my dreams will come true. I really appreciate the trust the Prudential shown me and I look forward to being part of this extraordinary team for many years to come."*

*Kindest regards,*

*JANILL COLLADO, Quality Assurance Technician*



Have your college-bound employees submit their Scholarship Applications today!

ALL ITRA Members in good standing are eligible to apply for a \$2,500 annual scholarship to help fund their employees or immediate family members of employees attend a credited college program. Members, please notify your employees of this important membership benefit and encourage them to apply for this year's award. Students that applied in the past but were not awarded a scholarship are eligible to reapply. One scholarship is awarded per year. Applications were accepted through February 28th. The 2020 Scholarship Award was announced to the recipient on April 17th. The annual Scholarship will be paid toward the winner's Fall 2020 college fees via third party payment. Contact Suzette Evans at the ITRA office at 706-637-6552 or [info@itra.us.com](mailto:info@itra.us.com) with questions about the application process.



## A MESSAGE FROM OUR HUMAN RESOURCES DEPARTMENT...



### Safety and Health in the Era of Covid-19

Last March, as cases of Covid-19 began to rapidly rise, states issued executive orders directing all residents to heed public health directives to stay home, except as needed to maintain operations of essential infrastructure and sectors essential to protect the health and well-being of others. Employees of Prudential Overall Supply and Prudential Cleanroom Services were deemed essential and were allowed to continue working.

As essential workers, Prudential will ensure that the safety and health of all employees remain the top priority. The Safety Department would like to remind all employees of best practices to help keep you safe and healthy:

- Maintain 6 feet of social distancing at all times
- If social distancing is not possible, wear a face covering
- Limit the gathering of employees to 10 or less
- Routinely wash and disinfect surfaces frequently touched
- Wash your hands with soap and water for at least 20 seconds
- Keep hands away from your face, especially your eyes, nose and mouth
- Use hand sanitizer often, especially after touching frequently used surfaces
- Utilize your location's safety committees to raise concerns and/or solve challenges
- Stay home if you are sick

Remember, you are ESSENTIAL. The work that we do supports other essential employees working on medicine and cures to help end this pandemic, employees keeping people safe and healthy, and employees providing food, helping feed their communities. We are all in this together. Stay disciplined, stay safe, and stay healthy!



Our Distribution Center gathered for a meeting at their location to discuss safety. A.C.D.C Team Awareness, Communication, Dedication and Commitment



Our Prescott Service Center recently raised their new VPP Flag and it flies high over the facility today!

Way to go!



Thank you Edgard for being at the right place at the right time. You are a true hero! We are lucky to have you on our team!

EDGARD CHAIREZ  
(12/26/17)  
Customer Sales Representative  
Prescott Service Center

To whom it may concern,

What looked to be a normal day here at Marino's Mob on Oct 17, 2019, turned out to be the most terrifying and scary event for me, Esther Mendoza, the General Manager and wife of Jesus Mendoza. Jesus was choking due to a problem in his esophagus. Without any hesitation, Edgar from Prudential performed the Heimlich on Jesus for 3 minutes until he was able to breath safely. I Am extremely grateful for this act of courage from Edgar. If he wouldn't have come down the stairs at that exact moment, I don't even want to think of what could have happened as Jesus was in the back alone.

Hero!!

Thank you so much. Esther

## VPP REACH CELEBRATION

### VPP REACH CELEBRATION

Exciting news! Our PCS Milpitas Cleanroom Plant was certified by Cal/OSHA as a Voluntary Protection Program (VPP) REACH site! Cal/OSHA commended the PCS Milpitas team for their superlative safety & health programs and their employee driven and management supported safety process.

Lauri and Hector, I want to thank you all for putting on such a great VPP celebration. It was the best I have attended. The employees really seemed to be enjoying themselves. The mariachi band was great. Please pass on my congratulations to Josh, Marc, Sylvia and the rest of the team. It was really good to meet Marc and Sylvia from Irvine.

Best Regards,

*Ruben D. Garza*

Safety Consultant, DOSH Consultation, VPP Unit



*We appreciate all of the support and effort that went into our Milpitas, CA Cleanroom achieving VPP reach!*



# COVID-19 PREPAREDNESS

## COVID-19 PREVENTION

Steps that our Los Angeles Cleanroom Plant has taken to help prevent the spread of Covid-19 and ensure the safety of our employees. We encourage everyone to do their part and BE SAFE!



Prudential has added a COVID-19 resource page on the Company's website:

<https://www.prudentialuniforms.com/covid-19-information/>

The page lists laundry disinfecting cleaning protocols and formulas; notifications for employees, customers and suppliers, and additional COVID-19 prevention materials. Prudential continues to employ best practices related to the handling, cleaning and disinfecting reusable textiles. Prudential Cleanroom Services (PCS) utilizes the AdvaCare disinfection level formula at all PCS laundry processing facilities. The AdvaCare formula achieves hygienically clean results. Prudential has implemented an employee training programs for all employees. The program: Creating a Pandemic Response Program, in compliance with Title 8 California Code of Regulations (CCR) 5199 - Aerosol Transmissible Diseases (ATD Standard), & 8CCR 5199.1 - Aerosol Transmissible Diseases - Zoonotic.

The training program includes the following information from the CDC:

- What to know about COVID-19
- What to do if employee contracts COVID-19
- Personal hygiene precautions
- Recommendations for actively encouraging sick employees to stay home
- Routine environmental cleaning
- Precautions for traveling employees

We will continue to make every effort to minimize risk to our employees and our customers. As government orders have been released, Industrial Laundries and related businesses have been designated as Essential Activities (businesses). At this time, we see no business interruption on our end and will continue to provide service as scheduled.



# COVID-19 PREPAREDNESS

## HIGH EFFICIENCY COMFORT DISPOSABLE & CLOTH PROTECTIVE FACEMASKS



## CLEANROOM LAUNDERED REUSABLE PROTECTIVE FACEMASKS

### CLEANROOM FACEMASKS

Offered by  
**Prudential  
Cleanroom  
Services**



## WASHABLE & CUSTOMIZABLE 3-PLY 100% COTTON CLOTH FACEMASK



The Embroidery Store (TES) employees packaging masks that will be shipped to Prudential customers. TES handles Prudential's Direct Sales orders and distribution process.



Prudential's Distribution Center in Cerritos, CA has taken precautions to help prevent the spread of Covid-19 and ensure the safety of our employees.



# COVID-19 PREPAREDNESS

## WE ARE HERE TO HELP OUR CUSTOMERS REOPEN

As business leaders begin reopening efforts, we all need to continue to take the COVID-19 threat seriously, and take every precaution to help reduce the risk of the spread of COVID-19 to both customers and employees.

Per the CDC's guidance, all businesses should enforce hand washing, covering coughs and sneezes, and employ the use of face masks and coverings by employees when near other employees and customers. Ensure adequate supplies to support healthy hygiene practices for both employees and customers including soap, hand sanitizer with at least 60 percent alcohol (perhaps on every table, if supplies allow) and tissues.

As businesses reopen, they should enforce additional practices ensuring the safety and confidence of customers and employees. Maximizing hygiene requires adopting increased cleanliness practices such as using commercially laundered cleaning cloths, mops, linens and garments.

The Textile Rental Services Association's (TRSA) members like Prudential Overall Supply employ best management practices to help businesses maintain cleanliness standards and inspire public confidence.

TRSA identified these practices as standards to help comply with reopening plans:

Hand sanitizer dispensers should be placed throughout business for guests and staff to use. Reusable/washable face covers or disposable masks that meet CDC guidelines and disposable gloves should be worn by staff. Gloves should be changed out often throughout an employee's shift.

Commercial cleaning solutions should be used on all hard surfaces throughout the day, including entryway door handles, kitchen area and bathrooms.

The use of uniforms in the workplace makes it easier for employers to help ensure their employees are provided with sanitized clothing.

For the restaurant industry it is recommended that staff should be given hygienically cleaned uniforms, such as chef coats, cook shirts, pants and aprons to wear throughout their shift and preferably left at the workplace in order to be professionally laundered to help reduce the risk of germs being transmitted outside of the workplace.

These recommendations can apply to other industries such as manufacturing, service, transportation and others.

At Prudential Overall Supply, we have been helping businesses of all sizes with their uniform, cleanroom and facility products and services needs since 1932. This Clean Green TRSA certified weekly service is offered to businesses throughout the US.

We can deliver clean and sanitized uniforms, wiping towels and mops, microfiber products, entry mats, antibacterial soap, instant hand sanitizer, toilet paper and other essential products and services. We are in this together and we can be a resource to help you prepare and reopen your business.

**NO STICKY RESIDUE - DURABLE - ECONOMICAL**  
Safe Place To Stand While Waiting in Line

**Introducing**  
**STICK-AND-STAND MATS**

Stick-and-stand mats are adhesive-backed mats designed to clearly mark floors and provide customers with a safe place to stand while waiting in lines.

- **Provides Clear Direction** - Universal "foot print" shape with blue print marks where customers should stand. Mats can be placed at safe intervals in virtually any configuration.
- **Stays In Place** - Adhesive backing keeps the mat flat and in place, even with heavy cart and buggy traffic.
- **Handle Free** - Mats can be left in place during daily floor cleaning; floor scrubbers, mops, and brooms will pass right over them without causing damage.
- **Won't Leave Residue** - Stick-and-stand mats are less likely to leave a sticky residue than floor decals.
- **Odor Resistant** - Anti-microbially treated for protection from odors.
- **Slip Resistant** - Low-profile high-traction surface provides additional traction and slip resistance.
- **Will perform for up to 3 to 4 months under normal use.**

Offered by  
**Prudential Overall Supply**

**Adhesive backing**  
Keeps mat in place, but won't leave residue like most floor decals.

**Low-profile design**  
Ensures mat can be left in place during daily floor cleaning; floor scrubbers, mops, and brooms will pass right over.

