

INSIGHTS2SUCCESS[®]

The way of business solutions

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The 10
Most Innovative
Facility
Management
Companies Transforming
Tomorrow

John Clark
CEO
Prudential Overall Supply

Prudential
Overall
Supply

A Legacy of Leadership and Elevating
Professionalism Through Attire





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John Clark
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Prudential Overall Supply

The Role of Uniforms in Brand Identity and the Impact of Workwear on Company Image and Employee Morale!

A manufacturing industry's floor hums with activity and committed personnel wear uniforms that represent pride and professionalism. Each garment conveys a story about an organization's loyalty to quality and service, both of which are critical components of its brand identity.

Think about a society in which individuals feel empowered, workplaces are secure, and efficiency is valued. **Prudential Overall Supply**, a forerunner in the uniform and reusable textile sectors, has made this dream a reality.

As businesses plan to improve their image and operational efficiency, choosing the correct uniform provider may make all the difference. This is where Prudential comes in, altering how businesses promote themselves around the globe.

Prudential Overall Supply was started in 1932 by John D. Clark, grandfather

of the current **CEO John Clark**, and has been prominent in the uniform rental industry for generations.

With an aim for excellence, the firm has continually supplied best-in-class solutions for organizations, providing high-quality workwear, safety uniforms, career gear, and associated services. Prudential's focus on improving its clients' image at the greatest possible value has earned it a reputation as a reliable industry partner.

Prudential's effect goes beyond its primary industry. The business's loyalty to environmental sustainability is demonstrated by its Clean Green certification and efforts to decrease its carbon impact. Prudential has made tremendous progress toward reducing waste and promoting eco-friendly practices by prioritizing reusable textiles over disposables.

Furthermore, Prudential's support for its employees is unparalleled. With a rich history and a promising future, the firm exemplifies how a family-owned business can prosper and make a good difference in an ever-changing world.

Let's know more about the company:

Leading Prudential Overall Supply into the Future

John serves as the Chief Executive Officer of Prudential Overall Supply, a family-owned company that has thrived for 92 years despite economic challenges. Under his leadership, Prudential has maintained its debt-free status while adhering to core values that prioritize customer and employee satisfaction.

He is proud of the company's achievements and its innovative approach to growth. The organization continues to share its success story, showcasing how it operates with integrity and commitment to quality service. As Prudential evolves, John continues to grow and innovate to be an even better company than it is today.

A Legacy of Resilience and Growth

Prudential was founded on April 11, 1932, by John's grandfather, John D. Clark, out of a garage in Los Angeles, initially providing uniform laundry services to the growing energy and automotive industries.

Over time, the company expanded its services to include uniform rentals, laundering, facility services, and cleanroom rental garment services to the hi-tech industries. Today, Prudential serves more than 30,000 customers throughout the United States and Puerto Rico. It's their humble beginnings and commitment to excellence, integrity, and sustainability that have contributed to Prudential's growth and success.

Prudential's singular shareholder structure allows us to prioritize customers and employees without the pressure of stock market demands.





Key Elements of Mission Statement

Prudential is committed to excellence in:

- Delivering quality service and products that meet or exceed customer requirements and earn customer satisfaction.
- Developing all team members to achieve their full potential.
- Providing a safe, clean, and efficient work environment.
- Conducting all business relationships with integrity.

Prudential is distinguished through its mission statement. This mission centres around customer satisfaction, employee well-being, safety, and integrity. Prudential's singular shareholder structure allows it to prioritize customers and employees without the pressure of stock market demands.

Dan Clark, the owner and chairman of the board, actively contributes to improving services, driven by the legacy passed down from his father and his commitment to continuing the business through its third-generation leadership (John Clark).

History and Evolution over 9 decades

Founder's Statement

Tell the customer exactly what we can and cannot do. Then, do everything we have promised and expect a fair price for our services. If we all do this, we will grow, retain our customers, and prosper. -John D. Clark (Founder)

Prudential's approach to business centres around their founder's statement. Dan Clark, Chairman of the Board adds, "If we do the right things for our employees and customers and

hold ourselves accountable, then we will achieve the goals and results we set out for."

