



# 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:

LOS ANGELES, CA INDUSTRIAL PLANT



A PUBLICATION OF



# FEATURED PLANT - LOS ANGELES INDUSTRIAL



## LOS ANGELES INDUSTRIAL PLANT

6920 BANDINI BLVD.  
COMMERCE, CALIFORNIA 90040  
(323) 724-4888

YEAR OPENED: 1952

CURRENT NUMBER OF EMPLOYEES: 85

CURRENT NUMBER OF ROUTES: 20



**MARK WILLIS** (08/09/04)  
*General Manager*

Originally from Texas, Mark graduated from Texas A&M University and was hired as a Management Trainee at our Austin plant. Mark was later promoted and transferred to Chula Vista as a Sales and Service Manager. In 2007, Mark was assigned to the Las Vegas service center then moved on to Commerce, CA to be the General Manager. In 2010 Mark's team achieved the Outstanding Achievement Award and the Dan Clark Award. Says Mark, "I really enjoy coaching and working with such a dynamic team. I love what I do and appreciate the opportunities that Prudential has presented me." While away from work Mark enjoys spending time with friends and family, and is currently enrolled at Baylor University completing his MBA program.



**ROSA MAGANA** (06/07/93)  
*Office Manager*

Rosy started with Prudential in June 1993. She has been with the company for 27 years. In her spare time she enjoys traveling and spending time with her family and close friends. She also enjoys volunteering her time with her community events. She has two adult kids and she is a grandparent of an eight-month old baby girl her name is Stephanie Zoey. She keeps her husband Art and herself very busy.



**ANGELICA ESTRADA** (02/08/99)  
*Senior Office Clerk*

Loves going on her annual summer vacation with her family. Enjoys working with everyone at Prudential.



**SANDY SENCION** (05/18/15)  
*Office Clerk*

Sandy as been with Prudential for 6 years, and enjoys working with all the employees. In her spare time she loves to spend time with her friends and family



**ALEXANDRA MORENO** (06/08/15)  
*Office Clerk*

Alexandra has been with Prudential for 5 years. She started at the Cerritos at the Distribution Center in 2015. She enjoys spending time with loved ones and loves to read.

*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.

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LAYOUT & DESIGN: Stephanie Leibick, Marketing Manager

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# FEATURED PLANT - LOS ANGELES INDUSTRIAL



**SERGIO LOPEZ** (07/24/06)  
*Sr. Sales & Service Manager*

"The best thing about my 15 years with Prudential is the great people I work with on a day to day basis and the integrity in which the company conducts its business. I have worked at a few different locations starting at Plant 02 Riverside, 06 Irvine, 05 Commerce, 80 Colonial Heights and now back at 05. In my spare time I enjoy spending time with my family and 7 grandchildren with an 8th one on the way in May. They all help me root for my favorite sports teams, Dodger, Lakers and of course USC Football. Fight On!"



**FRANCISCO LOPEZ** (03/23/15)  
*Sales & Service Manager*

"I started my career with Prudential Overall Supply almost 6 years ago as an MPTP at the Cerritos distribution center. I currently work at the LA Industrial plant as a Sales and Service Manager. In my spare time I enjoy playing soccer, traveling, and spending time with family."



**MICHAEL DIGIOVANNA**  
(11/10/08)  
*Sales & Service Manager*

"I started working for Prudential almost 13 years ago. I have been in the industry for 42 years this year, but my best years have been here at POS. In 42 years I have seen several recessions and this great industry has gotten my family right through them all very successfully and lucratively, thank God for product mix! I am married 41 years to my lovely wife, and we have raised seven children and I have 5 grandchildren. I enjoy spending time with my family and my church family as well. God has been good to us and I do always focus on keeping the main thing the main thing."



**ALEX SILVA** (12/04/07)  
*Plant Manager*

Alex loves spending time with his family, especially his 4 year old grandson, and he can't wait to meet his soon to be born second grandson in April 2021. His favorite past time is riding his Harley Davidson with his two sons side by side, especially if they can keep up.



**ANDRES LOYA** (01/05/15)  
*District Sales Manager*

"I have been in this industry for the last 23 years but my fondest years have been the last 6 with Prudential, which speaks to our company culture. I started as a Corporate Sales Rep where I achieved President's Club 3 times. I was then promoted to the District Sales Management position for Carson & Commerce where I achieved President's Club in my first year of Sales Management. Our district goal every year is to get all of our rep's on the boat! My time away from work is invested in my girlfriend of 7 years and my 3 children Joshua, Daleena & Benjamin. When I'm not spending time with my family, which is very rare, I'm at the driving range or on the golf course trying to figure out how to send the ball straight."



**ANDY HOLLIDAY** (11/10/03)  
*Sr. Corporate Sales Representative*  
"This is my 18th year with Prudential all as a Corporate Sales Representative. I enjoy my job and the people I work with. I hope to make my 16th President's club this year and bring another OAA to the Mecca (Plant 5). Born and raised in L.A. so proud to represent my city and have love for the Dodgers, Lakers, Rams, & Kings. Fondly known at the Los Angeles Plant as "The Shark" & "Big A"."



**PAUL A. REESE** (08/14/95)  
*Corporate Sales Representative*  
Paul has been with POS for 25 years, COSR for the last 2 years, he is a die hard Raider Fan in his spare time his wife and he enjoy hanging out with their Grandson.



**DELFINA RUVALCABA** (05/15/08)  
*Quality Assurance Supervisor*

Delfina began her journey with Prudential in 2007 when hired as a Production Employee at Plant 15 Cleanroom. A year later she transferred to Plant 05 Industrial as an Office Clerk. In 2018 she was promoted to QA tech and later QA Supervisor. During her free time Delfina enjoys spending time with her husband Robert and their 10 year old daughter, Dayana.

*GREAT TEAM!!*

# FEATURED PLANT - LOS ANGELES INDUSTRIAL

## CUSTOMER SALES REPRESENTATIVES



**VICTOR COVARRUBIAS** (09/10/92)  
Customer Sales Representative  
**EDGAR ACEVES** (10/27/14)  
Relief Corporate Sales Representative



**ANDREW FRANCO** (02/15/16)  
Wholesale Customer Sales Representative  
**MARTIN W. CAMPBELL** (01/19/93)  
Wholesale Customer Sales Representative



**ENRIQUE ROBLES** (05/11/81)  
Customer Service Representative  
**WILLIAM M. MARTINEZ** (11/24/14)  
Customer Sales Representative



**AARON T. PENA** (05/18/15)  
Customer Sales Representative  
**ENRIQUE S. LEIJA** (01/18/99)  
Customer Sales Representative  
**ALFONSO TREVIZO**  
(04/20/98)  
Customer Sales Representative  
**JOSE M. LOPEZ** (10/10/16)  
Customer Sales Representative  
**JUAN C. ALCAZAR** (02/03/20)  
Customer Sales Representative



**NICHOLAS A. ACEVEDO**  
(11/09/20)  
Relief Customer Sales Representative  
**JERRY GARCIA** (04/30/18)  
Customer Sales Representative  
**RENE MORAN** (12/19/05)  
Customer Sales Representative  
**EDUARDO MURILLO**  
(08/20/18)  
Customer Sales Representative



**FREDDY HERRERA** (02/18/19)  
Relief Customer Sales Representative  
**CARLOS RUIZ** (08/31/20)  
Relief Customer Sales Representative  
**ANTONIO MORAN** (06/17/19)  
Relief Customer Sales Representative

## PRODUCTION SUPERVISORS



**PETER AYON** (03/27/17)  
Production Manager

Peter began his career with Prudential as a relief CSR in 03/27/17. Within a few months Peter accepted the role of production manager. Coincidentally, Peter is currently student at Long Beach State University pursuing his degree in business management. However, when Peter is not studying or at work, he is enjoying his time with his two beautiful daughters Victoria (2), Valentina (1) and his wife Isabel. For his hobbies, he likes to go to the beach as a family, go hiking, watch movies, and watch and sometimes play sports. He is a Dodger fan and a die hard Miami Dolphins fan. GO PHINS!!!



**NORA COPA** (11/19/07)  
Production Supervisor

Nora loves working for Prudential Overall Supply so much that her favorite day of the week is Monday. She enjoys spending time with her two beautiful daughters, and her relaxing time is watching action movies. Specially if they include Denzel Washington, and Kevin Costner.



# FEATURED PLANT - LOS ANGELES INDUSTRIAL

## LAUNDRY DEPARTMENT



**MARIA ALVAREZ** (05/06/19)  
*Laundry Worker*  
**MARIA TERESA** (07/12/12)  
*Laundry Worker*  
**LIDILIA E. ALVARADO** (06/29/20)  
*Laundry Worker*  
**GLORIA G. HERNANDEZ**  
(12/09/19)  
*Laundry Worker*  
**ANNETTE M. BENAVIDES**  
(12/14/20)  
*Laundry Worker*



**JOHNNY GUEVARA** (11/18/20)  
*Laundry Worker*  
**ALBERTO TAPIA** (10/22/18)  
*Laundry Worker*  
**JOSE DE J. VILLALOBOS**  
(08/10/92)  
*Laundry Worker*  
**OSCAR CERVANTES** (0730/98)  
*Laundry Worker*



**GUADALUPE SAUCEDA DE ROJO**  
(02/09/09)  
*Laundry Worker*  
**JOEL LANDEROS** (07/11/16)  
*Laundry Worker*



**MARIA M. ROSAS** (05/29/18)  
*Laundry Worker*  
**KARINA CASTANEDA** (04/01/19)  
*Laundry Worker*  
**EDITH LOPEZ** (06/30/20)  
*Laundry Worker*  
**AUDECIO MARTINEZ** (08/30/89)  
*Laundry Worker*



**DORAMAY MIRANDA** (06/02/09)  
*Laundry Worker*  
**DANIEL LANDEROS** (10/29/18)  
*Laundry Worker*  
**YOLANDA SANCHEZ** (03/25/13)  
*Laundry Worker*

# FEATURED PLANT - LOS ANGELES INDUSTRIAL

## LAUNDRY DEPARTMENT



**ROSIO MADRIGAL** (08/27/18)  
Laundry Worker  
**LIZETH ARZATE** (07/23/18)  
Laundry Worker



**YOLANDA LARA** (09/06/86)  
Laundry Worker



**ANGEL GARCIA** (05/06/19)  
Laundry Worker



**ROSA MARIA GARCIA** (10/19/20)  
Laundry Worker  
**MARTHA ARACELI DOMINGUEZ** (07/22/19)  
Laundry Worker



**MARIA C. TORRES** (01/03/17)  
Laundry Worker  
**MARIA AREVALO** (03/18/13)  
Laundry Worker



**REMIGIO MORALES** (07/19/10)  
Laundry Worker



**JAVIER CARRILLO** (04/30/80)  
Laundry Worker  
**ALBERTO M. LEZO** (09/10/01)  
Laundry Worker



**GABRIELA GARCIA** (01/11/21)  
Janitor



# FEATURED PLANT - LOS ANGELES INDUSTRIAL

## WASH DEPARTMENT



**EDGAR GUZMAN** (06/03/96)  
Washer  
**JOSE ALBERTO CANO** (01/20/20)  
Washer  
**DIANA MENDOZA** (07/07/15)  
Washer  
**RODOLFO HERRERA** (08/08/84)  
Washer

## MAINTENANCE DEPARTMENT



**BRYAN E. RIVERA**  
(05/13/13)  
Maintenance Supervisor

"I began my career with Prudential on May 2013, I was hired as a Maintenance Mechanic after a few years and was promoted to Maintenance Supervisor. I am grateful for the opportunity and enjoy being part of the Prudential family. On my spare time I like visiting Disneyland amusement parks, hanging out at beach piers throughout So Cal, and watching Anime shows with my daughter Valerie and wife Vivian."



**OSCAR MARTINEZ** (12/07/20)  
Maintenance Mechanic



**SAUL MATA** (07/27/89)  
Maintenance Mechanic

## LOS ANGELES PLANT AWARD PLAQUES



2017 Outstanding Achievement Award



2018 Outstanding Achievement Award



2019 Outstanding Achievement Award



2010 Dan Clark Award

# FEATURED CUSTOMER



**GLASSWERKS**  
**LOS ANGELES**

[Glasswerks.com](http://Glasswerks.com)

CUSTOMER SINCE: **2011**

*Thank you for your business!*

**GLASSWERKS OFFERS:**

- Colorwerks
- Spandrel and Back Painted
- Silkscreen Printing
- GlassFX
- Insulated Glass Units
- Shower Enclosures
- Entrance Systems
- Laminated Glass
- Ballistic and Security Glass
- Mirrors

Custom glass fabrication capabilities enable us to offer a complete set of custom glass products for an wide range of applications. Our products include a variety of decorative glass options, jumbo and oversize products, bent glass, insulated glass, laminated and ballistic glass, shower doors and enclosures, mirrors, entrance systems, heat-soaked glass, and many others. Visit our website to learn more about each of the top-quality custom glass products we produce for customers throughout Southern California and beyond.

**VICTOR COVARRUBIAS** (09/10/92) Customer Sales Representative, Glasswerks Purchasing Manager **Willie Benton**, and **SERGIO LOPEZ** (07/24/06) Sr. Sales & Service Manager.



Glasswerks, L.A., Inc. Juan Carlos, Cliden Roblero and our very own **VICTOR COBARRUBIAS**



Gustavo & Franklin at Glasswerks L.A. INC.