Product Code:	992553
Surface Material:	Solution-dyed polypropylene, screen-printed
Backing Material:	Releasable adhesive moisture barrier in a polypropylene film
Size:	1' x 1'
Color:	Grey
Thickness:	0.09"

**STANDARDS & TESTING**  
Certified high-traction by the National Floor Safety Institute (NFSI)  
Passes formability standard ISO 911-10

Quantity: 6 Per Case

**PROVIDE DIRECTION - SOCIAL DISTANCING ADHESIVE FLOOR MATS**

FORM #1264 UNIFORM: TOWELS - FACILITY PRODUCTS - CLEANROOM PRUDENTIALUNIFORMS.COM 800-767-5536

### STICK-AND-STAND MATS Now Offered

As part of our COVID-19 response offering, we have added a product from M&A Matting : Stick and Stand Mat. This adhesive backed mat can be placed in businesses to identify the correct place for patrons to stand while waiting in line.

**Prudential Overall Supply**  
**REOPENING RESOURCE GUIDE**

**PRUDENTIAL IS... THE RIGHT CHOICE**

INDUSTRIAL UNIFORMS CAREER & CASUAL CULINARY APPAREL	FACILITY PRODUCTS MOPPING RESTROOM PRODUCTS	PROTECTIVE APPAREL TOWELS CLEANROOM	MEDICAL APPAREL GLOVES & BUCKETS MATS
CALL: 800-767-5536	PRUDENTIALUNIFORMS.COM	PPE OFFERING	

Ask your Customer Sales Representative for your booklet of products to help you reopen safely.

**NON-STERILE HAND SANITIZER**  
**Sanitize Hands & Clean Many Surface Areas**

**Learn More >**

**Prudential Overall Supply**

### Disinfectant Sprays are now offered by Prudential!

This disinfectant spray provides 24-hour protection and is odorless. Perfect for schools, offices, restrooms, mass transit and more. The above image is one of the many social media posts on Facebook, Twitter and LinkedIn. We are emphasizing more on social media these days due to many people using it as their source for information.

# COVID-19 PREPAREDNESS



Hot Dog BBQ was hosted by the Nashua Plant. They were able to have fun, enjoy food, get fresh air while social distancing outside of the plant in a nearby park.



Our Accounts Receivable Department at the Corporate Office are working diligently while social distancing and protecting themselves.



Jamul Casino doing their part to keep their casino safe in their security uniforms and facemasks from ShopPrudentialUniforms.com



## THANKS FOR DONATING!

Our Indio Plant donated medical scrubs to the National Guards at the Indio Fairground's Federal Medical Station testing site. Great work team!



Every cleanroom employee wears facemask now that it is mandatory in all areas of the building.



During this time the awards were handed out "elbow style"! Just one of many awards was presented by CHRIS WELCH (12/14/95) President presented the plaque to JEREMY WALKER (04/11/16) Cleanroom Sales & Service Manager, Mesa Cleanroom.



RICK GORDON (02/05/19) Account Executive received his Clean Pro Award while social distancing at the Nashua Cleanroom Plant.



# NEW ASSIGNMENTS & PROMOTIONS ...

## NEW ASSIGNMENTS & PROMOTIONS IN THE COMPANY



**MICHELLE  
GARNER**

(12/12/16)

Please join us in congratulating Michelle Garner who has accepted the position of General Manager for the Portland Cleanroom Plant (P60)! After a short training cycle in Riverside

(P02), Michelle and her family relocated from their native Southern California in 2016 to begin her career with Prudential (and in the Industry) as a Sales & Service Manager at Fresno (P08). In 2018 she was promoted to the Plant Manager position in Fresno and led her team in providing production service to the Fresno, Moorpark, and Sacramento locations. In 2019 Michelle accepted another promotion and moved with her family (again) to become the Assistant General Manager at Portland. In addition to learning the Cleanroom side of the Laundry business, earlier this year she played an integral role in successfully and seamlessly transitioning all operations from the old leased building to Prudential's newest state-of-the-art facility while providing uninterrupted service to Prudential's largest customer. Michelle has a passion for the great outdoors! Hiking, kayaking, biking (Michelle and Jackie just accomplished their record ride of 21 miles)-being outdoors is where most of her free time is spent. Michelle has been happily married for 5 years, and has two amazing children-Dakota (10) and Justin (15). As a family, they enjoy exploring Oregon and have quickly learned to appreciate the historic Powell's bookstore!

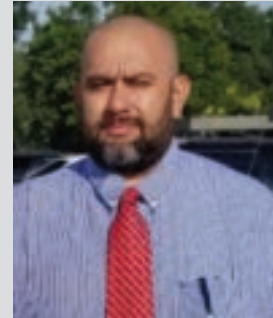


**CASEY STARR**

(03/19/12)

Please join me in congratulating Casey Star who has accepted the position of General Manager for the Richmond Cleanroom Plant (P70)! Graduating from Virginia Commonwealth University (VCU)

with a degree in Communications, Casey started as a Management Trainee in Prudential's MPTP program just over 8 years ago. He quickly promoted to Sales & Service Manager at P70 before promoting again to the Service Center Manager in Jacksonville, FL opening Prudential's Service Center there. During the past few years Casey has successfully served as the AGM of P70, being an instrumental part of maintaining the Plant's rapid growth and high level of service across a huge amount of geography. Casey continues to be an avid VCU basketball fan (go Rams!) and enjoys spending his off hours with friends and family, attending concerts, festivals, and enjoying the local food scene (when it's open). Casey will report to Mike Blazek, Director of Operations for Region 5.



**FABIAN RAMIREZ**

(07/14/14)

Please join the MoorFresMento team in congratulating Fabian Ramirez on his promotion to Plant Manager of Fresno. Fabian has proven to be an outstanding contributor to the

success of P08 during his 6 year tenure as CSR. For the past two years he has handled our single largest customer with daily service. Fabian and his wife Jermain are celebrating their 20th year of marriage. They are the proud parents of Fabian Jr. and Lillian. A native of the Fresno area he brings a can do attitude to all of his endeavors. In his spare time he enjoys collecting antiques, cheering his Raiders and of course rooting for those "Battlin Bulldogs" of Fresno State. We are very excited to promote Fabian Ramirez to the position of Plant Manager in Fresno, California. We have every confidence he will continue to be a valuable asset in his new role.

*Nice job!*

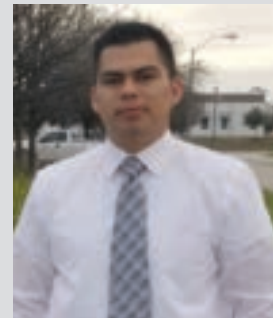


**DANIEL DE AVILA**

(06/25/12)

Please join us in congratulating Daniel De Avila on his promotion to Plant Manager at Milpitas Cleanroom! Daniel started his career with Prudential at P15 LA Cleanroom in 2012 as a Garment Coordinator, from there he was promoted to CSvR, next he was promoted to Route Manager, and in March of 2018 he made a big move to the Bay Area to be a Sales and Service Manager at the Milpitas Cleanroom. Daniel has shown dedication to the service team and he has been a very important member of the Plant 10 team. With his desire to learn and expand his knowledge with Prudential, Daniel is ready to take on the challenging task of learning the Plant Manager position. Daniel is a native of L.A. and even though he is in the Bay Area, he still cheers for the Dodgers, Lakers, and the LA Kings. He does however cheer for the 49ers as he

was raised as a 49ers fan while living in L.A. Daniel is looking forward watching the 49ers in the Super Bowl on Feb 2nd! Daniel is a father of 2 daughters; Jennifer (15) is a dancer and Julia (9) is fighter (taekwondo). In his spare time Daniel enjoys all that the Bay Area has to offer, which includes going to Lake Tahoe to snowboard, hiking, running, and other spontaneous events, such as jumping out of plane in Santa Cruz (which he will be doing next month). We look forward to Daniel's continued growth and success in his new role as a Plant Manager!



**MOISES VENEGAS**

(03/25/20)

Please join us in welcoming the newest addition to the Austin Team, Moises Venegas. He is taking over the Industrial SSM duties for District 2 at the Austin Plant. Moises joined the MPTP

program in March of 2020 at plant 15 Los Angeles Cleanroom, he finished his training next door at P05 Los Angeles Industrial. Previous to Prudential, Moises graduated from the management training program at Enterprise Car Rental where he became a Station Manager. Moises was a star in Track and Field while at Cathedral High School. He was recruited by Santa Clara University to run track where he excelled at the 500 meter / 10,000 meter/15,000 meter. Moises now enjoys jogging around Lady Bird Lake in Austin and enjoying all the beautiful greenery. Moises graduated with a double major in History and Spanish Linguistics. Moises has a beautiful three year old daughter Maya and a girlfriend Ashley who are excited to move to Austin and start a new life in Texas. We are excited to have Moises on our team and look forward to seeing him progress in his new role.



**JHONATAN DE SOUSA**

(11/25/20)

We are thankful to announce Jhonatan De Sousa is our newest member to the Milpitas Industrial Sales and Service Management Team! Jhonatan will be taking over as District 1 Sales

and Service Manager. Jhonatan comes to us from the Restaurant industry where he served as General Manager for a local restaurant in the Bay Area for the past 11 years. Interesting things to know about Jhonatan; Jhonatan comes to us from Brazil, he came to the U.S knowing only to speak Portuguese and was determined to learn both English and Spanish; Jhonatan put himself through school and is now fluent in all three languages. He attended College at California Maritime Academy where he studied Marine Engineer Technology. Jhonatan, being from Brazil of course loves Brazilian Futbol where he roots for the Rio De Janeiro Flamengo's and was actually able to attend the 2014 World Cup. Jhonatan's other passions are his Family, playing saxophone, telling stories and the most of all travel, he has been to a few states in US and Brazil, and has also visited Panama, Jamaica, Costa Rica and El Salvador. We are very excited to have Jhonatan in Milpitas and look forward to his many years of strong character, strong leadership and determination to be his very best!