Prudential Overall Supply has evolved from a one-man operation during the Great Depression into a national brand serving North America. The company has successfully expanded its services to include uniform rentals, laundering, and cleanroom solutions.

Prudential has marked significant achievements in its pursuit of quality standards. The company proudly attained ISO 9001:2015 certification in 2023, distinguishing itself as the only national industrial laundry to achieve this standard for both cleanroom and industrial services across all processing locations. The cleanroom operations have been ISO 9001 certified since 1996, and this certification has been maintained even as additional cleanroom operations were introduced over the years.

Since 2012, Prudential has also upheld Clean Green certification, reflecting its commitment to environmentally responsible practices.

With locations in 15 states and Puerto Rico (serving the US nationally for its

cleanroom division), Prudential continues to thrive as a privately held, debt-free company committed to quality and customer satisfaction while celebrating its 92nd anniversary.

Product offerings

Prudential provides a comprehensive product offering to enhance their customers' image and meet their needs. These include rental laundry services for workwear uniforms, casual wear, fire-resistant clothing, floor mats, wiping towels, facility services products (gloves, paper, soap, and related items), and specialized cleanroom garment processing rental services.

A Family Legacy of Integrity and Innovation

As a family-owned and operated company, Prudential has maintained a strong commitment to its core values throughout its history. The company's family-oriented approach and integrity set it apart from competitors, resonating with both customers and employees. As a privately held organization, Prudential makes collective decisions that prioritize the well-being of its customers and staff.

Prudential has a proven track record of assisting customers in enhancing their image and addressing business needs.

Prudential Cleanroom Services

Since its inception in 1960, Prudential Cleanroom Services (PCS) has been at the forefront of providing superior cleanroom reusable apparel services. What started as a humble endeavour has flourished into a renowned North American entity, serving a wide spectrum of industries such as pharmacy compounding, bioscience, pharmaceuticals, medical devices, semiconductors, aerospace, battery manufacturers, and other industries working in controlled environments.

By utilizing PCS's services, businesses gain access to validated sterile gowning and essential ancillary items crucial for maintaining cleanroom standards and ensuring accurate gowning procedures. This not only reinforces cleanroom standards but also bolsters operational efficiency and regulatory compliance.

Expertise and Certifications

One distinguishing feature of Prudential Cleanroom Services is its unwavering commitment to excellence. The organization takes immense pride in being the sole national provider,

with all locations certified to the ISO 9001:2015 standard for both cleanroom and industrial processing locations. All PCS final garment items are finished and packaged in an ISO Class 3 cleanroom.

Its sterile product is validated at a six-log reduction through gamma radiation—1,000,000:1 bioburden risk reduction. With a rich history as an industry pioneer like its contributions to IEST (Institute Environmental Sciences and Technology) standards development, coupled with a relentless pursuit of improvement year after year, PCS offers unparalleled value as a trusted cleanroom garment service partner to deliver unmatched quality and reliability.

Growth and Geographic Expansion

Prudential's steady growth and geographic expansion over the decades can be attributed to several key factors. First and foremost, being a family-owned and operated business has provided them with a long-term perspective and unwavering commitment. This continuity allows Prudential to make strategic decisions aligned with its core values and vision.

Another critical factor is its debt-free approach. By avoiding debt, Prudential maintains financial stability and flexibility. This freedom from debt enables the firm to invest in expansion efforts without constraints.

Moreover, Prudential wisely reinvests company profits back into the business. Rather than distributing all earnings to shareholders, it allocates a significant portion toward innovation, infrastructure development, and growth initiatives. This practice fuels its expansion and ensures long-term sustainability.

Lastly, strategic acquisitions have played a pivotal role. By acquiring other laundries, Prudential has successfully expanded its footprint, including the East Coast industrial services market entry. These acquisitions provide access to new customer bases and enhance operational capabilities.