## PRUDENTIAL PRODUCTS PROVIDED:

- Storage Lockers
- Soiled Laundry Lockers
- Work Shirts
- Jeans
- Apparel
- Facility Mats
- Hand Care Products
- Paper Products
- PPE Products



*Glasswerks, offers full-service custom glass fabrication services, producing a comprehensive range of architectural and other custom glass products. Their custom glass fabrication capabilities include a wide range of edge beveling, tempered glass cutting, sandblasting, grooving, and much more. They have the world-class machinery and highly-experienced custom glass fabricators needed to create the exact product their customers need with the utmost quality, precision, and reliability.*



# FEATURED CUSTOMER



## PREMIER FABRICATOR OF COMMERCIAL AND ARCHITECTURAL GLASS

Established in 1980 in Los Angeles, California, Glasswerks is a full-service fabricator of commercial and heavy-fabricated glass, architectural, tempered, and laminated glass, decorative glass, and other custom glass products. Staffed by experienced glass fabrication personnel and equipped with state-of-the-art glass manufacturing equipment, Glasswerks serves the requirements of customers in the California and Nevada markets, as well as Hawaii. Glasswerks focuses on delivering flexible services, quality products, and personalized customer support.



Sample and hardware department where our team clean and box out project glass for upcoming glaziers.



Victor making his delivery of garments so that each employee has a fresh set every day. Keeping the garments in lockers provides security and cleanliness in the change area.



Glasswerks employee staying safe in a Prudential uniform in the laminating department.



Glasswerks product ready for their customers in their well maintained clean facility.

# 2020 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:

- P10** Milpitas CR
- P15** Commerce CR
- P70** Richmond CR
- P71** Nashua CR



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

In addition, I want to thank the following plants for making their profit plans during an incredibly challenging year: P02 Riverside; P05 Los Angeles; P06 Irvine; P23 Mesa Cleanroom (missed the year's plan by just \$20,000!); P50/55 Austin Cleanroom/San Antonio Service Center (beat the planned %); P60 Portland Cleanroom.

Thank you to everyone for helping make laundry lemonade during 2020.

Continued Success in 2021,

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



**NASHUA, NH - CLEANROOM**

*Thank you all for an outstanding job!*



**LOS ANGELES, CA - CLEANROOM**



# 2020 OUTSTANDING ACHIEVEMENT AWARDS 🏆



MILPITAS, CA - CLEANROOM



RICHMOND, VA - CLEANROOM - FIRST SHIFT



RICHMOND, VA - CLEANROOM - SECOND SHIFT

# TOM WATTS - 100% RETENTION CLUB

**Congratulations to the Company's Tom Watts 100% Retention Club**  
**This recognizes any CSR with a 100% Retention....**

The Company annually presents an award to the Customer Sales Representatives (CSR) and Customer Service Representatives (CSvR) who retained 100% of their customers in the calendar year. The award consists of a Prudential 100% Retention awards certificate which is presented to each 100% Retention Tom Watts Award qualifier. The competition for this award includes CSRs and CsVRs in all Plants and Service Centers.



**PAUL COREY**  
(09/08/14)  
Customer Service Representative  
Location #71



**SEAN KELLIHER**  
(12/24/18)  
Customer Service Representative  
Location #71



**JERRICK WRIGHT**  
(11/12/18)  
Customer Service Representative  
Location #70



**JUAN PEREZ**  
(09/24/18)  
Customer Service Representative  
Location #71



**TIM PRESCOTT**  
(10/04/04)  
Customer Sales Representative  
Location #08



**GARY BROOKS**  
(03/14/88)  
Customer Sales Representative  
Location #13



**JON ANGLIN**  
(01/10/11)  
Customer Sales Representative  
Location #26



**JESUS HERNANDEZ**  
(07/27/15)  
Customer Sales Representative  
Location #13



**RAYMON GUERRERO**  
(02/06/06)  
Customer Sales Representative  
Location #05



**JASON HUMPHERYS**  
(03/04/19)  
Customer Sales Representative  
Location #60



**MARTIN CAMPBELL**  
(01/19/93)  
Customer Sales Representative  
Location #05





# PRUDENTIAL RECOGNIZES ITS 2020 \$19.32 CLUB

Congratulations to the Company's \$19.32 CSR 2020 sales average qualifiers!  
This recognizes any CSR with a \$19.32 weekly paid sales average or above for the calendar year.



**MICHAEL VAN DYKE**  
(09/24/18)  
Location #26  
\$152.45/wk



**ADAM L. JACKSON**  
(12/13/99)  
Location #03  
\$150.50/wk



**JOEL CARDENAS**  
(07/22/19)  
Location #08  
\$127.42/wk



**MIGUEL ANGEL ROMO JR.**  
(08/08/16)  
Location #21  
\$123.81/wk



**JEAN-PIERRE LANDIN**  
(04/19/06)  
Location #02  
\$108.46/wk



**MARK VAN DYKE**  
(07/02/07)  
Location #26  
\$105.06/wk



**RAYMOND COLLINS**  
(12/24/18)  
Location #21  
\$87.63/wk



**ROBERTY JEAN**  
(04/15/19)  
Location #85  
\$75.41/wk



**CARLOS ORTIZ MONCHE**  
(06/27/16)  
Location #55  
\$74.02/wk



**ABEL CASTANEDA**  
(02/22/10)  
Location #51  
\$72.47/wk



**DANIEL PADILLA III**  
(11/27/17)  
Location #51  
\$69.94/wk



**AARON PAQUIAN**  
(01/02/18)  
Location #51  
\$65.35/wk



**HUMBERTO SEVILLA**  
(06/10/96)  
Location #09  
\$65.33/wk



**GABRIEL TREVINO**  
(07/02/18)  
Location #22  
\$63.45/wk



**WARREN BROWN**  
(07/15/19)  
Location #85  
\$61.84/wk



**JASON MORELAND**  
(02/01/16)  
Location #81  
\$59.29/wk

# \$19.32 CLUB



**JERRY JONES JR.**  
(07/15/19)  
Location #85  
\$55.45/wk



**GENARO TORRES**  
(01/16/19)  
Location #06  
\$55.32/wk



**DANIEL VILLEGAS GONZALEZ**  
(06/24/13)  
Location #51  
\$54.76/wk



**DAVID ANTHONY MARTINEZ**  
(07/22/15)  
Location #55  
\$52.90/wk



**ALFONSO TREVIZO**  
(04/20/98)  
Location #05  
\$51.95/wk



**JAIME QUINONES**  
(12/02/13)  
Location #04  
\$50.15/wk



**PETER GARCIA**  
NOT IN ROSTER  
Location #51  
\$50.03/wk



**DORION BEARD**  
(03/18/19)  
Location #85  
\$49.98/wk



**EDGARD CHAIREZ**  
(12/26/17)  
Location #26  
\$49.34/wk



**JASON MORENO**  
(09/26/11)  
Location #06  
\$49.07/wk



**DOMINIC J. CHACON**  
(10/11/10)  
Location #22  
\$47.27/wk



**CHRISTOPHER JON WORKIZER**  
(02/15/16)  
Location #06  
\$46.87/wk



**LUIS RUIZ GARCIA**  
(06/17/19)  
Location #06  
\$46.26/wk



**EDWARD OSUNA**  
(09/14/16)  
Location #03  
\$44.44/wk



**VICTOR COVARRUBIAS**  
(09/10/92)  
Location #05  
\$44.42/wk



**STEVEN ACOSTA**  
(08/09/10)  
Location #12  
\$43.02/wk





**JOSE A. GAYTAN**  
(03/06/17)  
Location #51  
\$42.47/wk



**KYLE CUMMINS**  
(10/01/14)  
Location #21  
\$42.33/wk



**BALMORE E. DIAZ PEREIRA**  
(07/29/15)  
Location #22  
\$41.83/wk



**JEFF ROGERS**  
(07/25/11)  
Location #22  
\$41.45/wk



**THOMAS CHMIELEWSKI**  
(12/01/98)  
Location #26  
\$41.34/wk



**JOSE BACA**  
(11/23/09)  
Location #02  
\$41.05/wk



**DENNIS BLEISNER**  
(11/19/01)  
Location #09  
\$40.75/wk



**FRANCISCO N. ARELLANO**  
(03/02/15)  
Location #13  
\$39.69/wk



**ORLANDO CARDENAS**  
(12/03/07)  
Location #21  
\$38.48/wk



**ROBERT ALFORD GREYER**  
(05/06/19)  
Location #85  
\$38.37/wk



**ADRIAN PEREZ RODRIGUEZ**  
(09/26/13)  
Location #09  
\$38.10/wk



**HECTOR ALCALA**  
(01/12/05)  
Location #13  
\$37.88/wk



**SERGIO SALGADO**  
(11/26/07)  
Location #17  
\$37.77/wk



**DARRIN REED**  
(10/24/05)  
Location #04  
\$37.68/wk



**OCTAVIO CORON TREJO**  
(11/28/11)  
Location #04  
\$36.42/wk



**ENRIQUE LEIJA**  
(01/18/99)  
Location #05  
\$36.31/wk

# \$19.32 CLUB



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



**ERICK AMEZOLA**  
(09/06/16)  
Location #08  
\$35.78/wk



**CRAIG ORY**  
(07/11/05)  
Location #02  
\$35.20/wk



**MITCHELL WAGGONER**  
(10/17/19)  
Location #55  
\$35.17/wk



**JESUS ALFONSO LUIS MARTINEZ**  
(11/19/18)  
Location #04  
\$35.03/wk



**ROBERT DELGADO**  
(10/05/09)  
Location #55  
\$34.23/wk



**ADAM WALKER**  
(01/30/95)  
Location #02  
\$33.63/wk



**JULIO CONTRERAS**  
(12/23/13)  
Location #22  
\$33.17/wk



**JULIO MURILLO**  
(01/24/00)  
Location #02  
\$33.16/wk



**ROGER BALDIVIEZ**  
(05/12/04)  
Location #05  
\$32.84/wk



**DAN MAUER**  
(06/27/83)  
Location #05  
\$32.40/wk



**DANIEL GOMEZ**  
(12/21/15)  
Location #03  
\$32.18/wk



**BRIAN STEINBRENNER**  
(10/31/05)  
Location #04  
\$31.15/wk



**JOSE RODRIGUEZ JR.**  
(04/26/04)  
Location #02  
\$32.01/wk



**DAVID NGUYEN**  
(07/10/06)  
Location #22  
\$31.85/wk



**TIM VADEN**  
(12/05/15)  
Location #80  
\$31.07/wk





**MARIA CASTELLANOS**  
(02/12/16)  
Location #08  
\$30.97/wk



**ROBERT NATHAN MEZA**  
(05/06/19)  
Location #26  
\$30.88/wk



**MIGUEL ANTONIO MORALES**  
(07/08/13)  
Location #08  
\$30.82/wk



**THOMAS JONATHON ANGLIN**  
(01/10/11)  
Location #26  
\$30.39/wk



**RENE RUAN**  
(05/11/09)  
Location #22  
\$30.30/wk



**MIGUEL ECHEVARRIA**  
(12/03/07)  
Location #22  
\$30.24/wk



**ERIC RAUL TIRADO**  
(04/28/17)  
Location #02  
\$28.38/wk



**JESSE GARZA**  
(12/12/19)  
Location #55  
\$28.36/wk



**MICHAEL GARCIA**  
(09/02/87)  
Location #02  
\$28.20/wk



**MAXIMILIANO BONORAND**  
(06/25/18)  
Location #21  
\$28.17/wk



**JOHN ANSINK**  
(02/20/18)  
Location #80  
\$27.89/wk



**DAVID WALKER**  
(03/21/16)  
Location #80  
\$27.81/wk



**NAHUM CASTELLANOS**  
(08/11/14)  
Location #13  
\$27.65/wk



**GEOFF SELLECK**  
(07/15/19)  
Location #51  
\$27.64/wk



**MICHAEL ARMSTRONG**  
(07/25/11)  
Location #22  
\$27.46/wk



**ANGEL RAUL MURGA**  
(03/21/16)  
Location #06  
\$26.63/wk

# \$19.32 CLUB



**JUAN MCCRANEY**

(12/21/11)  
Location #32  
\$26.44/wk



**ARTURO DOMINGUEZ-MARBELLA**

(09/06/16)  
Location #08  
\$26.28/wk



**DANIEL REYES**

(04/01/19)  
Location #06  
\$26.01/wk



**VICTOR RUIZ**

(10/21/19)  
Location #22  
\$25.97/wk



**STEVEN PAUL WRIGHT**

(06/03/19)  
Location #22  
\$24.92/wk



**JAIME OSORIO**

(08/31/09)  
Location #02  
\$24.65/wk



**IRWIN GALLARDO**

(02/06/17)  
Location #03  
\$24.05/wk



**TONY MARTINDALE**

(05/29/07)  
Location #21  
\$23.80/wk



**KEVIN BURTON**

(11/20/00)  
Location #22  
\$23.53/wk



**VICENTE A. RODRIGUEZ**

(04/30/86)  
Location #04  
\$23.37/wk



**ART MAGANA**

(10/29/1990)  
Location #04  
\$23.34/wk



**JUAN CARLOS ALCAZAR**

(02/03/20)  
Location #05  
\$23.14/wk



**ROB TRICE**

(02/18/08)  
Location #30  
\$22.73/wk



**ENRIQUE ROBLES**

(11/16/81)  
Location #05  
\$22.45/wk



**MICHAEL R. FLORES**

(06/13/88)  
Location #13  
\$22.04/wk



**ANTHONY HERRERA**

(01/03/21)  
Location #21  
\$21.75/wk





**ANDREW LOPEZ**

(04/07/08)  
Location #17  
\$21.62/wk



**SERGIO GONZALEZ**

(04/28/14)  
Location #02  
\$21.34/wk



**JUAN RAMIREZ**

(12/15/14)  
Location #12  
\$20.99/wk



**GEORGE OVIEDO**

(05/12/14)  
Location #05  
\$20.82/wk



**JOSHUA A. MOELLER**

(10/31/05)  
Location #03  
\$20.40/wk



**DEAN CESARIO**

(12/27/89)  
Location #06  
\$20.31/wk



**SALVADOR ALAMILLO**

(03/28/05)  
Location #02  
\$20.26/wk



**OSCAR VALDIVIA**

(08/12/13)  
Location #13  
\$20.15/wk



**STEVE LOMBA**

(02/09/04)  
Location #18  
\$19.84/wk



**DANIEL CARRILLO**

(09/15/14)  
Location #05  
\$19.63/wk



**KAI XIONG**

(10/01/18)  
Location #18  
\$19.48/wk



**KEITH CASE**

(09/09/02)  
Plant 17  
\$19.36/wk



*Thank you all for  
staying committed  
this past year!*

# 2020 ANNUAL AWARDS 🏆

## 2020 SALES & SERVICE MANAGER INDUSTRIAL RANKINGS



**1st** **STEVE HERNANDEZ**  
(03/23/15)  
Prescott Service Center

With another fantastic year out of Prescott Arizona, Steve Hernandez finds himself and team in the top spot after accumulating 266 points and a very comfortable lead over all else. And as mentioned, Steve is no stranger to the top five as he closed out 2018 in the #4 slot and 2019 as our #3 Sales & Service Manager. With a consistent showing across the board with no individual ranking outside of the top ten and #1 rankings in 2 of the 7 categories, Steve was going to be hard to beat regardless of the year. Congratulations and thank you Steve Hernandez.