**ALFREDO RUIZ**

(12/02/20)

Please help us in congratulating P09's newest Sales Service Manager, Alfredo Ruiz. Alfredo joined Prudential December 02, 2020. Previous to Prudential, Alfredo worked

for 5 years in various departments managing for a Coca-Cola in Union City and San Leandro. Has experience transportation and Logistics at DHL for 8 years and UPS for 12. Alfredo lives just north of the plant in San Lorenzo with his Wife, Elizabeth of 16 years. When he is not busy riding his motorcycle on the California coastal highway, Alfredo can be found dancing Salsa with his wife all over the bay area. Alfredo has enjoyed practicing martial arts, he holds a black belt in JiuJitsu and has practice Taekwondo and judo. Alfredo has also belonged to a Mexican Folkloric dance group performing several dances from three regions of Mexico, Jalisco, Norteñas and Veracruz.



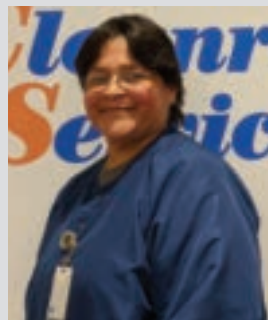
**ANTHONY URIBE**

(08/27/18)

We are happy to announce the promotion of Anthony Uribe from Route Manager to Sales and Service Manager at P15, LA Cleanroom! Anthony is a UC Irvine graduate

with a major in Sociology. He started as an MPTP at P07, Cerritos Distribution Center, in August 2018. Anthony spent a little more than a year learning about the DC, and Industrial before accepting the position of Route Manager in November 2020. Due to his exceptional performance and hard work ethic, he was the right fit for the position. Anthony is assigned to District 1 under the supervision of our Senior Sales and Service Manager, Xenia Medina. Anthony enjoys listening and discovering new music. He spends a lot of his free time playing guitar and knows how to play various other musical instruments. He is a big Game of Thrones and sports fan, keeping up with the LA Lakers and the LA Rams. Whenever he gets the chance, he likes to go on runs and play basketball with his friends. We are all so excited for your promotion and ongoing development Anthony!

*Well done everyone!*



**CLARIVEL TORRES LEBRON**

(03/21/19)

Clarivel Torres LeBron started with Prudential in March of 2019 as a Laundry Worker. She then transferred to distribution while also assisting with shipping & receiving and

various warehouse responsibilities. Clarivel is an extremely hard worker and cares a great deal about her job. In 2020 she was promoted to Soil Sort Supervisor. She enjoys working as part of a team and is excited to learn more about the company and grow in her position. She has held management positions in the past at two different companies. Clarivel is originally from Puerto Rico and came to the US in 2013. In her free time she enjoys listening and dancing to Latino music, except bachata.



**KYLE STOWERS**

(04/06/09)

Please help us in congratulating Kyle Stowers on his promotion to Cleanroom Service Manager at P50. Kyle joined Prudential in 2009 as a CSvR after several years as a General Manager for Bill Miller's

BBQ. After a few years on route, Kyle received his CDL and began driving the line truck for the St. Louis Service Center, which was then followed by a promotion to Route Manager. Kyle is a native Texan, from Corpus Christi, and loves to spend time around the coast. When he is not cheering on the Dallas Cowboys, sampling and critiquing the State's brisket, or working; he loves to spend time with his wife of 20 years Tara and his two daughters Brooklyn and Kysington.



**ERICK CASTELLON**

(06/12/17)

Please join us in congratulating Erick Castellon on his promotion to Route Manager at our Irvine Plant. Erick joined Prudential in June of 2017. He earned his own route soon after completing his

Route to Success Training and he quickly took ownership of the route. Erick quickly distinguished himself as a leader in which he became our go-to CSR whenever we have new CSR trainees. In 2020, he achieved 6 out of 7 (2 Quarters) & 7 out of 7 (2 Quarters) in SOPs. Erick has been married for 6+ years to his lovely wife Sulema and they have a 5 year old Daughter and a 1 month old son. In his spare time, Erick enjoys watching his favorite sports teams; Los Angeles Lakers, Los Angeles Dodgers & the Dallas Cowboys. We look forward to seeing Erick progress in his new role! Congratulations!



# NEW ASSIGNMENTS & PROMOTIONS ...



**MARIA GRACE SPERRY**

(02/22/18)

Please join us in congratulating Maria Grace Sperry to Stockroom Supervisor for P71/P73. Maria Grace started with Prudential in 2018 as a Laundry Worker. Her hard work and team player ethic was recognized and she was promoted to stockroom clerk. After being with the company for two years, Maria then got promoted again in 2020 to

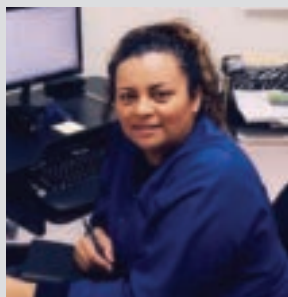
Stockroom Supervisor. Maria states that she loves her job and the people she works with and is excited to learn more about the industry and the company overall. Maria is originally from the Philippines and moved to the US in 2005. She is married and has a teenage son, named Nathan. She enjoys biking back forth to work. In her free time she enjoys camping, watching sports and rooting for her favorite football team the NE Patriots.



**JENNA TILTON**

(10/30/18)

Please help us in congratulating P71's newest Production Manager, Jenna Tilton. Jenna joined Prudential in October of 2018 as our Stock Room supervisor. Previous to Prudential, Jenna worked for 17 years as various department managers for a local grocery chain and as a floor supervisor for another industrial laundry. Jenna lives just north of the plant in Manchester with her fiancé, Sandra. When she is not busy planning her upcoming wedding, Jenna can be found either cheering on the Bruins or competing in her axe throwing league.

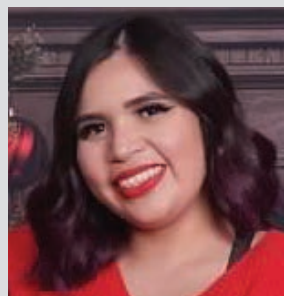


**ANA ORTIZ**

(07/22/08)

We are thrilled to announce Ana Ortiz as our new Production Manager for Plant 23. Ana has been with Prudential since 2008. During that time she has been in various departments. She has worked in Soil Sort, Distribution, wash floor, Cleanroom and has done an outstanding job as Production, Stockroom Supervisor, and Quality

Supervisor. She has a degree in Chemical Analysis from University of Colima. Ana states "So far I absolutely love it and feel this is a great place for me and my skills since I like to be detailed and organized. I have 3 girls, Daisy 12, Brianna 7, and Sophia 5. For fun I love spending time with my family outdoors, reading since I was little, and Netflix binging and documentaries. My family is very proud of me for my curious nature and caring for others. I was born in Kennewick, Washington, so I love Arizona's desert warmth. "

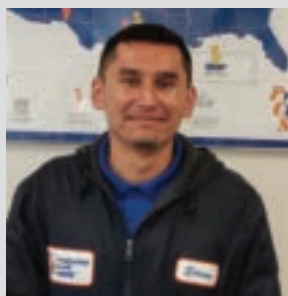


**EVELIN RUELAS**

(07/23/18)

Please join us in the celebrating the promotion of Evelin Ruelas to the position of Quality Assurance Supervisor. Evelin began at the Carson plant on July 23rd, 2018. Over the past two years Evelin has continued to excel in her current position, dedicating herself to the Carson team and Prudential customers. Prior to her start at Prudential, Evelin, who is a Southern California native, born and raised in the Lynwood area, all the while graduating from Lynwood High School. From there she continued her education by attending the University of California, Santa Barbara where she graduated with a Bachelor's Degree in

Sociology. Evelin has gained experience while working for an afterschool program and then worked a short while for a car dealership, that expanded her experience and skills in customer service. After that, she caught her "BIG BREAK" getting the opportunity to join the Prudential Team. Evelin enjoys spending all of her free time with her family. Evelin and her boyfriend Chris, have one son, Damian who keeps them both on their toes constantly. Life is expected to get even more exciting as they are expecting their second son this September. Evelin, much like the rest of world, is eager to get back to safer times so that she may get back to her hobbies like going to the beach, hiking and attending Hockey Games. Go Kings Go!



**EDRIAN NEGRETE**

(03/22/20)

Please join us in congratulating Edrian Negrete on his promotion to QA Supervisor in Riverside. Edrian started in production when he was hired back in March of 2020 and proved to be a great asset to that department. He has a BS in Criminal Justice from the University of New Mexico. He is a newly wed of four months to his lovely wife

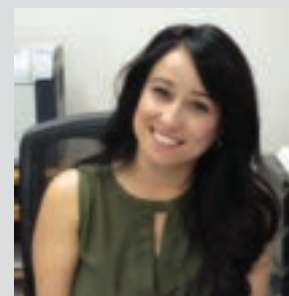
Rachelle and is very much looking forward to becoming a first time father in June of 2020. In his spare time he coaches a girls JV Soccer team at Corona High and is looking forward to one day coaching his son/daughter's little league team. Edrian enjoys watching his teams play even when they lose. He stated that he will always be a loyal fan and cheer for The Raiders, Lakers, and Barcelona. Another passion of Edrian's are his two basset hounds Dexter and Nala which he's had for five years.