In summary, Prudential's family-oriented ethos, financial prudence, profit reinvestment, and strategic acquisitions have been instrumental in sustained success and geographic reach.

Commitment to Quality Service

Prudential's steadfast dedication to safety, cleanliness, and employee development plays a crucial role in delivering high-quality services and products. The company prioritizes safety across its facilities, with many plants striving for the esteemed Voluntary Protection Program (VPP) "Star" certification, which reflects rigorous safety standards. This focus not only safeguards employees but also boosts overall productivity.

This extensive experience fosters strong customer loyalty, enabling Prudential to attract and retain clients by offering reliable and cost-effective services.





Prudential's first permanent quarters in Los Angeles in 1935

Cleanliness is another pillar of Prudential's operations, as a well-maintained workplace enhances efficiency and product quality. By ensuring a hygienic environment, Prudential guarantees that its offerings meet the highest standards based on specific industry requirements.

Moreover, Prudential invests significantly in employee development through training and mentorship, empowering staff to provide exceptional service. This investment translates into superior products and increased customer satisfaction. Overall, Prudential's holistic approach, which includes integrity in business relationships, reinforces its reputation for excellence and reliability in service delivery.

Enhancing Customers' Image and Meeting Business Needs

Prudential has a proven track record of assisting customers in enhancing their image and addressing business needs. A prominent example is its partnership with the San Diego Zoo, a renowned not-for-profit organization established in 1916. The zoo faced challenges from a previous uniform program supplier such as missing garments, subpar uniforms, and excessive inventory. Prudential implemented tailored solutions to resolve these issues effectively.

Key strategies included assigning a dedicated Customer Sales Representative and a Key Account Manager to ensure personalized service and prompt responses to the zoo's unique requirements. Prudential's Vista, CA, facility was dedicated to the zoo, enhancing stockroom management and quick turnaround times for employee uniforms.

Through this commitment to excellence and reliable product delivery, Prudential has fostered a successful partnership with the zoo for over a decade, significantly improving operational efficiency and supporting the zoo's mission of environmental stewardship by utilizing reusable textiles.

Leading Through Innovation

Prudential remains at the forefront of industry trends and customer needs through several strategic initiatives. The company has consistently been recognized on Selling Power's "60 Best Companies to Sell For" list for seven consecutive years, reflecting its excellence in aligning people, processes, and technologies to create an outstanding sales organization.

A strong focus on environmental stewardship is evident as Prudential utilizes significantly less water and energy compared to traditional home wash and disposable options. The company also exceeds industry averages in carbon footprint reduction and has achieved Clean Green Certification through TRSA (Textile Rental Service Association).

Prudential has integrated Radio-Frequency Identification (RFID) technology into its garment tracking system, enhancing its ability to deliver industry-leading service. This innovation improves inventory accuracy, streamlines data collection, and provides real-time visibility for merchandise inventories, boosting customer satisfaction. "Prudential's technological innovation will continue to set us apart from our competition. RFID is the most modern method of uniform tracking, giving our customers superior insight into the location and history use," said John Clark, CEO.

Additionally, Prudential recently released its inaugural Environmental, Social, and Governance (ESG) report, highlighting its performance in resource usage, waste management, and carbon emissions reduction. These efforts underscore Prudential's commitment to innovation and customer satisfaction, ensuring that it effectively meets the evolving needs of its clientele.

Leveraging History and Reputation

Prudential Overall Supply, established in 1932, boasts a rich history in the uniform and reusable textile industry, positioning itself as a trusted provider of high-quality solutions. This extensive experience fosters strong customer loyalty, enabling Prudential to attract and retain clients by offering reliable and cost-effective services.

The company's solid reputation as an industry leader also plays a crucial role in attracting talented employees who seek stability and expertise in their workplace. Prudential's commitment to exceptional service, continuous growth, and innovative initiatives further enhances its appeal, ensuring it meets the evolving needs of both customers and employees alike. The company's consistent growth, certifications, and innovative initiatives further contribute to its appeal in both customer and employee markets. 🌟