**2nd** **JOE SYNER**  
(12/07/15)  
West Virginia Plant

Scout over Francisco & Michael and make room for one more! That's right, also putting up 230 points in another great performance, Joe Syner out of Beckley West Virginia ties for the #2 spot in our organization. Highlights like 98.5% retention, 100% SOP success, and a 3% second half ageing, Joe and team separated themselves from the rest. Congratulations on another great year Joe!



**2nd** **FRANCISCO LOPEZ**  
(03/23/15)  
Los Angeles Plant

Now everybody knows Francisco from his Sales & Service Manager of the Year awards and the top spot in our ranking report in 2018 and 2019 so nobody should be surprised that he turns in another outstanding performance for 2020. From 98.5% in revenue, 100% SOP success and 204 points earned for his Major Accounts Review, Francisco was not going to be denied. Congratulations once again Francisco.



**5th** **MIKE DI GIOVANNA**  
(11/10/08)  
Los Angeles Plant

For anybody who has been around for 10 years or more, you will recognize Mike's name because it has been very easy to find Mike in these reports for those 10 years provided you start from the top. Mike as the true professional he is has always held himself and team to the highest of standards and it shows in his consistently amazing results. From 100% SOP success, a #1 performance with a 2.5 MIR Review score and 204 point earned in his Major Accounts Review, 2020 with all of it's challenges could not keep Mike and team out of the top five. Congratulations Mike!



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

That's right, Michael Warn out of our Irvine plant tied Francisco for the #2 spot with 230 points. The number two spot is exactly where Michael closed out his 2019 campaign. With more consistency across the board and final results like 98.7% customer retention and a 5.9% ageing Michael and team made 2020 another very special year. Congratulations Michael!



*Have A Great Year Everybody!*

### 6th - 10th

Our top ten this year is rounded out by more familiar names.

Congratulations and thanks to:

**RANDY SCHMUCKER** (05/29/97)  
Phoenix Plant 22

**RICK VALDEZ** (06/11/91)  
Vista Plant 13

**ERNIE MACIAS** (10/09/17)  
Riverside Plant 02

**RUBEN GARCIA** (07/22/19)  
El Paso Service Center 51

**GENARO RUVALCABA** (03/14/05)  
El Paso Service Center 51



## 2020 SALES & SERVICE MANAGER CLEANROOM RANKINGS

**Prudential**  
**Cleanroom**  
**Services®**



**1<sup>st</sup>** **MICHAEL PETROVITCH**  
(04/24/17)  
Los Angeles Cleanroom

Michael Petrovitch of Los Angeles Cleanroom is at the top of the Division Ranking. Michael ranked # 1 in SOPs and CVs. He took the # 2 spot in District Revenue, L&D and Merchandize Cost. Being one of the most competitive individuals we know, this will just drive Michael even harder to hold on to the # 1 spot in the division. He just wants to be "the best". Congratulations and Thank You Michael. You have set the bar very high.



**2<sup>nd</sup>** **CHRISTIAN MURRAY**  
(07/09/18)  
Nashua Cleanroom Plant

Christian Murray of Nashua Cleanroom ranked #1 for District Revenue, SOPs, CVs and Renewals with an incredible 97% renewal rate for his District. Christian's organizational skills allow him to consistently achieve these tremendous results. Servicing customers in multiple states is no problem for Christian. Christian started with Prudential as a MPTP in July of 2018 and in such a short time has set a high bar for the division. Christian also held the # 1 spot for the first half of 2020. Congratulations and Thank You Christian.



**3<sup>rd</sup>** **JOSHUA MONTES**  
(08/10/11)  
Los Angeles Cleanroom Plant

Joshua Montes also of Los Angeles Cleanroom ranked #1 for SOPs and CVs, #2 for Net Merchandize Cost, #3 in L&D which propelled him to the #3 rank in the division. We know Joshua is going to challenge the top two performers as he is also as competitive as we have seen so far. Josh definitely is always pushing the limits and asking the why. Congratulations Joshua and Thank You.



### Special Recognition

Special Recognition goes out to Denver AGM Rafael Sanchez and Austin SSM Kyle Stowers for ranking #4 and #5 respectively. They are definitely eyeing the top spots from not too far away. We look forward to them pushing through in 2021. Congratulations and Thank You for your tremendous results.

**RAFAEL SANCHEZ** (12/07/09)  
Denver Cleanroom Plant 33

**KYLE STOWERS** (04/06/09)  
Austin Cleanroom Plant 50

# 2020 ANNUAL AWARDS

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



### PLANT MANAGER OF THE YEAR

**JANETTE CEJA** (01/18/16)  
Milpitas Industrial 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

**CHRISTIAN MURRAY** (07/09/18)  
Nashua Cleanroom

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.*



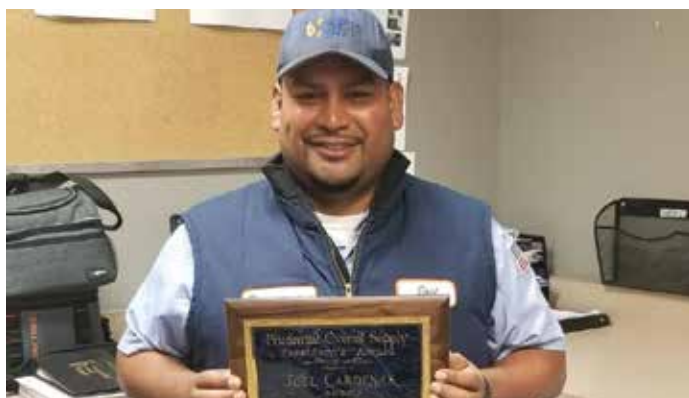
### SALES & SERVICE MANGER OF THE YEAR, INDUSTRIAL

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

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

**JOEL CARDENAS** (07/22/19) Fresno Plant, Route 56

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

**MICHAEL "MIKEY" VAN DYKE** (07/02/07)  
Prescott Service Center, Route 60

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 new business 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.*



# 2021 STEAK & BEANS CONTEST 🏆



## Sizzling Six Week Contest Results

Monday, January 18th - Friday, February 26th

### SALES & SERVICE MANAGER RANKINGS

| RANK | PLANT | SALES & SERVICE MANAGER | DISTRICT | RT |
|------|-------|-------------------------|----------|----|
| 1    | 6     | Carlos Castillo         | 2        | 4  |
| 2    | 8     | Larry Baze              | 1        | 5  |
| 3    | 21    | Rick Ponce              | 1        | 6  |
| 4    | 83    | Tomas Blue              | 3        | 3  |
| 5    | 3     | Dianna Townsend         | 1        | 4  |
| 6    | 13    | Rick Valdez             | 2        | 5  |
| 7    | 5     | Mike Di Giovanna        | 1        | 5  |
| 8    | 4     | Donald Razim            | 1        | 3  |
| 9    | 17    | Mike Montoya            | 1        | 5  |
| 10   | 55    | Moises Vengas           | 2        | 5  |
| 11   | 26    | Steve Hernandez         | 3        | 6  |
| 12   | 9     | Jhonatan De Sousa       | 1        | 6  |
| 13   | 2     | Patrick Gilmer          | 6        | 5  |
| 14   | 45    | Stacey Kohlman          | 1        | 4  |

### CUSTOMER SALES REPRESENTATIVE RANKINGS

| RANK | PLANT | CSR               |
|------|-------|-------------------|
| 1    | 6     | Jason Moreno      |
| 2    | 21    | Ray Collins       |
| 3    | 8     | Arturo Dominguez  |
| 4    | 17    | Jaime Medrano     |
| 5    | 21    | Brian Gonzales    |
| 6    | 13    | Hector Alcala     |
| 7    | 8     | Joel Cardenas     |
| 8    | 3     | Adam Jackson      |
| 9    | 5     | Al Trevizo        |
| 10   | 3     | Josh Moeller      |
| 11   | 21    | Mike Romo         |
| 12   | 22    | Mark Van Dyke     |
| 13   | 80    | Tyler Alvarez     |
| 14   | 6     | Jr Torres         |
| 15   | 8     | Marvin Barrios    |
| 16   | 8     | Alex Morales      |
| 17   | 5     | Jerry Garcia      |
| 18   | 8     | Erick Amezola     |
| 19   | 5     | Jose Lopez        |
| 20   | 18    | Kai Xiong         |
| 21   | 8     | Lupe Castellanos  |
| 22   | 9     | Bill Frenzer      |
| 23   | 18    | Carlos Bellacatin |
| 24   | 5     | Victor Covarubias |
| 25   | 4     | Vicente Rodriguez |
| 26   | 2     | Edgar Eizalde     |
| 27   | 6     | Daniel Reyes      |
| 28   | 8     | Miguel Morales    |
| 29   | 22    | Mikey Echevarria  |

| RANK | PLANT | CSR                |
|------|-------|--------------------|
| 30   | 9     | Leo Saucedo        |
| 31   | 22    | Steven Wright      |
| 32   | 5     | Aaron Pena         |
| 33   | 4     | Jaime Quinonez     |
| 34   | 80    | Warren Brown       |
| 35   | 9     | Duke Sevilla       |
| 36   | 22    | Jeff Rogers        |
| 37   | 4     | Brian Steinbrenner |
| 38   | 2     | Jose Baca          |
| 39   | 55    | Bob Delgado        |
| 40   | 9     | Tony Madrilejos    |
| 41   | 80    | Jason Moreland     |
| 42   | 2     | Jaime Osorio       |
| 43   | 22    | Jon Anglin         |
| 44   | 80    | Emmett Rachels     |
| 45   | 22    | David Nguyen       |
| 46   | 55    | David Martinez     |
| 47   | 13    | Francisco Arellano |
| 48   | 80    | Robert Geyer       |
| 49   | 55    | Carlos Ortiz       |
| 50   | 17    | Andrew Lopez       |
| 51   | 3     | Eddie Osuna        |
| 52   | 4     | Jesus Martinez     |
| 53   | 21    | Max Bonorand       |
| 54   | 2     | Sal Alamillo       |
| 55   | 21    | Orlando Cardenas   |
| 56   | 5     | Henry Robles       |
| 57   | 17    | Daniel Villa       |
| 58   | 55    | Travis Edwards     |



Oh hey... Chula Vista was in the MOOOOOOOOD for the winners and losers of the Steak & Bean Contest between the Customer Sales Representatives! Great job CSR's & Plants!

LET'S GET THE *Sizzle* ON!!!

# 🏆 2021 VIRTUAL 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



**Sue Adams**  
Director of Quality



**John Clark**  
Chief Executive Officer



**White Knight  
Engineered  
Products**



**Chris Welch**  
President



**Estatec Group**



**George Wright**  
President,  
WrightOne Consulting



**Stefan Schurter**  
Senior  
Vice President



**Brian Cole**  
Western Regional  
Account Manager



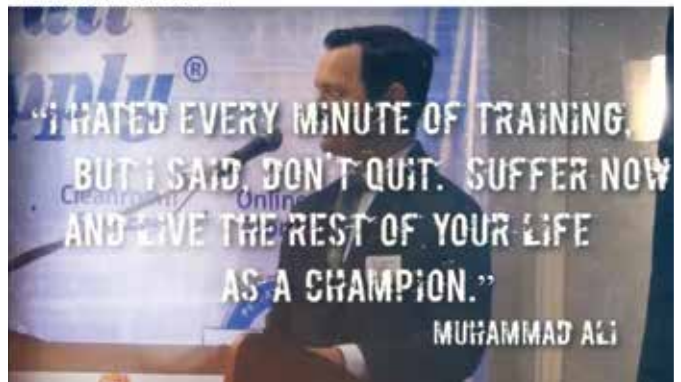
**Mark Crewse**  
National Account  
Manager



**Jon Coyle**  
Western  
Territory Manager



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





# 2021 VIRTUAL SALES CONFERENCE 🏆



## FEBRUARY 16 – 17, 2021 CONFERENCE HIGHLIGHTS INCLUDE:

- Leadership Vision
- Keynote Speaker - George Wright, President, WrightOne Consulting
- Annual Awards Recognition
- RLW Presentation
- VF Presentation
- Milliken Presentation
- Direct Sales 2021
- 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



*Our COB, CEO and President guided us through their vision of 2021 during an answer and questions session during their presentations.*



**STEPHANIE LEIBICK** (01/15/96)  
MARKETING MANAGER was at the controls during the industrial and awards portions of the event to ensure a smooth virtual conference!