**JORDAN ARRINGTON**

(03/12/18)

We are thrilled to announce Jordan Arrington as our new Quality Assurance Supervisor at the Mesa Plant. She began her career with Prudential as a MPTP in Virginia March of 2018. She has been at Plant 23 since February 2020 as a production manager. Jordan was born and raised in Virginia. Jordan graduated from Bridgewater College with her Bachelor's Degree in Athletic Training. In her spare time, Jordan enjoys going to the beach, watching basketball and football (Go Cowboys!), going out with friends, and spending time with her cats.



**TIFFANY MEDINA**

(10/08/07)

We are pleased to announce the promotion of Tiffany Medina to office manager in Tucson. Tiffany started as an office clerk in 2008 and has perfected her skills under the training from our now retired office manager Susie Valdez. Tiffany is well prepared for her next challenge with Prudential. She is married to Frank and they have one girl and three boys. She is an avid Dallas Cowboys fan and in her spare time she is a cheer coach for 8-10 year old girls.



**MARIBEL AGÜERO**  
(09/08/09)

Please join us in congratulating Maribel Agüero on her promotion to Office Manager at the Austin Plant! Maribel started her career in 2009

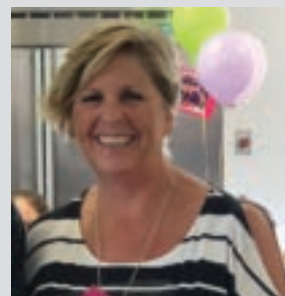
with Prudential as a Cleanroom folder. She quickly rose through the ranks and within one year was promoted to stockroom supervisor where she was an integral part of our growth for the last nine years. Maribel has deep roots within the Austin plant. Her mother Vickie and aunt Julia have worked in the Cleanroom for 23 years, her sister Esmeralda was recently promoted to Cleanroom Supervisor. When she is not busy with her 8 year old son Noah you can find her volunteering at the Austin Boxer rescue where she helps to home stray and homeless Boxers. Maribel's favorite thing to do on the weekends is explore all the parks and hill country with her son and Boxer named Enzo. We look forward to Maribel's continued growth and success in her new role as Office Manager!



**ROBERT FRANCIS**  
(02/10/20)

We are pleased to announce Robert Francis to the Prudential Overall family. Robert is joining the fleet department as our Fleet Manager. Robert

has been in the Transportation and Delivery Industry for nearly 20 years. He brings with him a knowledge of operations from many viewpoints within the process. Having performed in roles ranging from driver to dispatcher to Regional Fleet Operations Manager, he believes in looking at how each decision affects the big picture. With a safety first mindset, he strives to seek continuous improvement in all operations aspects while honoring the history and culture of Prudential. A recent transplant to Southern California, Robert along with his wife Angela and two sons Dalton and Connor look forward to exploring the rich cultural aspects that this area provides. In his spare time he enjoys spending time with his family, volunteering at his church, mentoring high school students, and continuing his training in Brazilian jiu jitsu.



**LAURIE LECLAIR**  
(08/09/79)

Please join us in congratulating Laurie Leclair on her promotion to Corporate Production Manager effective, December 30, 2019. Laurie began her career

with Prudential in 1979 as a production employee. In 1987, she transferred to the Front Office for 5 years. In 2002, Lauri was promoted to Plant Manager at the Milpitas Industrial plant (P09), and in 2005 she was also in charge of Milpitas Cleanroom plant. She won her first Plant Superintendent of the Year award in 2007. In 2010 she transferred to Milpitas Cleanroom (P10) and since 2010, Laurie has amazingly won three more Plant Superintendent of the Year awards (2010, 2011 and 2015). In her spare time she enjoys Camping, rooting for the local sports teams, spending time with family, friends and her dog Chelsea. Everyone at Corporate Engineering & Production are super excited to welcome her and work with her in the new role.

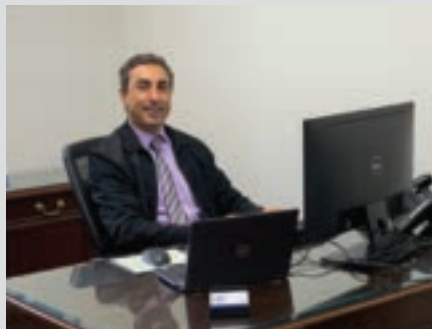
## Congratulations!



**GLEN WOODS**  
(07/11/16)

We're excited to announce promotion of Glen Woods to Corporate Production Manager effective, December 30, 2020. Glen joined the Prudential family in 2016 as Plant Manager of

Riverside Plant (P02). Glen comes to us with an extensive and impressive background in our industry, with many years of laundry management experience. After just one year with the company, in 2017, Glen won the Plant Superintendent of the Year award. Glen has been married 18 wonderful years and has 2 boys and 2 dogs. He loves spending time together with family and friends. In his spare time he loves to barbeque and to golf. We are sure he has a few good stories about a hole in one that we would like to hear. Glen is also a big enthusiast about Tesla cars and of course drives one too! Congratulations Glen, on behalf of the entire Corporate Engineering & Production team we are thrilled to have you on board. Your teaching and mentoring skills are a great asset to the company.



**ADEMAR NUNES**

(05/21/07)

Please join us in congratulating Ademar Nunes on his well-deserved promotion to Senior Systems Analyst effective, January 21, 2020. Ademar began his career with Prudential as a Systems Analyst in 2007 and was instrumental in the conversion of the old MAPS system to SalesLogix CRM. In 2017, Ademar lead a major version upgrade to InforCRM and CRM Mobile which allowed the use of a mobile feature called Contour. The Contour feature provides the Sales team the ability to see which leads are close to their current location and call on those leads while they are in the vicinity. Ademar has an in depth knowledge

of the entire CRM solution which serves as the basis for the integration solutions he has implemented. To name just a few...Direct Sales Automation, DC Helpdesk Automation, and multiple vendor integrations. He is also very knowledgeable on the ABS data structure which allowed him the ability to implement the CRM integration automation with ABS. Ademar is a thorough professional that prides himself on producing quality work. He works closely with Jerry Martin and the Sales and Marketing team and provides top notch support to over 200 CRM users. Ademar continues to help the Company improve its performance by reporting on key business indicators for sales, retention, key account administration, market-share information, and distribution center customer service communication. Congratulations Ademar, well done! On behalf of IT, Sales and Marketing and the entire Prudential team, we thank you for your many valued contributions.



# NEW ASSIGNMENTS & PROMOTIONS ...



## MIKE FLORES

(06/29/20)

Please join us in welcoming Mike Flores to Prudential as he rejoins the Company in the position of Senior Director of HR! Mike's first tour with Prudential began as an MPTP at Milpitas Industrial in 1995. His career path evolved through the positions of: MPTP; Route Manager; HR Representative; HR Manager; and finally Director of HR. Mike departed Prudential in 2008 to work at Experian where he has held several HR positions including: HR Manager; HR Senior Manager; and finally Director of HR. He has been a partner with Experian's senior leadership team for the Health and Targeting business units in North America, including groups in the US, Costa Rica, and Chile. Mike received a degree in Business Administration from Chico State and earned his MBA at Arizona State University. Mike will lead Prudential's HR team as the Company moves to make the development of human capital a more focused part of our day-to-day operations. Carmen, Sylvia, Hector, and Aaron will report to Mike, and Mike will report directly

to the President. Bob will remain as the VP of Human Resources and will continue to be responsible for areas like suspension/termination, unemployment claims, workers compensation, FMLA, employee accommodations, amongst others. Welcome back Mike; we are thrilled to have you!



## JON HATFIELD

(04/06/20)

We are pleased to announce that Jon Hatfield, Network Administrator, has accepted the responsibility of leading the Network Team. Jon comes to us with an IT consulting background and in his short time here, is already making major contributions on network related items. Jon is certified in both Microsoft and Network Administration and comes to us with over 15 years of IT experience. During the last 6 years, he worked for an IT Managed Service Provider in the Orange County area helping multiple clients. His experience includes deploying virtual environments and managing hosted and on-premise Exchange environments. He also has experience in managing firewalls, switches and access points and working closely with teams in delivering solutions for business growth and network optimization. Thank you to you and the entire Network Team for your contributions!



## ERIK HERNANDEZ

(06/11/07)

We are pleased to announce that Erik Hernandez has accepted the position of Computer Support Specialist effective February 10, 2020. Erik originally joined Prudential in 2007 as an ABS Clerk and was based out of the Carson plant. During his time with the Carson team, he did a great job providing assistance with ABS invoice generation, maintaining the PDA's, and providing excellent ABS front office support. In 2016, Erik was promoted to an ABS Support Specialist and transferred to our Corporate office in Irvine, California. Erik has done an outstanding job being a part of the ABS team and has been instrumental in helping with ABS version updates and core releases. He is also very proficient in researching ABS related inquiries and helping the end users. As some of you may know, Erik has traveled to many of our plant locations and has taken a major role in successfully training our plant teams on ABS related processes. As a Computer Support Specialist, Erik will help the team in all areas of network support including server

patch management, configuration of local area network printers and computer related support. He will also help with the installation of hardware and software programs as needed. Erik will gradually transition into his new role over the next month. Please help us congratulate Erik on his well-deserved promotion! Thank you for your many contributions over the years.

*Congrats!*

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**LINDA FOLKS**

(05/18/20)

Please help us congratulate Linda Folks on becoming Prudential's only 3rd Director of Procurement in 88 years! Congratulations!! Linda joined us after spending the past 9 years as the Strategic Sourcing and Contracts Team Leader at Taco Bell Corp, right here in Irvine. Linda was selected out of over 300 resumes submitted to Prudential in 2 weeks or less. Linda comes with a vast skills set, that includes her MBA, but also her Paralegal Certification and California Real Estate License. Her experience includes an additional 7 years in procurement with Toshiba and 3 years as an Instructor in the American Bar Association Paralegal Certification Program. Linda has been residing in Laguna Hills for the past 16 years with her two now college attending girls and loves to attend concerts, movies, and enjoys golf.