**MYLES REUKEMA** (01/05/04) DIRECTOR OF CLEANROOM SALES  
**ASHLEY CARROLL** (05/14/07) MARKETING PROJECT MANAGER  
*both teamed up in the conference room at corporate controlling the cleanroom day two portion of the event.*



**MEAGHEN BALAAM** (08/29/11) SALES & MARKETING ADMINISTRATOR  
**ERIK HERNANDEZ** (06/11/07) COMPUTER SUPPORT SPECIALIST  
**JON HATFIELD** (04/06/20) SENIOR INFO SYSTEMS MANAGER *all helped on taking care of individual tasks during the event to keep it going forward from their offices.*



# 🏆 2021 VIRTUAL SALES CONFERENCE

Hi Jerry,

Just wanted to congratulate you and your team for successfully pulling off the first virtual Sales Conference! I think it went great and was well organized. Must not have been easy to get that many people together on that platform.

Thank you,

Sandra Marts  
General Manager  
Prudential Cleanroom Services



Jerry Martin leading the conference virtually from his office.



The platform we chose worked out great and very easy!



Moorpark team social distanced during the conference at their location.



Nashua team social distanced during the conference at their location.



Los Angeles team social distanced during the conference at their location.



Fresno team social distanced during the conference at their location.

“Going in one more round when you don’t think you can. That’s what makes all the difference in your life.”

– Rocky Balboa



DEAN KILLION (03/06/95) Sr. Director of Sales enjoying the virtual conference from the Corporate Office.



RICH PERRY (04/30/07) Sr. Account Executive virtually receiving his Gold Star Award from JERRY MARTIN (04/20/92) VP Sales & Marketing.



# 2020 VIRTUAL SALES AWARDS

## 2020 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).



## 2020 PRESIDENT'S CLUB



First row left to right:

**DON BRYSON** (10/15/07) CoSR, Moorpark Service Center,  
**DANIEL GUTIERREZ** (07/11/05) CoSR, El Paso Service Center,  
**ANTHONY FRUMUSA** (03/02/09) DSM, Corporate Services,  
**ANDY HOLLIDAY** (11/10/03) CoSR, Los Angeles Plant,  
**MERV CASEY** (04/27/15) CoSR, Denver Service Center,  
**MARK BIRDELL** (12/07/15) RRSR, Corporate Services,  
**JOSE MONTES** (02/19/01) CoSR, Tucson Plant,  
**GENE LECLAIR** (03/15/99) CoSR, Chula Vista Service Center,

Second row left to right:

**ED SMITH** (09/05/95) CoSR, Prescott Valley Service Center,  
**DAVID TORBETT** (08/07/17) CoSR, Atlanta Service Center  
**DANIEL CHALAMBAGA** (03/24/15) CoSR, San Antonio Svc Ctr,  
**ANDRES LOYA** (01/05/15) DSM, Corporate Services,  
**MIKE RAY** (08/06/07) NAE-DS, Corporate Services,  
**MARK STANTON** (07/13/92) DSM, Corporate Services,  
**KEVIN THOMPSON** (01/05/15) AE, Mesa Cleanroom Plant,  
**JARED McCUTCHAN** (05/07/07) CoSR, Riverside Plant,

Third row left to right:

**SAM ROSS** (03/20/00) SR, NAE, Corporate Services,  
**RICHARD PHU** (04/04/06) CoSR, Chula Vista Plant,  
**RAUL MUNOZ** (10/06/04) RRSR, Corporate Office,  
**MYLES REUKEMA** (01/05/04) DCS, Corporate Services,  
**VINNY BRANCIFORTE** (06/19/17) DSM, Corporate Services,  
**TONY SANTOYO** (07/07/14) CoSR, Irvine Plant,  
**STACEY OZUNA** (10/24/16) CoSR, Moorpark Service Center,  
**SCOTT CHAFIN** (12/13/99) CoSR, Vista Plant,

Fourth row left to right:

**SASHA TALAMENTES** Former Employee,  
**RICK GORDON** (02/05/19) AE, Nashua Cleanroom Plant,  
**RICH PERRY** (04/30/07) SRAE, Richmond Cleanroom Plant,  
**PAUL REESE** (08/14/95) CoSR, Los Angeles Plant,  
**VIGNY SONZEU** (10/19/15) AE, Los Angeles Cleanroom Plant,  
**TIM DESHAZOR** (01/15/18) DSM, Corporate Services,  
**SCOTT HYBERG** (09/17/12) CoSR, Fresno Plant





# 🏆 2020 VIRTUAL SALES AWARDS



**Rich Perry**

## **GOLD STAR**

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

*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.*



## **CHULA VISTA PLANT**

**Gene LeClair**

**Richard Phu**



## **DAN CLARK AWARD**

**Chula Vista Plant -**

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

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

*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.*



**Scott Hyberg**

## **ROOKIE OF THE YEAR**

**SCOTT HYBERG** (09/17/12) CoSR, Fresno Plant

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





# 2020 VIRTUAL SALES AWARDS

**Gene LeClair**



## TOP INDUSTRIAL SALESPERSON OF THE YEAR GENE LECLAIR (03/15/99) CoSR, Chula Vista Service Center

*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.*



**Myles Reukema**



## DISTRICT SALES MANAGER OF THE YEAR MYLES REUKEMA (01/05/04) DCS, Corporate Services

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



**Gene LeClair**



## ANNUAL TOP PRO

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

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



**Vigny Sonzeu**

## ANNUAL CLEAN PRO

**VIGNY SONZEU (10/19/15) AE, Los Angeles Cleanroom Plant**

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





# TRAINING PROGRAMS AND EVENTS

## PSS - 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 32 - SAN DIEGO

*Participants included:*

Front Row:

**JIMMY ABERNATHY** (07/06/20) Corporate Sales Representative, P80,  
**ROBERT TRABOSH** (02/08/21) Corporate Sales Representative, P80,  
**JOE TINDIRA** (12/14/20) Corporate Sales Representative, P04,  
**RENE RUAN** (05/11/09) Corporate Sales Representative, P22,  
**DEAN KILLION** (03/06/95) Senior Director of Sales, Corporate Services,

Back Row:

**RICHARD BIRLEW** (11/27/17) District Sales Manager, Corporate Services,  
**STEVE SOTO** (02/10/20) Corporate Sales Representative, P04,  
**JOHN JARAMILLO** (01/13/20) Corporate Sales Representative, P55,  
**ALYSSA LAUZON** (10/26/20) Corporate Sales Representative, P09,  
**TORI BLAINE** (11/16/20) Corporate Sales Representative, P73,  
**ASHLEY GANTT** (10/16/20) Corporate Sales Representative, P45,  
**DAVID STRATTON** (10/05/20) Corporate Sales Representative, P18,  
**BILL EVANS** (08/20/07) District Sales Manager, Corporate Services.



*I just wanted to take a moment to say thank you for a great three days at Professional Selling Skills training last week in San Diego. Without a doubt, this class was one of our strongest in some time, and I appreciate everyone's participation. Prudential looks forward to your future success with the company. Attached, are some photo's that we will include in an upcoming issue of our company newsletter, Off-The-Cuff. Happy selling!*

**DEAN KILLION** (03/06/95) Senior Director of Sales, Corporate Services



*Happy  
Selling!*



# TRAINING PROGRAMS AND EVENTS

## 2021 CLEANROOM PRODUCTION MANAGER BOOTCAMP

Please join the Corporate Production department in congratulating Cristina Martinez Lopez- P60, Tom Rhodes - P50, Jaime Castillo - P71, Fernando Lopez - P60, in successfully completing Prudential Overall Supply's 2021 Cleanroom Production Manager Bootcamp. The training was generously hosted by our plant in Commerce California

The purpose of the Boot Camp is to further develop our Production Managers on all aspects of running an effective, efficient production floor. Many topics were covered in this week's long training. The consensus from all involved was that the Bootcamp was a success!

We expect to see great things from this group. We look forward to seeing how their training will be implemented into their home plants over the years.



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

### **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.

# MAKING A CAREER AT POS - PROMOTED...



## A note from the President...

One of the things I appreciate most is Prudential's commitment to "Developing all team members to achieve their full potential." We are proud of the many employees that continue to engage with us in improving themselves and earning promotions to new positions within our organization. Developing and elevating our employees is a critical activity in ensuring the future success of our Company and each individual's journey is a thread that make the tapestry of Prudential stronger and more beautiful.

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



**MIGUEL DELGADO**  
(07/17/06)  
*Route Manager*  
Richmond Cleanroom Plant

2006  
Garment Coordinator

2018  
Route Manager



**MIGUEL RODRIGUEZ**  
(04/27/15)  
*Route Manager*  
Richmond Cleanroom Plant

2015  
Garment Coordinator

2018  
Route Manager



**TOREY SCOTT**  
(04/10/17)  
*Route Manager*  
Richmond Cleanroom Plant

2017  
Customer Service  
Representative

2018  
Route Manager



**SCOTT HYBERG**  
(09/17/12)  
*Corporate Sales Representative*  
Fresno Plant

2012  
Utility Customer Sales  
Representative

2013  
Customer Sales Representative  
Route 05

2017  
President's Award Winner

2018/2019  
\$19.32 Club Member

2020  
Promoted to CoSR - Where is  
was the Rookie of the Year and  
President's Club Member.

growth ideas  
technology



# ...WITHIN THE COMPANY



**CRAIG JORGENSEN** (07/09/12)  
*Route Manager*  
Fresno Plant

2012  
Hired for the open Route Manager Job

2013  
Moved to open CSR position Route 55

2015, 2016, 2018, 2019  
\$19.32 Club Membership

2021  
Promoted to Route Manager District 2



**TYRONE SAYLES** (09/15/14)  
*Route Manager*  
Fresno Plant

2014  
Hired as a Utility CSR in Fresno

2016  
Transferred to Sacramento promoted to CSR Route 71

2018  
Transferred to San Antonio promoted to RM

2020  
Transferred back to Fresno for the open Route Manager District 1 position



**DANIEL CHALAMBAGA**  
(03/24/15)  
*Corporate Sales Representative*  
San Antonio Service Center

2015  
Customer Sales Representative

2020  
Corporate Sales Representative



**NATHAN LEAL** (06/07/10)  
*Route Manager*  
San Antonio Service Center

2010  
Customer Sales Representative

2017  
Route Manager



**CRISTINA MARTINEZ**  
(02/23/15)  
*Production Manager*  
Portland Cleanroom Plant

2015  
Distribution Department

2016  
Production Supervisor

2021  
Production Manager



**CHRISTIAN ESCOBAR**  
(01/05/18)  
*Route Manager*  
Nashua Plant

2018  
Customer Service Representative

2020  
Route Manager



**MANUELA MARULANDA**  
(03/12/18)  
*Production Manager*  
Nashua Plant

2018  
Laundry Worker

2019  
Distribution Supervisor

2020  
Production Manager



# NEW ASSIGNMENTS & PROMOTIONS ...



**ANUPAM SWAMI**  
(12/29/20)  
*Sr. Director of IT*

We would like to welcome Anupam Swami to Prudential as the new Senior Director of IT. Anupam comes to Prudential with three decades of IT management

experience. Anupam began her career journey with a Computer Science degree, able to program in the languages Prudential's old AS400 ran on (We've already witnessed Anupam and Chuck Freese discuss mostly extinct programming languages). Over the course of a decade she led the buildout of Staples' e-commerce platform and then moved to Shimano as Global Technology Director. Prudential is excited to have Anupam's decades of experience navigate us towards a more perfect IT experience, both internally and for our customer experience. But there is more to Anupam than just computers! She has a daughter attending UC Santa Barbara and a husband also in the technology field. She loves to travel, and it shows, having visited over 30 countries. In her free time Anupam enjoys painting, cooking, and dancing. And lastly, controversially, having lived in New England for many years, is rooting for Tom Brady to continue his never-ending streak of Super Bowl wins.

Please welcome Anupam to the team!



**AILEEN FUENTES**  
(08/24/20)  
*Procurement Manager*

We are going to transition Cleanroom purchasing to Aileen Fuentes, Procurement Manager, and we are confident that

her 12+ years of procurement experience will be a great fit! Thank you and Congratulations Aileen!



**BELKIS DISLA**  
(10/28/20)  
*Office Manager*

Please join us in congratulating Belkis Disla on her promotion to Office Manager at P71/P73 Nashua!

Belkis began her Prudential career

in October 28, 2020 as an Office Clerk and has contributed greatly to the Plant's success. Belkis is originally from the Dominican Republic and came to the states in September 2011. During her free time, Belkis enjoys working out and spending time with her husband Wildany and their 3 year old son, Jordanny.

We are very excited to see Belkis excel in her new role and improving the front office processes. Congrats Belkis!



**BILL TEARE**  
(03/17/21)  
*QA Manager*

Please join us in welcoming Bill Teare to Prudential. Bill is the new QA Manager in Corporate Services. Bill comes to us with

over 25 years of Quality experience in various industries (steel, rubber, LED lighting, and electronics manufacturing). When Bill isn't working... he enjoys spending time with his wife of 30 years and two daughters (Emily - 10 and Angel - 16 this month) Both of his daughters are ballerinas, so before COVID, Bill helped with back-stage prop building and technical support for their annual Nutcracker performance. Bill also enjoys mountain biking, hiking, camping, and volunteer work with a senior living community. We're very happy to have Bill join the Quality team and look forward to his future success with Prudential Overall Supply!