**JOE SHARMA**

(09/04/06)

The original Regional Industrial Stockroom, located at Plant 07 in Cerritos, CA first expanded to include most Industrial plants. Then further expanded to include all Cleanroom. Finally some of Corporate Purchasing moved to be closer to the actual products they buy. DC Plant 07 has prepared and sent out millions of garments. In short, Industrial and Cleanroom are keeping the DC real busy, while making this once of a kind facility a cornerstone in Prudential's success. The DC grew from a few folks 5 years back to about 70 employees today. The entire time it has been coached by our first and only DC GM: David Ruiz. He has done an outstanding job, supported by all the good folks in Operations and Corporate. Well done Team! Our work is not completed. Honestly, it probably never is. Speed to market needs ever improving. Like Amazon, we want to deliver the same day. Expectations are vast. We want to shorten vendor lead-times, purchase more strategic and like at Amazon, costs are never too low. Overall, the DC has done an outstanding job and we are confident that under the great leadership of David Ruiz it will do so in the future. As such, the Company recognizes the importance of the DC and agreed to add additional resources. Director Joe Sharma, supported by VP Marc O'Leary graciously agreed to assist in helping the DC further while maintaining their current responsibilities. Like Amazon, they will help DC GM David Ruiz to further reduce costs, to find and implement technology, to reduce lead-times and increase speed to market. Effective immediately, in addition to plants 10, 15, 23, and 60; Plant 07 will report to Joe Sharma, supported by Marc O'Leary. Please extend our sincere appreciation to David Ruiz, Joe Sharma and Marc O'Leary for their continued success.



**JOHN CLARK** (08/31/09) CEO

As the Company completes its recovery from the recent internet attacks and looks to the future for the utilization of new and different technologies to further integrate the delivery of quality service and products to our customers, there will be an increased focus on IT as part of Prudential's Total Service Concept. With those focuses in mind, John has been asked (and he has accepted) to add the role of leading our IT team into this new future. Effective Monday 5/2/20, Director of IT-Karen Truax and all associated IT employees and processes will report to John Clark. This includes existing hardware, software, and related processes as well as future projects that we are working on: New IT architecture; Microsoft 365 upgrade; server upgrades; garment scanning; tablets; fleet software; Prudential Ap; etc. John earned his BS in Management Information Systems from the University of Arizona and his MBA from UC Irvine. He spent over five years working overseas for ABS Laundry Business Solutions as a software sales engineer and consultant. Thank you John for adding this additional role to your portfolio of responsibilities!



**VINCE VILLAFAN**

(12/04/17)

We are happy to announce that Vince Villafan has assumed the responsibilities of Plant Manager at the Nashua, NH plant effective April 8th, 2020. Vince will keep his title as Assistant General Manager of Industrial Operations. Before joining Prudential, Vince worked in the Laundry Industry for a competitor and also worked in real estate. He studied at Cal State LA and received his degree in business management. In his spare time, Vince enjoys going out to restaurants with his wife with whom he just recently married. He is a Laker and Dodger fan and also enjoys exercising and watching documentaries.

*Congratulations!*



# NEW ASSIGNMENTS & PROMOTIONS

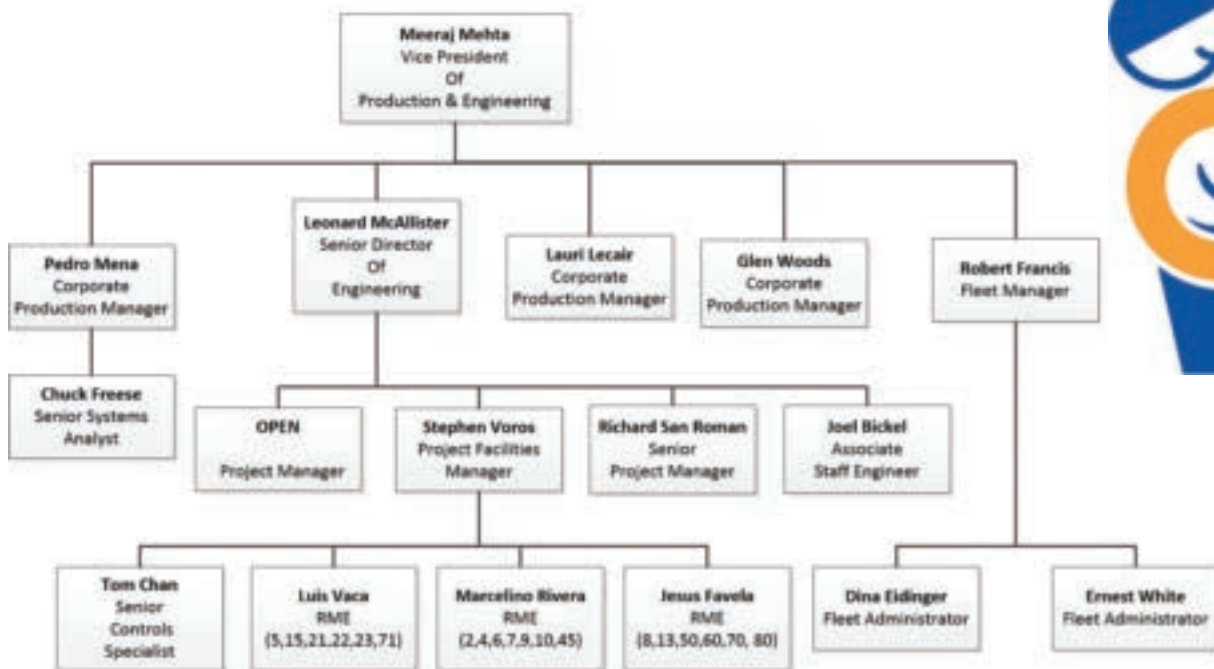


## MEERAJ MEHTA

(02/12/18)

Please join us in congratulating MeeraJ Mehta who has accepted the position of Vice President of Production & Engineering! After being the chief engineer for the firm that designed and built the Company's new plant in Nashua, New Hampshire, MeeraJ joined Prudential on 2/12/18 as an Engineering Manager. His extensive background includes the design and build of over 40 laundry related projects including linen, F&B, industrial, and health care facilities. MeeraJ has more than 10 years of experience as an Engineer in the laundry business and holds both Undergraduate and Master degrees in mechanical engineering. Prudential recognizes the need for improved LCV results to help drive additional profitability for future plant expansion, and this will become the primary goal of MeeraJ and his team as they work to drive down existing LCV costs by over \$8M annually. This will include working on labor reduction, automation, additional IT integration/solutions, and overall efficiency while at the same time improving delivered product quality to our customers. A new Production & Engineering organizational chart will be published in the near future. MeeraJ will report to Stefan Schurter, Senior Vice President.

## PRUDENTIAL OVERALL SUPPLY PRODUCTION & ENGINEERING



## PRODUCTION & ENGINEERING DEPARTMENT ORGANIZATIONAL CHART

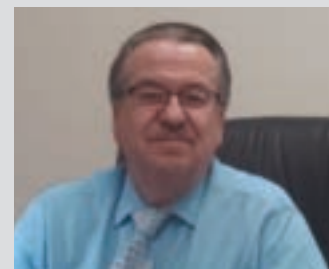
We would like to sincerely thank Leonard McAllister for his many years of leading Production & Engineering to its current state. As the Company continues to grow and evolve, Leonard will play an integral role in providing high-level expertise for the newly formatted Department as the Senior Director of Engineering. Leonard will lead the charge in successfully completing Board approved annual capital projects, both on time and on budget, maximizing allocated funding and helping to positively impact the Company's LCV. Leonard will report directly to MeeraJ Mehta.

Stephen Voros will continue to report to Leonard in his role as Project Facilities Manager; leading the highly talented Regional Maintenance Engineers in supporting the Plants with both maintenance team training and equipment support.

MeeraJ will directly lead the Corporate Production Management team, focusing their efforts on reducing LCV costs and standardizing processes across Prudential. This group will also help develop and recommend future capital projects. As you might imagine, their areas of focus will be: Glenn Woods-Industrial; Lauri Lecair-Cleanroom; Pedro Mena-Kaizen & continuous improvement processes.

The role of Production & Engineering is critical for Prudential as we continue to work on improving profitability in order to support additional growth and expansion. This Department also plays a key role in improving our delivered quality of goods and services to the Customer. In order to maximize our opportunities we must ensure that Plant Operations and Corporate Production & Engineering clearly communicate and work together to accomplish Prudential's growth and profit goals.

Please contact MeeraJ directly for any needed clarification.



## LEONARD MCALLISTER

(08/06/07)

Senior Director of Engineering



## 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. Prudential's Clean Green initiative provides a green solution compared to home wash and disposable products.

## 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

## PRUDENTIAL OVERALL SUPPLY COMMEMORATES EARTH DAY'S 50TH ANNIVERSARY

IRVINE, CA – April 22, 2020, Prudential Overall Supply, a leading company in the reusable textile industry, is commemorating Earth Day's 50th Anniversary.

The celebration of the 50th Earth Day on April 22 has come at the most unique point in our lifetimes as the coronavirus/COVID-19 pandemic has left most communities around the globe sheltering in place. Ironically it has created an unintended benefit for the Earth. In the most densely populated areas around the world, skies are bluer and water is cleaner and clearer. When the crisis subsides, it's unlikely the world's citizens will make the pandemic-prompted sacrifices that took us down this path. However, if this is what can be accomplished in a few months, renewing the Earth through sound environmental choices may continue to gain momentum.

As a Clean Green certified company, we believe you should be able count on your suppliers to support your business as you play your role in achieving this ideal. Consider all the ways that you conserve natural resources in your operation. This helps to control costs (improving sustainability) and protect the planet. Organizations that provide you with products and services should be similarly conscientious and prove through third-party verification (equivalent to Clean Green) they conduct business in an environmentally friendly manner.

This conscientiousness indicates a business is flexible, responsive and capable of overcoming obstacles that erode their revenues and prevent them from procuring supplies: two prevalent challenges from the coronavirus. Such companies' dedication to conserving resources indicates they are prepared for scarcity. Their environmental friendliness is an important cause of their sustainability.

We are a proud contributor to your organization's sustainability and as we recognize Earth Day, we hope you'll consider all your suppliers' green practices and how they can be certified for these. It's critical to their sustainability and important to yours.





# DID YOU HEAR THE NEWS?

## PRUDENTIAL OVERALL SUPPLY CELEBRATES ITS 88TH ANNIVERSARY!

On April 11th, 2020 Prudential Overall Supply, an industry leader in reusable image work apparel and related textiles, celebrated its 88th anniversary. Founded by John D Clark in 1932, Prudential has grown from a one man operation to a national brand serving customers throughout North America.

Prudential's third generation CEO, John Clark comments, "During these difficult times, we must remember that Prudential was founded during the Great Depression. Through numerous economic recessions and challenging world events, Prudential has flourished over our 88 year history. Achieving what few companies have ever been able to achieve: national growth, dedicated employees, over 28,000 customers, and we continue to reinvent the company by expanding and diversifying our offering. Prudential will weather this storm and we will be a stronger company thereafter."

John continues, "We thank every supplier for their dependability, every customer for the trust they instill in Prudential, and we are ever grateful to each employee for their hard work and effort, so that we can best serve our customers."



## FEDERAL DOT SAFETY MANAGEMENT SYSTEM SCORES

GREAT NEWS to REPORT!

Prudential has passed its last 2 DOT Audits.

GREAT JOB Everyone!

**This is our present scores for these basics:**

- **Unsafe driving now at 12%**
- **Hours of Service now at 59%**
- **Driver Fitness now below 1%**



Note:  
The lower the  
percentile the  
better our score.

We are doing  
a great job  
meeting the  
compliance  
requirements.  
We still need  
to keep  
improving our  
overall DOT  
compliance.



# DID YOU HEAR THE NEWS?

## SUPPORTING OUR CUSTOMERS...



*Thank you  
for your  
business!*

Check out these Jamul Casino employees looking great in their new uniforms through our Direct Sales Program. Thank you for being a great customer!

## LUNCHEONS



### PLANT 70 EMPLOYEE APPRECIATION CELEBRATION

We welcomed new faces, celebrated birthdays, and celebrated anniversaries. We enjoyed our time together with subs, chips, and drinks. Thanks to all of our Plant 70 employees for ALL that you do!



### NASHUA CLEANROOM PLANT LUNCHEON

Our Nashua Cleanroom Plant had a nice luncheon to celebrate anniversaries May birthdays, employee appreciation and Memorial Day while social distancing!



# DID YOU HEAR THE NEWS?

## HOLIDAY FUN



### CORPORATE OFFICE HOLIDAY CELEBRATION

Our Corporate office has a traditional Christmas Luncheon where we get to spend some time with each other while enjoying a buffet, served by Dan Clark.



### RETIREES JOIN US AT THE CORPORATE HOLIDAY LUNCHEON

*Left to Right:*  
LEE TERRY  
DOUG GEER  
PAULA JOHNSON  
KAREN STEWART  
JIM MURRAY  
JEAN POWERS  
BILL STONER  
JORGE SOTOLONGO

*Front:*  
DAN CLARK (09/23/68) Chairman of the Board

Thank you all for joining in on the fun and enjoying each others company! We miss you...hope you are enjoying retirement!



**OSVALDO JIMENEZ - SON**  
(11/07/16) Route Manager  
Carson Plant

**MARIA JIMENEZ - MOM**  
(01/23/89) Laundry Worker  
Carson Plant

**ANTONIO JIMENEZ - DAD**  
(01/21/86) Customer Sales  
Representative  
Carson Plant

### CARSON PLANT FLASHBACK BABY SHOWER 25 YEARS AGO

This is a story of how Osvaldo Jimenez became the Route Manager at the Carson Plant.

In 1988, Maria (Lulu) Magana and Tony Jimenez met while working at the Carson Plant. In that same year they were married soon after on October 29th, 1988. A couple of years later the family was expecting their second child. Their coworkers surprised them with a baby shower at the Carson Plant for her son-to-be Osvaldo (Ozzy) Jimenez. He was born on June 29, 1992.

Fast forward 24 years later; it's now November 7th 2016, and Osvaldo (Ozzy) Jimenez has accepted the position as a relief CSR. He has started his own journey at Prudential's Carson Plant. He has done an exceptional job as a relief CSR, and assigned CSR. He has now been promoted to Route Manager.



## BIRTHDAY CELEBRATION

Andrew, son of **BRAD SCHACHERL** (05/07/12) General Manager, Austin Cleanroom Plant, celebrated his first birthday and Prudential's 88th this year on April 11th. Since he shares this bond with Prudential Brad figured he'd get him in uniform and start his route training!



## NEW BABIES

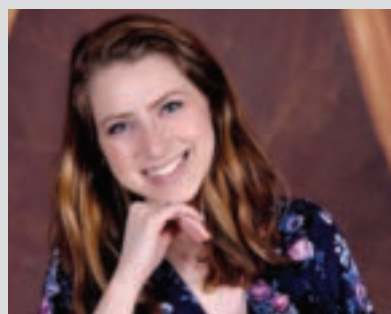


At 7:24 pm on Saturday March 28th, the Stork Market hit its highest mark yet when Josef Mathew Comer was born to **JANA COMER** (01/16/17) Vice President of Fiance and Justin Comer. Storks were high, then they dropped low to deliver the 4 pounds, 14 ounces and 18 inches little bundle of joy before going high again. If you'd like to cash in on the stork's delivery now, help us in congratulating the Comer's on their new addition to the family!



**RICHARD HERNANDEZ** (12/09/16) CvSR at the Los Angeles Cleanroom Plant and his wife welcomed a beautiful baby girl named Melanie Hernandez on 10/03/2019. Congratulations Richard and family!.

## COLLEGE GRAD



Karina Bowen the daughter of **SHAWNA BOWEN** (03/31/08) Executive Administrator, Corporate Office, studied Integrated Marketing Communications at Pepperdine University in Malibu, where she will be receiving Magna Cum Laude for her excellence in academics. Other notable achievements during her academic studies include, earning the medal of completion for the Great Books Colloquium (regent scholar program) as well as a nomination for her Great Books Essay to be published in Athena's Gate (academic journal) at Pepperdine. Freshman year she was chosen as a top 4 finalist from out of 700 students in the Womack speech competition. Out of 180 applicants she was also chosen as one of the 50 students from the Malibu campus who were given the amazing opportunity to study abroad in Switzerland their sophomore year. She was also chosen for a leadership role and served as a Resident Advisor over the senior class dorms on the Drescher Campus her Junior year. Always a volunteer, she was part of the Pepperdine Step Forward project to help out in the community on various service projects near Malibu and in Los Angeles as well as continuing to volunteer in her home town of Canyon Lake with the Family Matters Club and Woman's Club. She was also dually enrolled at Brigham Young University taking several other courses to excel her education and enlarge her degree scope. Karina is also recognized by National Society of Collegiate Scholars and Golden Key International Honor Society for her grade point average and academic excellence being in the top 15% of her class. Putting her learning to the test her senior year she interned at Prudential Overall Supply in its marketing department working on several key projects in several different areas of marketing. She had done all of this while also running her own catering business, JK Catering Co., with her boyfriend Johnathan McCloskey. Karina Bowen has graduated with a B.A. in Integrated Marketing Communications and a certificate in Social Media Advertising. She is hoping to go into entertainment marketing with a preference to a career working for the Walt Disney Company in the future.

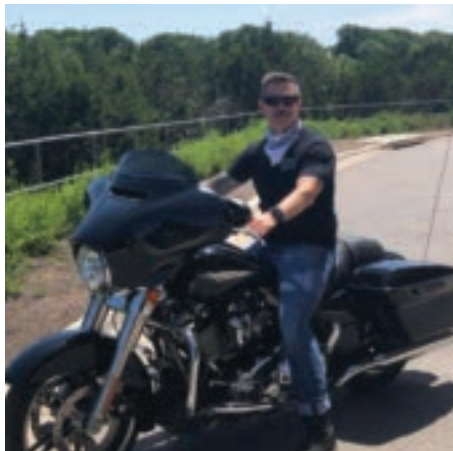


**ANA MIRAMONTES** (01/05/15) Office Manager at the Distribution Center had baby Isaiah on 12/10/19 weighed 10.5 lbs. He is happy, healthy and growing fast! Congrats Ana!



# DID YOU HEAR THE NEWS?

## ANNIVERSARY CELEBRATIONS



Celebrating the big 3-0 (that's 30 years) is **MIKE BLAZEK** (05/21/90) Director of Operations, Corporate Office. You don't get to see him often here at Corporate, but waaaaay out in Texas lives Mike Blazek. Mike started as a CSR for Prudential in the early days of the Vista plant and promoted through Route Manager, Sales & Service Manager, General Manager (P45, P03, P50/54/55), Regional Director, and is currently the Director of Operations for Region 5. Among other things Mike is a Marine, lover of dogs, music enthusiast, and bike riding and mechanic master. Mike is a fantastic team player, leader, and coach and a fine example of what makes Prudential a great place to work. We have been blessed to have him be a part of the fabric of the Company and we look forward to his continued success.