Welcome Bill!



**CAMERON BATES** (03/05/12)  
*General Manager*

Please join us in congratulating Cameron Bates who has accepted the position of General Manager for Colonial Heights (P80) and its

associated Service Centers (P81/83/85). Cameron's career with Prudential started 9 years ago as a utility CSR at our Irvine plant. He was quickly promoted to Route Manager and then to Sales and Service Manager where he was consistently ranked in the Top 5 SSM rankings during his tenure in that position. In 2019 Cameron was promoted to Assistant General Manager at P50, supporting Austin, San Antonio, and St. Louis. He also successfully completed the Company's ALDP program. Cameron is blessed with a healthy spread of four children: 23-year-old twin sons; a 12-year-old daughter; and a 21-month-old son. Outside of work Cameron likes to balance rigorous fitness and the fine art of BBQ. He's also a huge fan of The World Series Champion Dodgers, The NBA Champion Lakers, and the win some playoff games Los Angeles Rams.

Congratulations Cameron!



**CRAIG JORGENSEN**  
(07/09/12)  
*Route Manager*

Please join the Fresno team in congratulating Craig Jorgensen on his promotion to Route Manager for District 2 at P08. Craig has proven

to be an asset to the Fresno team for the past 9 years. Craig and his beautiful wife Heather are the proud parents of two active boys: Royce 5 and Caleb 2. A graduate of Fresno State he is truly a "Battlin Bulldog" at heart. In his spare time, "He is a sports enthusiast" and a very loud Los Angeles Laker fan. We are very excited to promote Craig Jorgensen to the position of Route Manager in Fresno, California. We have every confidence he will continue to be an asset in his new role. Please join us in congratulating Craig Jorgensen on his promotion to Route Manager.



**BRENT BERVEN**  
(07/06/20)  
*Plant Manager*

Please join us in welcoming Brent Berven as the new Plant Manager at P80 Colonial Heights. Brent was hired as the Production Manager in July of

2020 and quickly showed his work ethic and dedication. He served 10 years in the Marine Corps where he was fortunate enough to travel the world. Brent deployed to Afghanistan, China, Australia, and Japan. Thank you for your service Brent! Soon after leaving the Marines Brent met his lovely wife Courtney in Northern Virginia. Today they live in Chesterfield with their two pups, Sadie and Banjo. In his free time Brent loves to play golf, kayak the James River, and BBQ for friends and family. During football season you can find Brent with his Cheesehead hat routing for the Green Bay Packers.

Congratulations on your well-deserved promotion, we look forward to your continued success!

*Congrats!*





# ... IN THE COMPANY



**CARLOS CASTILLO**  
(02/23/15)  
*Assistant General Manager*

Please join us in congratulating Carlos Castillo who has accepted the position of Assistant General Manager for the

Colonial Heights, VA Plant P80! Carlos joined Prudential as an MPTP in July of 2009. He spent 3 years as a Sales and Service Manager at Vista P13 and transferred to Irvine P06 in 2013 to be closer to his kids. In 2017, he went to the Distribution Center P07 and spent 2 years as the Plant Manager. Having seen the production side of things he came back to service in the fall of 2019 and re-joined the Irvine P06 team as a Sales and Service Manager. Carlos loves spending time with his 3 kids. His oldest daughter Allyson (24) recently gave birth to his first Grandson Harrison!! His son Andrew is studying to be an engineer and is finishing up his 1st year at Northern Arizona University and youngest daughter Ava will be a senior this upcoming year and is looking forward to going to college. In his spare time, Carlos enjoys running, bike riding, fishing and traveling. He enjoys watching his favorite sports team, the Dallas Cowboys!!

Again, congratulations Carlos and we look forward to your continued success!



**CRISTINA MARTINEZ**  
(02/23/15)  
*Production Manager*

Please help us in congratulating Cristina Martinez on her newly accepted role of Production Manager at

Portland P60! Cristina is married with two children Chris and Bella. In her spare time she enjoys taking her dog Hercules for walks. Starting her journey with Prudential in 2015, Cristina was brought on board in the distribution department and was promoted to Production Supervisor in 2016. Always willing to help the team in any way that she can, Cristina has shown great dedication and commitment. We look forward to her continued success!

Congratulations Cristina!



**DAISY ALMODOVAR**  
(11/10/20)  
*Assistant Buyer*

Please help us welcome Daisy Almodovar to the 'Procurement Team - Corporate Services' and congratulate her on her promotion

as our new 'Assistant Buyer'. Daisy brings several years of industry experience and will be focused on supporting the Plants with purchase orders. In her spare time, Daisy enjoys spending time with friends and family, including her fiancé, and, most importantly, watching scary movies with or without their kids! We look forward to Daisy joining the Procurement Team!

Welcome Daisy!



**ERIC SANTOS**  
(03/01/21)  
*Engineering Intern*

Please help us welcome Eric Santos as our new Engineering Intern. Eric recently graduated from California

Polytechnic University, Pomona with Bachelor of Science, Mechanical Engineering. In past, Eric has internship experience working at Teledyne Relays. When not at work, Eric likes to watch Basketball (Lakers fan), Football (Seahawks fan) and play golf. We are excited to have him as a part of our team and we look forward to his future at Prudential Overall Supply!

Welcome Eric!



**FLOR PAZ**  
(07/19/18)  
*Office Clerk*

We are pleased to announce the promotion of Flor Paz, Plant 70's new Office Clerk! Flor began her journey with Prudential in July of 2018 in Richmond, VA. She

began working in our cleanroom and soon after she was moved to our distribution department. We believe that with Flor's current knowledge of our company and customers, her eagerness to learn and grow, and her impeccable bilingual skills she will truly be an asset to our front office team. Flor has been married to her husband, Francisco Angel, for almost 2 years and they have 2 children together. Outside of work Flor and her family enjoy taking walks, being outside, riding bikes, and watching soccer - GO BARCELONA!

Congratulations Flor!



**DUMAKA MCQUEEN**  
(12/05/15)  
*Assistant General Manager*

Please help us congratulate Dumaka McQueen on his acceptance of the role of Assistant General

Manager at our Denver Industrial Service Center! Dumaka is a graduate of Virginia Commonwealth University (VCU) Go Rams!!!! with a BA in Biology and concentration in Math. He was State champion in wrestling in 145lb weight class his senior year. He has 3 wonderful children, an 18 year old son Zakari that is graduating high school this year and going to college to play basketball, 10 year old son Kaiden that is into gaming and 8 year old daughter Amaya who is on the swim team and recently placed 1st in her age group for states in the 100m backstroke. He is a Philadelphia Eagles fan (but we won't hold that against him), he enjoys watching football and basketball and likes to work out when he gets the chance. He also enjoys trying new and adventurous things. We are very excited for Dumaka to join the team in Denver and look forward to him growing with our market!

Congratulations Dumaka!



**GABRIEL DELORENZO** (03/01/21)  
*Human Resources Intern*

Please join us in welcoming Gabriel Delorenzo as our new Human Resources Intern. Gabriel graduated from Cal State Fullerton with his degree in Business Administration. When he wasn't studying for the next exam, he was exerting his energy as a Personal Trainer at 24 Hour Fitness. Gabriel spends his free time golfing with friends and whenever he gets a chance watching an Angels baseball game. Don't get him started on who is the better baseball player, he will spend his day telling you how Mike Trout is the best at everything.

Having lived in Uruguay for more than 5 years, Gabriel contributes his strong roots in culture and appreciation of the Spanish language to the wonderful people he met during his stay. Gabriel is excited to take on his new role in Human Resources and is eager to learn as much as he can about the industry and the great people that work here.

We are excited to have Gabriel as part of the team and look forward to his support in all of our employee focused projects.

# NEW ASSIGNMENTS & PROMOTIONS ...



**HILDA CARRILLO**  
(06/26/90)  
*Plant Support Specialist*

We are pleased to announce that Hilda Carrillo has accepted the position of Plant Support Specialist –

Cerritos, CA Distribution Center. Hilda has been with the company for a total of 35 years. She began her career with the company as an Office Clerk at the LA industrial plant, but has also worked in many different departments within the company; insurance, personnel, subcontract administrator, Accounts Receivable and of course her current role for the last 13 years as ABS support specialist. Hilda contributed to two major projects for Prudential, the conversion of all plants to the ABS system and 5 years ago Hilda's expertise/knowledge were requested to help launch the Distribution Center. Hilda and her family are BIG Dodger fans (Go Blue) and were sad that they couldn't have a huge celebration when LA won the world series this year! In Hilda's time away from work; she loves to travel and laugh with her family, while also spoiling her nephews and nieces. When at home, she loves to compete with Iron Chef in her kitchen.

Congratulations Hilda!



**JAIME CASTILLO**  
(03/01/21)  
*Plant Manager*

Please help me in welcoming the newest member of the Nashua team, Jaime Castillo! Jaime will be filling the role as our Plant Manager for both the Industrial

and Cleanroom operations. Jaime brings with him 20 years of industrial laundry experience. He is married to his wife Raquel and together have six children. In his spare time, he enjoys reading non-fiction books as well as watching football. Being a Texas native, Jaime is naturally a Dallas Cowboys fan.

Welcome to Prudential Jaime!



**JESSE MARQUEZ**  
(11/18/19)  
*Route Manager*

Jesse started his career as a utility driver and was quickly moved to a route due to his excellent customer service and ability to perform. Jesse has a passion for

cooking and sports, especially the Colorado Avalanche and the Kansas City Chiefs. He loves spending as much time as he can with his wife Mikaela and their three children Nicholas, Isabella and Charlie. They enjoy going to the range, early morning strolls along the Platte River, and becoming better rock climbers. Jesse looks forward to his new role as route manager and helping grow our Denver Service Center. Congratulations Jesse!



**JO ANN BOWMAN**  
(04/23/18)  
*Procurement Specialist*

We are excited to share the news that Jo Bowman has been promoted to Procurement Specialist! In her

new role she will focus on managing suppliers, negotiating savings, continuing to support the purchase order process and will remain your point of contact for CPP's.

Thank you and Congratulations Jo!



**JUAN PACHECO**  
(04/17/17)  
*Route Manager*

Please join us in congratulating Juan Pacheco on his promotion to Route Manager for Vista and Chula Vista. Juan started with Prudential in April of 2017 as a

CSR trainee where he quickly gained his own route. As his knowledge of his position grew, he was asked to travel to other locations to assist with training new CSRs. He enthusiastically welcomed the challenge and offered his expertise to anyone who asked.

During his down time, he enjoys watching his favorite baseball team the Padres, and exploring different parts of the San Diego area on his motorcycle.

Congratulations Juan!



**JUSTIN ALVAREZ**  
(09/16/20)  
*Production Manager*

Please help us in congratulating Justin Alvarez on his promotion to Production Manager at P45 Albuquerque!

Justin began his Prudential career in September of 2020 as a Relief Driver and showed immediate interest in focusing on what he could do to help the plant improve overall. With all the crazy turns 2020 brought, Justin was always willing to adapt with the change and moved to a Production Supervisor in late 2020 to help strengthen the heart of the operation. Justin is originally from El Paso, TX but grew up in Tucumcari, NM and as a adopted native is true to form with his preference of Green Chile. He moved to Albuquerque about 11 years ago and served as a truck driver in the National Guard. Justin is married to his wife Elizabeth and they have a son Eleazar and Daughter Ella. During his free time he enjoys hanging out with the family and binge watching one of the many available streaming services. We are very excited to see what Justin will do in this new role to help us continuously improve at P45/30.

Congratulations Justin!

## Well done everyone!





**KRISTIAAN  
BONUS**  
(04/12/21)  
*Non-Garment/  
Industrial Buyer*

Please help us welcome Kristiann Bonus to the 'Procurement Team - Corporate Services' as our 'Non-Garment/

Industrial Buyer' and secondary Direct Sales Buyer. Kristiann has more than 5 years of industrial retail Buyer experience coupled with several years of customer service experience. Kristiann lives in Orange County and, in her free time, she enjoys the outdoors and baking, especially macaroons! We are delighted to have Kristiann be a part of the Procurement Team and to join the Prudential Overall Supply family!

Welcome Kristiann!



**LESLY  
MARQUEZ**  
(12/10/19)  
*Garment Buyer*

Please help us welcome Lesly Marquez to the 'Procurement Team - Corporate Services' as our 'Garment Buyer'. Lesly joins us from

the DC where she most recently was a Production Manager responsible for managing garments. In addition to the DC, Lesly's brings 7+ years of Buyer and Supply Chain Management experience. Lesly lives locally and, in her free time, she enjoys spending time with her 2 boys and, most importantly, she loves the outdoors which also helps her to burn off some of her boy's energy! We are excited to have Lesly join the Procurement Team and to continue to grow as part of the Prudential Overall Supply family!

Welcome Lesly!



**RUBEN GARCIA**  
(07/22/20)  
*Route Manager*

Please help us welcome our newest member of the management team in El Paso, Route Manager Ruben Garcia. Ruben started with Prudential in July

of 2020 and has work as a Utility CSR and has shown outstanding customer service and has the knack of getting along with everyone. Ruben also plays an important role as our back up line driver. Ruben has been married to Goya for 30 years and they have three grown children two girls and one boy. In his spare time he enjoys woodworking and is an avid Dallas Cowboys fan. If you have the chance to meet Ruben make sure you ask him "How about them Cowboys"!