**OLIVIA SALAZAR** (01/03/95) Laundry Worker, celebrated her 25th Anniversary with **MITCH CUMMINS** (07/21/80) General Manager.



Congratulations to **DAVE SUBER** (04/17/00) Customer Sales Representative, Moorpark Service center on his 20th Anniversary with POS. Celebrating along with Dave is on the left **ROGELIO SERRANO** (07/26/10) SSM and **JEFF KEMP** (05/19/14) AGM on the right.



Congratulations to **ROSELIA BERNAL** (06/18/85) Order Fulfillment Operator at the Moorpark Service Center on her 35th Anniversary! The Service Center had a nice party for her and the team joined in the photo to help celebrate her. Thank you for your commitment to Prudential Roselia!



Congratulations to **DEAN KILLION** (03/06/95) Sr. Director of Sales at the Corporate Office on his 25th Anniversary! Dean received his anniversary watch. Thank you for your commitment to Prudential Dean!



Our final honoree celebrates an amazing thirty years at Prudential; Johanna Kalert says: Today marks 30 years with Prudential for **HILDA CARRILLO** (06/26/90) ABS Support Specialist at the Corporate Office. She has held several different roles here at Prudential. Starting as office clerk at Plant 5 in 1985, if she hadn't left us and returned 5 years later in 1990, we would be celebrating her 35 anniversary instead. I'm glad she saw that the grass wasn't greener and came back to us. Of all the hats she has worn, she never stopped wanting to learn and contribute more than what was asked of her. From Office Clerk, Office Manager, AR/Collections Supervisor, Plant Operations Coordinator, to ABS Support Specialist, Hilda's commitment and loyalty to the company has always been expressed in her dedication to do what it takes to get the job done. Today in her current role, she is helping more than most of you realize. She is responsible for helping support the DC operationally through use of ABS. Often times, coming up with new processes, advising for and against certain changes, all to ensure we are able to function as efficiently and productively as possible. She acts as a go between the plants and the DC and does her best to bring the two together. She helps work with our Penn vendor and our

plants to help facilitate an ordering process that was reduced from 2 hours work to a 30 min task(at most) at each plant. She's often looked to for Production Manager, and Stockroom Personnel training. Her vast knowledge and experience in Operations is what makes her a key asset to this company. With each project or change thrown her way, she always takes that extra step towards excellence, often times calling me at 5 am and other times at 9 pm at night. She's always willing to help and wants what's best for the company. Not to be overshadowed by her other tasks, Hilda has provided many of us with another skill treasured by so many thru the years: her famous guacamole! Thank you for all of your years of dedication and sacrifice, and we are all so proud to have you on our team at work and in life.

## TOM WATTS RETIREMENT



Our Riverside plant had a retirement party for our President Tom Watts, who just retired. He was GM at our Riverside plant in 1984 for 4 years. Congratulations, Tom!



Last RMMG meeting photo with Tom Watts.



Tom Watts & Dan Clark



Our Corporate Office held a retirement party for Tom after work and enjoyed hearing all the good times Tom had at Prudential.



Los Angeles Plant had a retirement party and enjoyed making memories.



Thanks Tom for being a great leader at Prudential! We will miss you!



# DID YOU HEAR THE NEWS?

## RETIREMENTS



### CONGRATULATIONS MARIA!

**MARIA SANCHEZ** (08/04/86) Production Employee, celebrates her retirement with Sandra Marts (07/11/11) General Manager, after 33 years with Prudential.



### CONGRATULATIONS BRET BIELEFELD

Please help congratulate Bret Bielefeld (02/06/84) Director of Purchasing at the Corporate Office, on his decision to retire from Prudential Overall Supply on May 1, 2020. Bret has done a fantastic job in his 36 year purchasing career here at Prudential. As you know, Bret has made a difference in many of us. He has lead the Corporate Purchasing team for over 34 years. Most of us have learned something from Bret, as he teaches and educates, nobody more than our new managers. Bret will be enjoying his early retirement right here in Southern California. He is looking forward to all the things the OC has to offer. Bret is a role model to all of us. In his 36 years with Prudential, Bret was responsible for between \$1 and \$2 Billion of expenditures. Yes Billions! What a tremendous responsibility! But did you notice that Bret manages to make it look easy, effortless, smooth? Wow, we and our suppliers will sure miss him. Everything he does, he thinks long term. Always. No short cuts in this business. And in all these years Bret did not allow a supplier to take advantage of Prudential. Never. He would never allow overpayments, misallocations or failures. Integrity. Integrity. Integrity. A legend. Today, because of Bret, we are secure, safe and efficient. Bret, we all wish you wonderful next steps in life. We always will remember the role model you have been, and for all this and much more we will miss you terribly. But we all know, because of you, we are a better company. And for that, we tip our hat. Bret, thank you again for everything and happy retirement from all of us! We will miss you.



### NIKKI JONES

(11/06/07) Accounts Receivable Clerk, Corporate Office After 12 years of working for Prudential, Nikki Jones has decided to end her relationship with her alarm clock effective next Friday March 13th 2020. The breakup was somewhat amicable. She will now be working full time for her dog Tessa who in reality is the one who calls the shots in the household. We truly appreciate her contribution to Prudential, especially to the AR department who will miss her.



### CONGRATULATIONS ESPERANZA!

After 16 years with Prudential, **ESPERANZA RODRIGUEZ** (11/25/03) retired April 3rd 2020 from the Austin Cleanroom. We wish Esperanza the best & hope she enjoys retirement! "Honestly, I won't miss getting up so early; however, I will miss all the people who I worked with all these years." - Esperanza.



### FRANK RICH

(01/29/90)  
District Sales Manager

Please help congratulate Frank Rich on his decision to retire from Prudential Overall Supply on March 27, 2020.

Frank has done an exceptional job over his 30 year career at Prudential. He has touched so many of us as a colleague, mentor and friend. Frank will be sorely missed.

Frank will be enjoying his retirement in Florida where he purchased a condo a few years ago in anticipation of this time. Only flip flops will be worn and Jimmy Buffet will be played at Frank's Beach House.

We wish Frank the best in retirement, and thank him for his years of service.



### LINDA PILGRIM

(02/25/04) Office Manager  
Austin Cleanroom Plant

Congratulations on your retirement on 01/01/20! Thank you for everything you have done to help Prudential success at the Austin Cleanroom Plant. You will be missed!

## RETIREMENTS



### CONGRATULATIONS, TOM ORR!

Please help congratulate **TOM ORR** (04/14/14) Director of Fleet Operations at the Corporate Office, on his decision to retire from Prudential Overall Supply on April 10, 2020. Tom has done an exceptional job over his 6 year career at Prudential. He has touched so many of us as a colleague, mentor and friend. Tom will be sorely missed. Tom will be enjoying his retirement right here in Southern Cal with his lovely wife. She already has booked various trips. Have fun Tom.

When Tom came out of semi-retirement to help Prudential 6 years ago, it was his strong desire to help, more than anything else, that drove him to Prudential. It explains the incredible mark he left on this company. His vision, his experience and

endless energy pushed us from a local or semi-regional trucking operator into a national player.

Today, we are more centralized, more DOT driven than ever. Hours of service, maintenance, employee training and discipline are on his mind constantly. Safety, Safety, Safety. Tom's hard charging, take the hill attitude pushed us to change quickly. (Well, he will debate that J...) This coupled with his vision and knowledge, his energy, he found no boundaries. With somewhere between 400 and 500 vehicles operating on a daily basis in over 20 States, this can be a 24hr/7 days per week job if you let it. Yet Tom knows how to balance life with work. Tom showed us systems, reminded us that we have professional drivers, with all the responsibilities and care that entangled. Tom changed our minds and hearts on how we view driving, trucking as a whole. I believe that was one of his primary missions, and he would not retire before he felt we finally got it.

Today, because of Tom's legacy, we are a dynamic, safe and efficient trucking company. Today we say: Mission accomplished!! Tom, we all wish you a wonderful next step in Life. We know you will help keep an eye on things, as such Tom will keep monitoring his e-mails for a bit after he retires, and is available for questions if they arise. Thank you for what you have contributed to all of us. We are a better company because of you! Tom's foresight allowed the Company to hire Robert Garland Francis JR, Fleet Manager, in February who will continue Tom's legacy and push for greater safety, stronger efficiencies, and better on time performance.



### SUSIE VALDEZ (6/10/91) retirement.

Susie Valdez retired in December of 2019 after 28 years with Prudential Overall Supply. Susie always had a smile for every employee and her good nature had a positive impact on anyone that was a round her. Susie was well respected by the entire Tucson team as well as everyone at the corporate office. We wish are all the best in her retirement.

## IN MEMORIAM



### In Memory of BILL WALTERS

Formerly the Sales & Service Manager at the  
Los Angeles Industrial Plant before he retired from Prudential (01/20/06)

Lion Bill J. Walters.....  
Was Born in Tilden,  
Nebraska on January 8,  
1939. He was raised in  
Bell & Downey  
California. In 1956 he  
graduated from  
Downey High School.  
Bill went home to be

with heavenly father on June 12th; after being  
diagnosed with lung cancer/congestive heart  
failure.

Bill was important to so many. He had numerous  
people that called him Uncle, Grandpa, Brother  
and Dad. His extended family was HUGE. This  
meant so much to Bill, especially that he was an  
only child; although he gained a large family when  
he married Isabell.

Lion Bill retired, after 40 years, from an Industrial  
Uniform Rental Company where he was a Sales  
Executive, and District Sales & Service Manager.  
After his retirement, Prudential Overall Supply  
didn't want to lose Bill's expertise; therefore he  
was rehired as Sales Trainer and Consultant for  
another 5 years.