Congrats Ruben!



**THANIA  
ALMODOVAR**  
(03/17/21)  
*Receptionist*

Let us introduce Thania Almodovar, our new Corporate Receptionist. Thania will be replacing Daisy who is transferring to the purchasing department.

Thania earned her high school diploma from Santa Ana High School and also obtained a Medical Assisting Certificate at the same time. For the last five years, she worked as Medical Assistant at a local clinic. Recently, she decided she wanted to find her next position at the corporate world and that is what brought her to us at Prudential. Thania's hobbies include photography, crafts, and she also enjoys bike riding and being outdoors.

Please give Thania the warm Prudential welcome when you come by the front desk or you talk to her on the phone!

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## PRUDENTIAL AT 89: GROWING STRONGER IN A 'CHALLENGING YEAR'



*John Clark, CEO speaks at a TRSA Next-Generation Executives meeting.*

Prudential Overall Supply, Irvine, CA, recently marked its 89th anniversary. The family-owned and operated independent has made remarkable progress since its founding in 1932 by John D. Clark as a one-man operation. Today, Prudential is a nationally branded industrial operator that serves some 28,000 customers from coast to coast.

Last year, Clark's grandson, also named John Clark, succeeded his father, Dan Clark, as CEO. Dan continues to serve as company chairman. The younger Clark says he's grateful to many associates in the industry that helped Prudential achieve growth in the past year, despite the COVID-19 pandemic.

"Prudential Overall Supply is proud to be able to celebrate our 89th anniversary this year," John Clark said. "One of our main objectives each year is to close the year stronger as a company, so we can better support our customers. Through much effort from our employees and suppliers, we believe we were able to achieve this in a challenging year. This is a testament to the strength and flexibility of our organization." Clark added that, "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."

In a Textile Services magazine interview last year after he became CEO, Clark said he planned to continue the company's successful growth strategy, including promoting staff from within. Examples include Chris Welch, a 25-year non family manager whom Clark tapped to serve as president. Welch succeeded Tom Watts, another non family executive who served 20 years as president. "A lot of Prudential's top management works through the ranks in the organization," Clark said, noting his own journey up the ladder, which included significant experience outside the company. With Prudential, Clark completed a 10-year executive-training process, beginning in sales/service. He later advanced to plant and regional management posts, general manager, regional director and more before his appointment as CEO. Click here to read the full article, which features comments from both Clark and Welch.

## PHOENIX INDUSTRIAL PLANT RECEIVED VPP RE-CERTIFICATION!



This is our second recertification for the Phoenix location – not an easy task. Hector worked with our local team at Plant 22 to get the recertification complete.

CONGRATULATIONS!

## PRUDENTIAL OVERALL SUPPLY ACQUIRES NORFOLK, VA AREA BUSINESS, STEVENSON UNIFORM SERVICE, INC. CUSTOMER ACCOUNTS

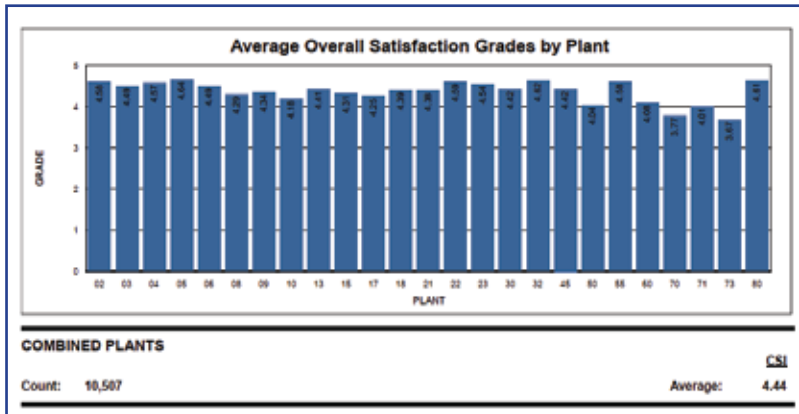


Prudential Overall Supply, an industry leader in reusable image work apparel and related textiles, today announced that it has acquired the customer accounts from STEVENSON UNIFORM SERVICE, INC.

"We chose Prudential Overall Supply to carry on the customer service experience STEVENSON UNIFORM SERVICE, INC. customers have come to expect," says STEVENSON UNIFORM SERVICE, INC. owner, Glenn Stevenson. He continues, "Prudential Overall Supply is a family owned and operated business which help connect them to the local community and puts their service teams in the best possible position to offer the highest quality service experience."

John Clark, Prudential Overall Supply's third generation CEO says, "We are excited to offer STEVENSON UNIFORM SERVICE, INC. customers the best possible service experience. The depth and experience of our service team along with our product and service offering will help us meet this goal." Mr. Clark continues, "We have invested significant resources to position Prudential to be a best-in-class uniform rental service provider, and this acquisition helps to strengthen our market position for clients in the Norfolk, VA area."

## PRUDENTIAL OVERALL SUPPLY RELEASES 2020 CUSTOMER SATISFACTION SCORE



Prudential Overall Supply, an industry leader in reusable image work apparel and related textiles, today announced its 2020 customer satisfaction index (CSI) score. The score is measured through the Company's Customer Visitation (CV) process. The CV occurs with direct meetings with each reviewed customer. The CV rates each customer service touchpoint.

Prudential's Chairman of the Board, Dan Clark comments, "The CV process is our way to better connect to our customers' requirements, and to verify that we are delivering the customer service experience that we have promised. I personally spend nearly a third of the year conducting CV's with our management team. It is the most enjoyable part of my year, and it is the time I learn the most about our business. Even more today as we face each day's challenges together."



# ISO CERTIFICATIONS



ISO 9001:2015 Certification is the most recent version of the standard. The millions of organizations that hold it have, and continue to demonstrate, full compliance with several standards. In order to obtain it, however, companies must adhere to several principles which are characteristics of quality management.

Relationships are a large part of compliance with the certification. In addition to demonstrating a dedication to customer satisfaction, ISO 9001 requires businesses to also be dedicated to empowering their employees. Other business relationships, such as those with suppliers, must also be properly managed and maintained.

The leadership within a company needs to consistently ensure all organizational processes are aligned and to also oversee processes and that employees support the objectives of the company. Continual improvement at all levels and seeking new avenues for success are also characteristics of certification holders.

The PDCA cycle helps companies to adhere to the above principles by providing them with a process that outlines the best ways to ensure alignment and compliance business-wide. The PDCA cycle includes policy planning and checking actions in order to meet objectives. Have questions? There's more information about the ISO 9001: 2015 certification; just check out this infographic from Prudential Overall Supply.

## PHOENIX JUST COMPLETED THE ISO AUDIT!

Phoenix passed their audit with flying colors (only 1 Minor) and will be added to our ISO Certificate. This brings our total ISO certified locations to 15! Overall... the auditor was very impressed with the Phoenix management team and the cleanliness/organization of the facility. Please congratulate the Phoenix team on a job well done!

## GREAT JOB BY THE MILPITAS TEAM ON PASSING ISO AUDIT!

Congratulations Milpitas! They completed the ISO audit of the Milpitas Cleanroom facility. The Milpitas team did a great job and passed their audit with only 3 Minors. The auditor was very impressed with the Milpitas team and their professionalism during the audit.

## DISTRIBUTION CENTER PASSES AUDIT!

Great job DC team and congratulations! On April 2nd, we completed the ISO audit of the DC facility. It was a very thorough and in-depth audit... but through it all... the DC team did a great job and passed their audit with only 4 Minors. The auditor was especially impressed with the layout of the facility, management's focus on their employees, and their positive attitude and desire for improvement of all.

## CARSON PASSED ON FIRST TRY!

Congratulations CARSON!!!! This is Carson's first try to become ISO Certified and they did it!! Well done TEAM and I like to add my personal thanks to the entire Carson staff, as ISO certification is truly a team effort, as well as Sue Adams and Kristin Rennegarbe, our Corporate QA support, for jumping in quickly helping to guide the Carson team to success. Together you all did it! Well done TEAMS!!!!

### The Role of the ISO

The International Organization for Standardization (ISO) is an international non-governmental organization that issues a wide range of voluntary operational guidelines for various industries.

These guidelines include ISO 9001.

ISO 9001 is part of the ISO 9000 family of standards that deal with quality management systems (QMS).

ISO 9001 can be used by any organization, large or small, in any industry to improve the efficiency of its processes.

Its most recent version is ISO 9001:2015.

### The Seven Quality Management Principles

ISO 9001 is based on seven quality management principles (QMP):

- 1 Customer focus**  
Focus on serving the customer and exceeding their expectations.
- 2 Leadership**  
Ensure that personnel and processes are directed toward supporting organizational objectives.
- 3 Engagement of people**  
Empower personnel and respect their contributions.
- 4 Process approach**  
Manage organizational processes to ensure they align with and strengthen one another in an interdependent manner.
- 5 Improvement**  
Strive continually for improvement and look for new opportunities.
- 6 Evidence-based decision making**  
Make decisions based on the rational analysis of data and information.
- 7 Relationship management**  
Properly manage relationships with all interested parties.

### The PDCA Cycle

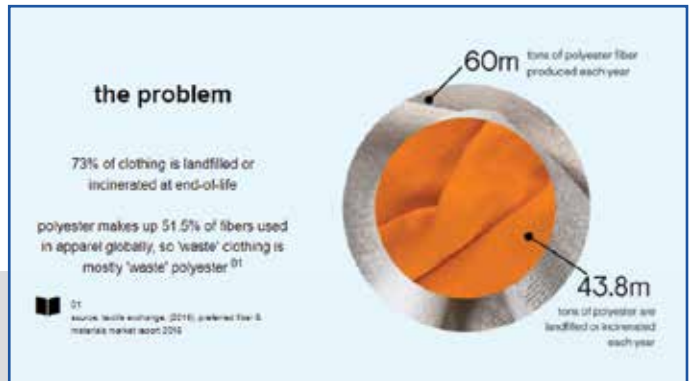
ISO 9001 uses the Plan-Do-Check-Act (PDCA) cycle.





Looks like a nice win-win is coming together. Prudential intends to accumulate the 'ragged out' 100% poly all color from 3 local plants and our DC to be stored at the DC for weekly pickup by Ambercycle. - John Clark, CEO

## ambercycle



### PRUDENTIAL PARTNERS WITH AMBERCYCLE TO RECYCLE UNIFORMS

To hear Shay Sethi tell it, his mission is to find ways to break down discarded textiles so that they can live again as new garments or flatwork items, thus fulfilling his vision of contributing to a circular economy. "Once they're purified," says Sethi, CEO of Ambercycle, a Los Angeles textile recycling business, "We are doing the work to figure out new homes for them, which is the focus of our R&D efforts right now."

While Sethi and his business partner Moby Ahmed may still think of their LA-based company as a startup, the reality is they've made significant progress in addressing a problem that's vexed commercial laundries since the industry's beginnings more than 150 years ago: What can we do with worn-out textiles besides throwing them out?

To that end, Sethi and Ahmed, founded Ambercycle five years ago. Currently, they occupy a 10,000-square-foot research and production facility with a dozen employees located three miles southeast of downtown. Funding has come from the National Science Foundation, the Department of Defense's Environmental Research Programs,, plus private investors, whom Sethi describes as patient yet excited at the prospects of scaling the business into a successful commercial enterprise. "We have a set of investors that understand the long term implications of this process" Sethi says. "There are a variety of financial investors." Having a base in the Golden State has helped Ambercycle in that the entrepreneurial culture is both robust and pro- "green." Many of his investors have built businesses from scratch: they don't expect overnight results. "I think the benefit of California is there's a lot of people and groups who've made their fortunes in other industries, software, life sciences, and then can look at, 'OK. Now I can turn my attention to climate change,' Sethi says. "It's very in vogue to do that kind of thing."

Sethi has reached out to the linen, uniform and facility services industry as well, seeking entrepreneurs like himself who share his passion for conservation. Once such partner is Prudential Overall Supply, an industrial/mixed operator based in nearby Irvine, CA. Prudential CEO John Clark currently is donating 500 lbs. (226 kg.) of ragged-out garments to Ambercycle for its research efforts. So far, the company has developed a viable system for recycling 100% polyester goods back into new polyester. Current efforts are focused on developing processes for breaking down poly/cotton blended goods and 100% cotton textiles. The company's two key goals are succeeding in business, while also benefitting the environment. "Our mission is to end waste," Shay says. "Although there are new materials coming into the textile manufacturing supply chains, closing the loop on outputs are what we are considering."

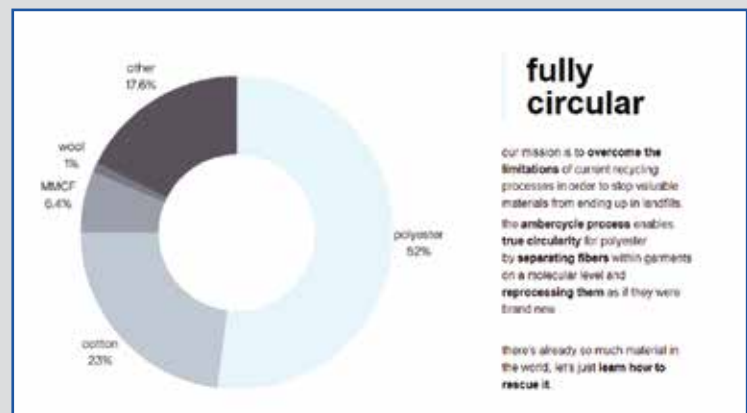
The idea for this business began when Sethi and Moby were

college roommates at the University of California at Davis, near Sacramento. Both men enjoyed seeing the woods and natural beauty of the area, and they wondered how they could help preserve it. With backgrounds in biochemistry and genetics, they hit on the idea of recycling textiles as a counter to the prevailing practices of a throw-away society. "We were looking at that as 'What are the best options for that material?'" he says. "That's how we started. We weren't really looking to start a business." Maybe not, but Clark sees great potential for the company and its vision of a circular economy for textiles. "I've very much enjoyed working with them as they tackle an enormous source of waste filling our landfills," he says. "Prudential gladly supports any organization committed to the Clean Green philosophy. As for the viability of the idea, without an engineering background I really don't know, but I believe this concept is already operational as more and more clothes are labeled 'post-consumer waste.' Should their model work, laundries in theory would be compensated for their scrap."

The idea behind Ambercycle is taking root with an expansion in the works include a commercial plant in the United States as well as new outlets in Southern California. While there are no guarantees, Clark sees great potential for textile recycling. "I hope they achieve the vision," he says. "If they do, it's a win-win."

**Currently our following locations are contributing recyclable garments to Ambercycle:**

- Riverside, California Industrial Plant
- Los Angeles, California Industrial Plant
- Irvine, California industrial Plant
- Distribution Center



More information can be found at [Ambercycle.com](http://Ambercycle.com)





## PRUDENTIAL OVERALL SUPPLY A TRSA CLEAN GREEN CERTIFIED COMPANY COMMEMORATES EARTH DAY

Prudential Overall Supply, an industry leader in reusable image work apparel and related textiles, commemorates Earth Day.

As a TRSA (Textile Rental Service Association) Clean Green certified company, Prudential Overall Supply customers can count on Prudential to support their green initiatives.

Prudential supports our customers efforts to conserve natural resources in their business operations which only helps control costs (improving sustainability), and ultimately, helps all of us protect the planet.

Prudential contends that all businesses can be similarly conscientious and prove through third-party verification (equivalent to Clean Green certification) where applicable that they conduct business in an environmentally friendly manner. Such companies' dedication to conserving resources indicates they are prepared for scarcity.

Prudential is a proud contributor to our customers sustainability efforts, and as we recognize Earth Day, we hope our customers will consider supporting all available efforts to help protect our planet.



**REUSABLE TEXTILES®**



**New skid mounted Reverse Osmosis upgrade installed in Richmond, VA plant.**



# DID YOU HEAR THE NEWS?

## CORPORATE SERVICES HAS AN UPDATED MONUMENT SIGN

You may notice that the monument sign in front of our building has been removed. It was in desperate need of a spa treatment after standing watch for many years.

The maintenance team at the Irvine facility are charged with freshening up the sign, a daunting task as they work this in while fulfilling their daily duties at the plant. We will make every attempt to minimize the downtime. Until it is returned to its guard tower, use the arches as your landmark each day.



OLD



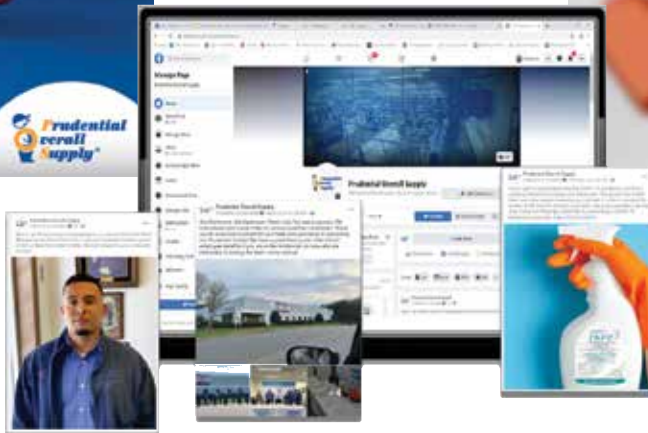
UPDATED

## WE'VE REACHED 5000+ FOLLOWERS ON FACEBOOK & LINKEDIN...



Hey, check us out on Facebook and LinkedIn and become one of our 5000+ followers on each platform! Get the latest news and information about us daily.

Don't forget to follow us on Twitter & Instagram too!





# DID YOU HEAR THE NEWS?

## NEW IT/AP CONSTRUCTION



Our Information Technology Team along with the Accounts Payable Department both moved into their new offices at Corporate Services! Looking great!

## HVAC UNIT INSTALLATION



Before the Accounts Payable department moved into their new offices the company installed a brand new HVAC unit to provide us fresh air at Corporate Services!

## SNOW IN HILLSBORO, OR



First snowfall at the Hillsboro, OR Cleanroom Plant in January 2021!

## NASHUA PLANT SOIL INSPECTION PROCESS



### CELEBRATING THE WIN AND PROMOTING CONTINUOUS IMPROVEMENT CULTURE IN PRUDENTIAL OVERALL SUPPLY.

Recently the cleanroom plants in Mesa, Nashua and Richmond chartered a Soil Sort Inspection Process Improvement Kaizen. Each team worked hard to achieve a safer and more ergonomic inspection procedure through less movement, handling and 5S of all tools in the work stations. By reducing movement the teams were able to increase visual inspection time per garment and achieve an increase of 16.6% in throughput. This changes in our process will benefit our employees and customers while providing a high-quality inspection process.

Congratulations to all involved!

## MORE SNOW DAYS



Tucson, AZ plant had a light dusting of snow too that made for a beautiful day in January 2021!

# DID YOU HEAR THE NEWS?

## RICHMOND, VA CLEANROOM PLANT EMPLOYEE APPRECIATION



Plant 70 said goodbye to the year of the great toilet paper shortage and rang in the New Year with festive 2021 glasses, cookies, and sparkling grape juice.

*Let's Celebrate!*



### AUSTIN CLEANROOM PLANT CELEBRATING FEBRUARY AND MARCH'S BIRTHDAYS!

**MARISOL CONCHAS** (08/27/12) Production Supervisor  
**ANGELA SANTISTEBAN** (10/07/20) Soil Sort  
**MARISOL ARREOLA** (06/20/03) Towels



**YOLANDA LARA** (09/16/86) (mom) and **BRYAN LARA** (01/25/21) (son)

Yolanda has worked in the stockroom most of her time here at the Los Angeles Plant. When the stockroom went away, she basically became our mending department, and does an awesome job. She is excited too that her son Bryan joined the Prudential family too in the MPTP program!





# DID YOU HEAR THE NEWS?

## CORPORATE PURCHASING VISITS CLEANROOM



Our Procurement team from Corporate Service took a tour of the Los Angeles Cleanroom Plant. They were able to see our cleanroom in action to understand our daily processes. They look great in our cleanroom apparel!

## BEAUTIFUL PROPOSAL



Fiancé James, proposed to **MEAGHEN BALAAM** (08/29/11) Sales & Marketing Administrator, daughter Jayden, and Diesel (the dog)!

He proposed on December 17, 2020 and they are planning for the wedding to be on October 21, 2022!

A family of 2 will become 3!

James also presented a beautiful necklace to Jayden.

Best of luck to you all!



## PRUDENTIAL EMPLOYEE FAMILIES...

# Congrats!



**SERGIO LOPEZ** (07/24/06), Sr. Sales & Service Manager with his 7th Grandson Asher Etidapence, born 10/20/20.



**JOSE MANUEL LOPEZ** (10/10/16), Customer Sales Representative with his baby girl Ayleen Lopez.



**JOSE J. GARCIA** (05/11/81), Customer Sales Representative's grandson Romeo Garcia.



**JUAN ALCAZAR** (02/03/20), Customer Sales Representative and 3 year old son Giancarlo.



**ROSA MAGANA** (06/07/93), Office Manager, with grand daughter Stephanie Zoey Magana & husband Arturo Magana.



**STEPHANIE LEIBICK'S** Marketing Manager, Grandmother, Neva Thompson of Scottsdale, Arizona just celebrated her 101st birthday! She was able to finally have her party since her 100th was cancelled due to Covid-19. She even made it on the news! Many of her family and friends were able to celebrate with her!

# DID YOU HEAR THE NEWS?

## ANNIVERSARY CELEBRATIONS



### PRUDENTIAL TURNS 89!

Prudential Overall Supply is celebrating its 89th 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, "Our team looks forward, but never forgets that Prudential was founded during the Great Depression. Through numerous economic recessions and challenging world events, Prudential has flourished over our 89-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." 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."



**CELEBRATING 25 YEARS!** We would like to congratulate **ANA MORENO** on her 25 years of service with Prudential Overall Supply, Thank you for all your hard work for the past 25 years at our Tucson plant! We enjoy working with you!

Pictured left to right:

MITCH CUMMINS  
07/21/80  
General Manager

ANA MORENO  
03/25/96  
Laundry Worker

CARLOS RODRIGUEZ  
01/18/99  
Plant Manager



### 25 YEARS OF MEMORIES!

**STEPHANIE LEIBICK** (01/15/96) Marketing Manager at Corporate Services celebrated her 25th Anniversary with Prudential. Stephanie has enjoyed being creative in the Marketing Department. She develops and designs our catalogs, brochures, marketing materials and even our Off-The-Cuff publication that you are reading now. She has worn many hats over the years in the marketing department and has enjoyed watching the growth within the company. Thank you for all your dedicated work! Congrats on 25 years!

**JERRY MARTIN** (04/20/92) Vice President of Sales & Marketing presented Stephanie with her certificate, pin and gift.



## CHURRO CELEBRATION



A churro truck stopped at our Mesa Cleanroom Plant to celebrate our Employee Recognition Month in a whole new way outdoors! FUN FUN FUN!



## INTERNATIONAL WOMEN'S DAY

International Women's Day is a great opportunity to recognize so many of our amazing female employees. We are proud to be a diverse workplace that promotes the best in all of our employees. Our Prudential family includes individuals from different backgrounds and interests that creates a welcoming workplace focused on inclusion and belonging.

As part of our Diversity and Inclusion Program, Prudential Overall Supply is proud to recognize the stories of three of our female employees. Strength, courage and perseverance are key themes for each of these women. Lupe Castellano de Cortez, Maria Contreras, and Jana Comer share their stories with us in this spotlight on some of the women at Prudential.

We celebrate their success and the achievements of so many of our female employees at Prudential Overall Supply. Thank you for your contributions and Happy International Women's Day to all!



**MARIA CASTELLANOS DE CORTEZ**  
aka "Lupe" (02/12/16) Customer Sales Representative, Fresno Plant

*"I have worked here for over 5 years now. When I started working at Prudential I was folding aprons inside the plant. I was always eager to learn new things and asked to work various roles in Production. One day I found myself as a single mom and that's when I decided it was time to do something else. I saw the job posted for a Customer Sales Representative and began to ask the drivers questions about what they did on the job. I interviewed and was provided the opportunity to do a ride along to see if I enjoyed the type of work. It was all new to me, but I really wanted to try something new. It took a while for some of my customers to get used to seeing a girl do this type of job. I feel free when I am driving and enjoy building relationships with my customers. If I could give anyone advice it would be to never give up. Nothing is impossible, just don't stay stuck in one thing, we can always push ourselves a little more." -Lupe C.*



**MARIA CONTRERAS** (02/15/21) Laundry Worker, Tucson Plant

*"I have been with the company for over 6 years. I wanted to be able to communicate with my kids and have greater opportunities to advance my career at work, that is why I took advantage of the tuition reimbursement program. Attending classes at the University of Arizona was not hard, it was a pleasant distraction. I was able to learn something new and meet new people. I hope to use what I have learned to one day work in the front office. I would recommend any employee to take advantage of the benefit that is offered by Prudential. If I had to give one piece of advice to females in the workplace, it would be to learn something new, always go forward never back." - Maria C.*



**JANA COMER** (01/16/17) CPA – Vice President of Finance, Corporate Services

*"I have been working in my current position for over 4 years now. At my previous employer I had a high stress, high demand job. I wanted more out of life. Success did not come easy for me. I have always been taught to rely on myself and to stay committed to what I do. I knew when I came to Prudential, I wanted a work life balance and I found it here. Being a new mom, it is important for me to have that. My son Josef will be 1 soon and my husband and I want to provide him a good life and teach him how to work hard and be dedicated in life. I want my son to know women can have careers and still be present moms. If I had to give advice to anyone wondering if they can have both a career and family, it would be to take ownership in everything you do. Find the right balance that works for you and commit to working hard at what life brings your way. Prudential Overall Supply has been very supportive and has given me that right balance my family and I want and need." - Jana C.*

## JOB FAIRS AT THE PLANTS

*I just wanted to let you know that Stephanie and Ashley did an amazing job in getting our marketing material and banners done for our Job Fair in a very short amount of time. The marketing team as well as the HR dept. combined out performed themselves to support Riverside and I wanted to let you know. Stephanie, Ashley, Carmen, and Sylvia – Thank you for your tremendous support during our staffing needs!  
ROSA VASQUEZ, General Manager, Riverside, CA Plant*



*I wanted to take a second and recognize everyone that helped us out today, the first day of the Plant 70 hiring fair. Carmen, Ashley, Stephanie, Samara, Melissa, Flor, Joe & Covian you all were so helpful and I appreciate it very much. I cannot copy all the employees within my plant on this email but their referrals, enthusiasm, support, and posts to social media helped us with a lot of traction on this – we have thanked all of them many times today. Today was day 1 of 2, we successfully interviewed almost 20 candidates today & made offers to the standout candidates. We have another job fair on Thursday. We will be holding onboarding sessions Thursday, Friday & Monday of this week. This proved to be a successful exercise and I again greatly appreciate everyone's help mentioned above. - CASEY STARR, General Manager Richmond, VA Cleanroom Plant*

# DID YOU HEAR THE NEWS?

## RETIREMENTS



**DEAN DAVIS** from our Irvine Plant retired on 01/29/2021. He was Hired on 01/23/1987 and was a CSR until 7/04/2016. He then transferred as a laundry worker. He was dedicated to POS for over 33 years!