It was at Prudential Overall Supply that Bill met  
and married Isabell. They celebrated 51 years of  
marriage, the day before he went to the hospital.  
Bill was a loving husband and father. He is  
predeceased by their twin daughters Milissa and  
Michelle; his adopted brother and sister, Bob &  
Janie King. Bill is survived by his wife Isabell, son  
Dane, grandchildren Jacob Walters-Huckeba,  
Stefanie Walters and Jonathan Walters; many  
cousins, nieces, nephews and several adopted  
grandchildren.

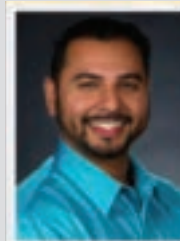
With children of school age, Bill and Isabell  
participated in the children's activities. Bill  
became involved in youth sports; coaching his son  
on a City of Montebello baseball team. He then

became active in the Pop Warner Football  
Program where his son played football and his  
daughters were part of the Cheer Leading Team.  
This brought Bill to join his friend Frank Espinoza  
where they co-founded the Golden State  
Basketball League of Montebello. Here he  
coached his nephew and son for approximately 8  
years. Bill continued supporting his children as a  
member of the Football/Athletic Booster Club of  
Montebello High School. Bill was Booster  
president for 3 years.

Bill continued to be involved in the community as  
a Parks and Recreation Commissioner, Civil  
Service Commissioner and Golf Course  
Commissioner; as well as YMCA Concert  
Committee Member, and Beverly Hospital  
Foundation Fundraiser Committee. He  
participated in many city elections since 1985 to  
present.

Bill joined the Montebello Lion in March of 1979  
and served 41 years of Perfect Attendance and  
held various offices in the club. Bill was President  
for three terms, Lion of the Year three times and  
Treasurer for 17 years. He, twice a year, chaired  
the Pancake breakfast fundraiser as well as  
prepared the pancakes. In partnership with the  
Rotary and Soroptimists, Bill chaired the  
Thanksgiving Basket give-away serving over 100  
families. For the last seven years, he was the M.C.  
at the Christmas at the Quiet Cannon Breakfast  
for less fortunate families. The Montebello Lions  
yearly gives a \$1,000 scholarship in the name of  
Bill Walters. At the district level, Bill held many  
positions including District Governor 2004-05. He  
was Charter President of the Lions Sight and  
Hearing Foundation in 2009 and board member  
from 2009 to present. At the state level of Lions,  
Bill was Convention Management Committee  
member for 12 years and chaired it 3 times. As a  
Lion Bill was awarded a Harry Aslan Fellowship, Al  
Ohrmund Supporter Award, Governors  
Appreciation, Lions International Leadership,

### In Memory of MOAAZ GILL Corporate Sales Representative Fresno Plant



Moazz Gill, an alumnus and former  
Fresno State employee, passed away  
on December 28, 2019. An on-campus  
memorial will be held in his memory,  
concluded by a handlighted yoga  
workshop (weather permitting).

WHEN: Thursday, January 18, 2020  
WHERE: University Student Union  
Building, 2nd floor level, indoors,  
Fresno State.  
TIME: 2:00 p.m.

For location and parking information, please  
contact Billie (biller) at biller@fresnostate.edu.

Memorial services for Moazz were previously held on  
January 1st at the Madona Islamic Center with burial at the  
Madona Islamic Cemetery.

To honor Moazz's philanthropic spirit, the Gill family has set up a  
GoFundMe page with proceeds benefiting local charities:  
<https://www.gofundme.com/support-moazz>

International Presidential Appreciation, 100%  
District Governor and is a 5 diamond Melvin Jones  
Fellow. Bill loved serving his community, so it was  
fitting he became a Lion since their motto is "We  
Serve".

In between Lions and Community Service, Bill made  
time to take his family camping in their motor  
home to the Colorado River. Here he taught the  
kids to ski behind their boat named "It's Only  
Money". But, he also took a few Lion friends and  
family on these exciting adventures. A few Lions  
learned to "howl" and ride the fountain! At any  
gathering, if music was involved Bill was the first on  
the dance floor and given a chance he would grab  
the microphone and sing. His love of golf had him  
on the golf course every weekend. For the last 10  
years, Bill had the pleasure of golfing with his son,  
Dane every Sunday; both are members of the  
Montebello Men's Golf Club.



# CUSTOMER TESTIMONIALS - ONLINE



## WINNER!

### SCIENTIFIC DRILLING

**WON THE SEMI ANNUAL  
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DRAWING.**

**YOU COULD BE NEXT TO WIN  
\$100 GIFT CERTIFICATE TO  
SHOPPRUDENTIALUNIFORMS.COM**

*"A company that understands the value of their customers. Prudential Cleanroom Services has provided us with quality products and custom care for the past 5 years. Thank you to our Sales & Service Manager for the best service yet."*

**- Cory Altig**



Now it's your turn to enter into our raffle to win a \$100 Shop Prudential gift card by leaving a Google My Business review!



*"Customer service is spot on, this is what we need on cleanrooms."*

**- JOSE ARITA**

Milpitas Cleanroom Plant



*"I have never visited the PCS site but they have been handling our garments for years."*

**- DONNA LYLE**

Portland Cleanroom Plant



*"Excellent services!"*

**- APRIL ROGERS**

Nashua Cleanroom Plant



*"I love the quality of the uniforms and the customer care they provide!"*

**- TANIA RODRIGUEZ**

Los Angeles Industrial Plant



*"Great Company to work with. Driver is responsible, Courteous."*

**- PREVENTIVE PEST SOCIAL**

Irvine Industrial Plant



*"Good all around. If they miss something or a problem occurs they will fix it in a timely..."*

**- MIKE MARTINELLI**

Richmond Cleanroom Plant



## "WHAT PEOPLE ARE SAYING"

Subject:  
Thank You Jhonatan De Sousa!

Dear Mr. Micah Elbersen

I want to express my appreciation for **JHONATAN DE SOUSA**. Jhonatan is a new manager covering my laboratory, Kaiser Permanente Dublin Laboratory. Jhonatan provided my lab with excellent support.

I had problem with missing lab coats after being sent to Prudential for laundry. Jhonatan was the new manager at Prudential Supply. He came on board this past couple of months. Jhonatan introduced himself on the first month he started his role at Prudential Overall Supply.

Jhonatan spent hours in our lab sorting the laboratory ensuring that everyone has the correct lab coats with the right quantity.

The issue is resolved now. Jhonatan is still checking in with me to ensure we have the correct lab coats which is crucial for our operation.

Jhonatan displayed an excellent example of putting customer first.

Thank you Jhonatan!

Sincerely,

Ricky Mulieo, MBA, CLS  
Laboratory Administrative Director  
Kaiser Permanente Dublin  
3100 Dublin Blvd, Dublin, CA 94568

Hello Mike and Lee,

Thank you both for all your hard work in helping Pride obtain the much-needed safety supplies during this crazy time. As of today Prudential is the only supplier that has met their promise. I cannot express my appreciation enough. It has been acknowledged as far up as our new president. Your team is amazing. You guys ROCK!

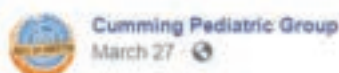
Shannon Van Ogle, *Category Manager*  
Corporate Procurement, Pride Industries, Inc.

MIKE RAY (08/06/07) Sr. National Account Executive – Direct Sales, LEE COTTONE, The Embroidery Store



JHONATAN DE SOUSA (11/25/19) Sales & Service Manager, Milpitas Plant

Facebook Post:



As we end our second week amidst Covid19, we are thankful for another safe week, and would like to give a SHOUT OUT 🙌 to our wonderful community! SO many of you have reached out to us and offered a lending hand. #blessed #community #strongerunited

Prudential Overall Supply- THANK YOU for expediting our scrub and linen service to keep us and our patients safe!

And of course, to our patients, who have brought us lunch and goodies which have given us an enormous uplift in morale!

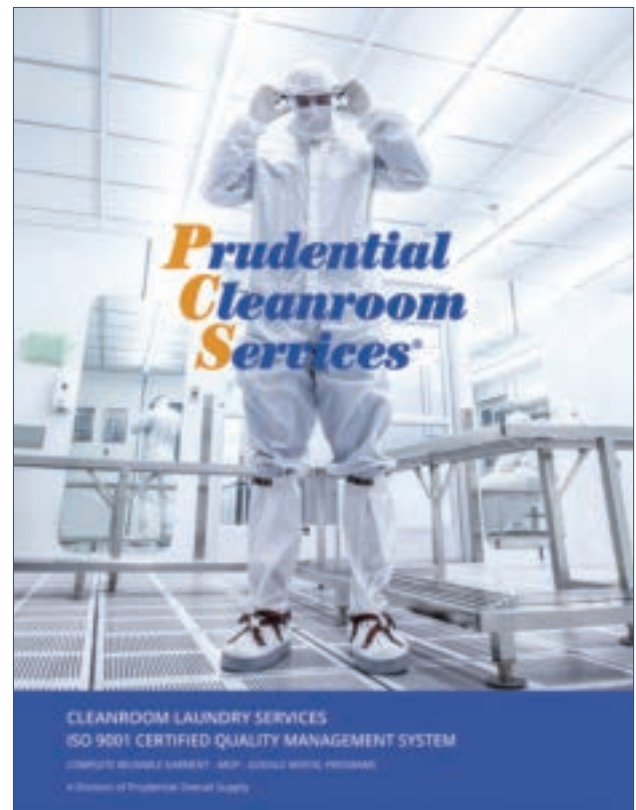
We appreciate each and every one of you tremendously! Be safe and be well.







PO BOX 11210  
SANTA ANA, CA 92711-1210



## Check out our new catalogs!

Request a copy or view our products offered at [PrudentialUniforms.com](http://PrudentialUniforms.com)

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