Richard Juarez (03/01/18) Plant Manager presented Dean with his certificate.

Thank you Dean for your dedication and we wish you the very best!



### CONGRATULATIONS DIANNE

**KNITTER** Most of you know, Dianne Knitter announced her decision to retire some months ago. As such, please help me congratulate Dianne Knitter, Director of Quality on her retirement from Prudential Overall Supply on January 4th, 2021.

Dianne has done a fantastic job in her 16 plus year quality career

here at Prudential. As you know, Dianne has made a difference in many of us. She has lead the Corporate Quality team for over 16 years. Much of that time it was just her, and she had to do it all herself. My earliest memory of Dianne is a winter Monday, the local LA cleanroom Account Executive had both of us scheduled for a client meeting early that day. We met at 6:00 AM at a Mimi's Café in the Riverside area. It rained hard that morning as the two of us learned over breakfast that we both were expected to present to the prospect. I never forgot the shock on her face, as she confessed she never spoke in public much and nobody had prepared her for that. It went all well and if you know Dianne today, she has done hundreds of presentations!

Most of us have learned something from Dianne, as she teaches and educates, nobody more than our new managers. As I reflect today, some of my earliest coaching I received about Prudential's quality systems, were from Dianne, always well intended, well advised and treasured, helping me in my career. Perhaps you too had a similar experience?

Dianne will be enjoying her retirement right here in Southern Cal. She is looking forward to all the things the OC has to offer. Dianne is a role model to all of us. While the current times do not allow the celebration in our traditional style and gatherings, please help us celebrate virtually Dianne's. Please call, text, or Zoom her.

With Dianne's help, I can't recall the Company ever worrying about Quality. It's a department that works, that functions, that delivers. That's Dianne. She delivers. If somebody is on vacation, she fills in. If somebody is out sick, she fills in. The plants will miss her steady hand. Everybody knew: If you have a quality question or a customer concern, call Dianne. She always answered. Loyalty is important in this business. Integrity even more. Dianne has it all.

Today, because of Dianne, we are secure, safe and efficient. And quality is more important than ever. Today I shout: Mission accomplished!!

Dianne, we all wish you wonderful next steps in life. Many will try to emulate you. Some will fail. 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, I tip my hat.

Dianne, thank you again for everything and happy retirement from all of us! We will miss you.



**GARY DEVINE** (04/30/10)  
*Cleanroom Purchasing Manager*

After close to 11 years, Gary De Vine retired from Prudential Overall Supply as of Friday, February 26th! We wish him well as he starts to plan for fishing trips and RV adventures!

Rest assured Procurement remains focused on Cleanroom ordering, inventory levels and lead times! We transitioned Cleanroom purchasing to Aileen Fuentes, Procurement Manager, and we are confident that her 12+ years of procurement experience will be a great fit! Thank you and Congratulations Aileen!

In addition, we are excited to share the news that Jo Bowman has been promoted to Procurement Specialist! In her new role she will focus on managing suppliers, negotiating savings, continuing to support the purchase order process and will remain your point of contact for CPP's. Thank you and Congratulations Jo!

Please join us in wishing Gary all the best in his retirement! Congratulations again to Jo and Aileen in their new respective roles!!



# Happy Retirement!



## RETIREMENTS



**EVELIA ARIAS** (10/17/95)  
Laundry Worker  
Los Angeles Cleanroom Plant

Evelia Arias retires from Prudential after 25 years. Best of luck Evelia! Thank you for your hard work and dedication.



### In Memory of **CAL EDWARD SHUTE** Formerly Staff Engineer at Corporate Services (01/20/06)

SEPTEMBER 5, 1926 – JANUARY 22, 2021



Dear Friends, We are sad to hear the news that **CAL EDWARD CHUTE** has passed away. Cal held the record as the oldest Prudential employee to ever retire from Prudential as he worked productively all the way to the tender age of 92! And still was able to enjoy an additional couple of years of retirement. He will be greatly missed!

*"Cal was my mentor, I took his place back in 1992 but never did I fill his shoes. He was a gentleman and a scholar. Every job I work on with him he could do anything he asked from others. I would say "Cal, they probably won't let us do that) he would just smile and say" that's alright we are going to do it." Nothing rattled him, he just kept moving forward with a smile. If we could all just be like Cal what a world we would live in. Cal is and always will be missed but always remembered."*

- **LEONARD McALLISTER** (08/06/07) Senior Director of Engineering

*"Cal told me he worked not because he had too, but because he enjoyed working with all of us here at Prudential. Cal attributed his longevity to the fact he never drank, not even as World War II vet, after the war guarding Japanese prisoners in Japan. Maybe it was his staple lunch of a banana and chocolate chip cookie? Will never know but he is already sorely missed."*

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

## IN MEMORIAM

### In Memory of **CHRISTOPHER H. BENDER** (03/16/15) Maintenance Supervisor Vista Plant



Dear Friends,

It is with a heavy heart that we inform every one of the death of our Maintenance Supervisor, Christopher H. Bender, who passed away at just 52 years-old on April 20th, 2021.

Chris was the living embodiment of perseverance, resilience, and hard work, and it is our belief these traits were apparent to anyone who visited our location.

He was a devoted husband to his wife Chieko, and a loving father to his children Alyssa and Cailan who served his country for 20 years before retiring from the U.S. Navy. Chris was a proud Veteran who often told us stories of his time spent in the Navy. You could see the passion he felt for his time in the service, with every story.

Before his passing, Chris expressed to us that he felt that the Vista location was part of his family, a feeling that all of us share. We will never forget the impact that Chris had on all of our lives, and his humor will live on in every MRM meeting when we discuss his favorite part, The Pest Control slide. His laughter as he described the Orkin representative counting out each individual fly was contagious, and he continued to express that enthusiasm each month.

We are truly grateful for the time we spent with Chris, and he will be greatly missed.

# CUSTOMER TESTIMONIALS - ONLINE



Google REVIEWS

**WINNER!**

**CITY OF RIVERSIDE  
PUBLIC UTILITIES**

**WON THE SEMI ANNUAL  
GOOGLE MY BUSINESS  
DRAWING.**

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



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!



*Our Rep. George Oviedo makes doing business with Prudential easy! We've been through our share of uniform supply companies in the past, and Prudential is by far the industry's best!*

**- MIKE**  
Los Angeles Industrial Plant



*Great service from all at Prudential especially our route driver Brian*

**- WES**  
Tucson, AZ Plant



*We've been using Prudential for nearly 5 years now. When we first sought out a company like this, we went out to bid. Prudential was our choice then and we haven't looked back since.*

**- PAUL**  
Phoenix, AZ Plant



*I have nothing but praise for the team at Prudential Overall, from the customer service rep, route driver, or Manager they are always looking out for the customer's best interest.*

**- LAURIE**  
Beckley, WV Service Center



*I worked for Prudential as a garment coordinator for years and I can say I loved working for them. They treat their employees with respect and any issues or concerns are taken seriously. In regards to customer accounts, employees are fully trained to perform their duties at every site. What makes this company different from their competitors is the quality of service they always provide.*

**- NANCY**  
Milpitas, CA Plant



*Prudential Overall Supply is a great company. All personnel that we deal with are really listening to our needs and works hard to help us. Deliveries are on time and delivery representatives are courteous and very neat & clean. We will gladly refer to our other business colleagues for your products and services.*

**- ESTER**  
Irvine, CA Plant



# "WHAT PEOPLE ARE SAYING"



March 16, 2021

To:

Prudential Overall Supply

RE: Letter of appreciation for service

I would like to recognize both our driver David and Service Manager Tony Crenshaw for the hard work and services they provide to our Public Works Department.

David takes extra care of all our issues in a very calm and patient manner. He tries each week to see me to make sure all is well.

Tony will always respond to my email requests may they be for uniform issues or for costs associated to special uniform requests.

I would like to thank your company for David's and Tony's excellent customer service support. This team takes extra care of all my queries in an expedient and professional manner.

Sincerely,

Silvia Cosio  
City of Chula Vista  
Principal Management Analyst  
Department of Public Works

**OUR FOCUS ON SERVICE:** During the last year, we have remained operational to meet the needs of many businesses and agencies across our markets, including the Public Works Department in the City of Chula Vista. It has been a pleasure to provide great service to you for many years. We thank you for your recent recognition of our Service Manager, Tony Crenshaw and Customer Sales Representative, David Ayala. We're proud of their commitment to quality customer relationships. Thanks Tony and David. Keep up the great work!

**DAVID AYALA** (07/19/04) Customer Sales Representative, Chula Vista, CA Plant

**TONY CRENSHAW** (03/20/06) Sales & Service Manager, Chula Vista, CA Plant

*Thank you for  
your business!*



David takes great ownership and pride in the INO account.

He personally went out to Fresno to make sure the garments looked great for the new Bakersfield store that is opening this week.

He called me many time while there, send me some pics of how the garments were coming out and called me after the delivery was made to the location to let me know how it went.

Please make sure David knows, how much INO appreciates what he is doing for this account.

STEVE WYMAN, IN-N-OUT Linen Department Supervisor

**DAVID CURRY** (01/17/07) Senior Key Account Manager,  
Corporate Services

*I want to take some time out of my day to speak to the quality and care of service that has been provided since Mr. Allen Pickle has taken over with our deliveries.*

*Allen has been a breath of fresh air since beginning this route. He find solutions to issues we've had in the past that normally would take me calling our rep to take care of.*

*I would be remiss not to provide you with this feedback as not only has he and your company made my life much more easy, he is always in a positive and kind mood.*

*I believe it's a rare occasion when an employee goes above and beyond his or her duties and manages to do so while making the experience pleasant, and I wanted to be sure that those overseeing him are made aware.*

*Thank you for taking the time to read this, and I look forward to our continued relationship as a result of this uptick in performance and positivity.*

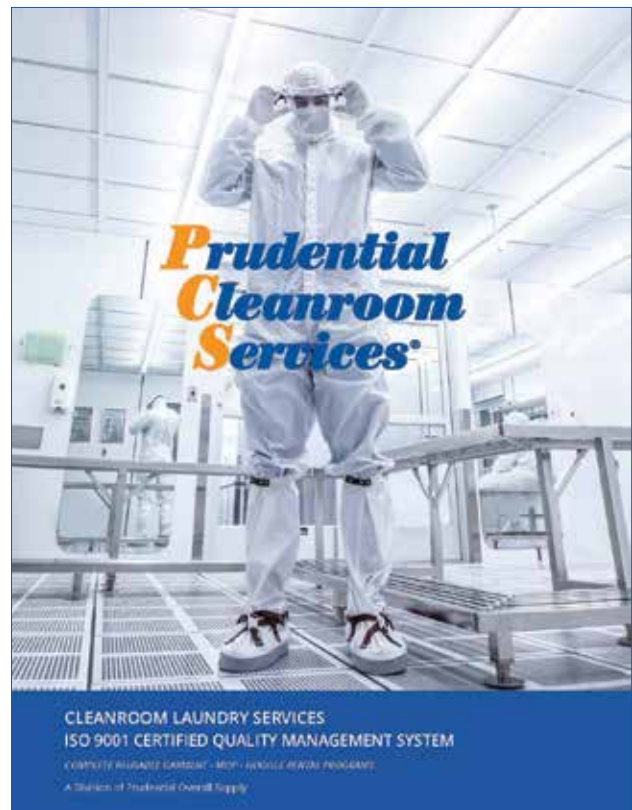
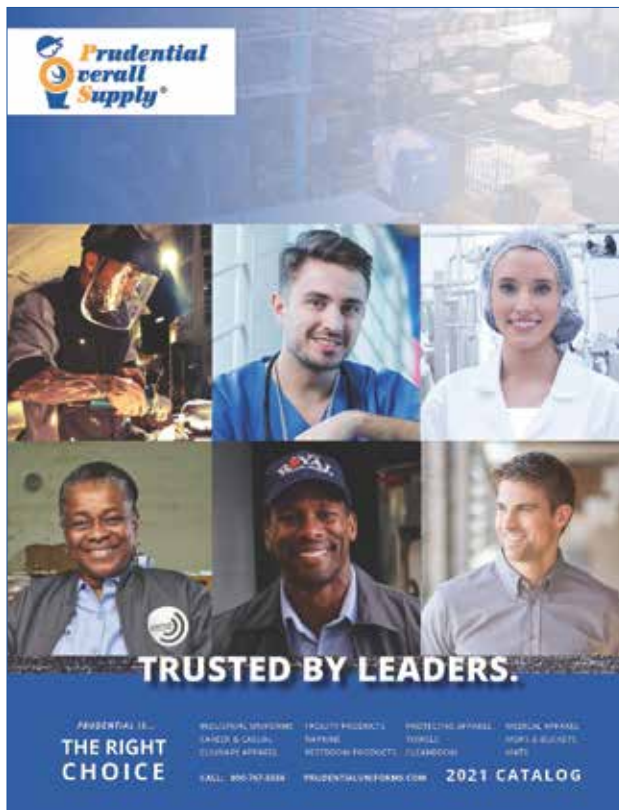
Highest Regards,

Travis Shoaf, Director of Operations  
American Laboratories and Logistics, LLC

**ALLEN PICKLE** (12/28/20) Customer Sales Representative,  
Atlanta, GA Service Center



PO BOX 11210  
SANTA ANA, CA 92711-1210



## Check out our new catalogs!

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

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