



# Key events in 1932



## February 4

Winter Olympics open in Lake Placid, New York.

## March 1

Charles Augustus Lindbergh III, the infant son of Anne Morrow Lindbergh and Charles Lindbergh is kidnapped.

## March 25

Tarzan the Ape Man opens with Olympic gold medal swimmer Johnny Weissmuller in the title role. Weissmuller starred in a total of 12 Tarzan films.

## April 11

Prudential Overall Supply founded.

## May 20-21

Amelia Earhart flies from USA to Derry, Northern Ireland in 14 hours 54 minutes.

## June 6

The Revenue Act of 1932 is enacted, creating the first gas tax in the United States at 1 cent per US gallon sold.

## July 30

1932 Summer Olympics open in Los Angeles.

## September 20

Mohandas Gandhi begins a hunger strike in Poona prison.

## November 8

U.S. presidential election, 1932: Franklin D. Roosevelt defeats Herbert Hoover in a landslide victory.

## November 21

German president Hindenburg begins negotiations with Adolf Hitler about the formation of a new government.





*“ 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 Overall Supply

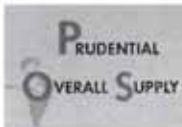
*Quality Service Since 1932*



# 75 Years of Growth

## Prudential Laundry

- April 11, 1932  
Prudential  
Founded



## 25th Silver Anniversary 1957



1932

1941

1952

1957

1968

1978



- 1939, Clark  
Parents Invest In  
Prudential



- 1943,  
Garment Rental Begins

- 1952,  
Prudential  
Grows To  
\$1.2M Revenue



- 1945, End of  
World War II



- 1968, Dan Clark  
Joins Prudential
- 1968, Poly/Cotton  
Fabric  
introduced



- 1978, Prudential Achieves First  
Out of California Expansion  
Into Arizona



- 1975,  
End of  
Vietnam  
War



- 1980,  
Ronald  
Reagan  
Elected  
President

- Great  
Depression



1932

1941

1952

1957

1968

1978

- December 7, 1941  
Pearl Harbor Bombed



- 1976, Bicentennial

- 1969,  
Man Lands  
on the Moon



**50th Golden  
Anniversary**  
1982



**75th Diamond  
Anniversary**  
2007



1982 1992 2000 2007

• 1982, Prudential Grows To \$35M Revenue

• 1996, Prudential Grows To \$100M Revenue

• 1998, Prudential Cleanroom Services Goes Nationwide



• 2000, Prudential Receives ISO Certification



• 2006, Prudential Grows To \$127M Revenue



• 1992, Internet Launches



• Y2K



1982 1992 2000 2007

• 1989, Berlin Wall Comes Down



• 1984, Los Angeles Summer Olympics



*Prudential Strategies:*

1. Grow - Fill up our plants. POS can double its revenue with our existing number of plants. This will improve our profitability.
2. Develop People.
3. Develop more Service Centers.
4. Retain our Customers.
5. Saturate / Penetrate existing customers for additional services and revenue.
6. Continuous improvement - get better - more efficient.

*Dan Clark, 2007*



## *The beginning 1932*



*John D. Clark on left, James Malcom, right, partner, in 1935. John D. Clark bought out the Malcoms in 1937.*

## *John D. Clark*

left his home state of Iowa in 1930 in his Model A Ford sports roadster for the promising opportunities which lay in California. For 22 months, he worked both as a gas station attendant in Los Angeles and a salesman for a small company that catered to the medical community's laundry needs. This latter position sparked the idea of a new company, one which would specialize in picking up, cleaning, and delivering uniforms for workers who had little time to clean their own garments.

On April 11, 1932, Mr. Clark took the plunge and started Prudential after trading in his cherished roadster for a used truck. He named the new company "Prudential Laundry" after seeing a sign for Prudential Van & Storage on Vermont Avenue in Los Angeles. Mr. Clark liked the strength and character of the name and decided to use it for his own venture.

For the first 18 months, he worked out of a small tin shed located behind a laundry. As sales grew, Mr. Clark purchased washers and dryers on credit and hired production workers and salesmen. In 1935, as Prudential expanded, it located to a 22,000 square foot building near Slauson and Vermont. Long hours and seven day work weeks were the norm in those early days. Mr. Clark often slept in a sleeping bag in the laundry so he'd be able to get an early start on work the next morning.



*Entire Prudential Laundry fleet of 15 trucks at Slauson Avenue Plant, Los Angeles, 1949.*

# Dedicated employees



Slauson Plant



# It's a Family Affair



The John O. Clark Family in 1928. Standing left to right: Bernice, Catherine, Jay, Tripp, John D. Front Row: Garnette, Wilma (holding Don), Frank (in knickers), and John O.

1939

In 1939, John's parents, Garnette and John Orr Clark, sold their modest Iowa farm to come to California. For 18 months they became limited partners in their son's productive pursuit and participated in a rapid growth period. John's sister, Bernice, and younger brother, Frank also became involved in the family business during this period.

"It took 10 full years to establish our identity, gain a measure of financial stability, recruit a steady clientele and earn a solid reputation for doing what we said we could," declared the Founder, reflecting on the characteristics that enabled Prudential to build an impressive rating as a leader in the industry.

While Prudential might have been John D. Clark's "baby" his first love was his family. He always stressed the importance of caring for and nurturing the family, as he had learned from his mother and father.

*Friday Sept 9, 1952*

031	Connor	
11-14	Mike	30
153	Al	15
2146	Mohawk	33
202	Beckett	25
306	Charles	40
3581	Miss Shoemaker	60
310	Sutton	54
39-M	Rick	30
39	Harsin	30
		15
M-B	Bill	
	Balance carried forward	
		14 03

\$4<sup>86</sup>/<sub>100</sub>

First Weeks Revenue.



# Bernice Clark Shoberg

joined her big brother's company in 1939, after moving to California from Iowa with her husband. "I've held just about every job in the company and I've enjoyed every one of them," she said.

Bernice left Prudential in 1958 to raise her family, and rejoined in 1970. Altogether, she had worked for the company for 40 years.

## Bernice Shoberg Personnel Card

1939	Production Worker	Los Angeles
01/21/46	Plant Superintendent	Los Angeles
01/01/59	Left Company	
09/15/70	Plant Superintendent	Los Angeles
10/25/76	Plant Superintendent	Milpitas
05/02/77	Plant Superintendent	Los Angeles
01/16/78	General Manager	Los Angeles
03/07/83	Special Projects Manager	Corporate Office, Carson, Los Angeles
06/17/91	Retired	

Bernice Clark Shoberg has always enjoyed working for Prudential. And that's saying a lot — considering she began her career with the company at age nineteen, forty-eight years ago.

"It was 1939 when my husband, Wally and I moved out to California from Iowa to come to work for Prudential," she recalls. "What a change — the big city! But I loved it and I still do."

The younger sister of founder John D. Clark, Bernice was eagerly welcomed into her brother John Clark's fledgling business and she started out working in the plant.

"I've held just about every job in the company," she says. "And I've enjoyed every one of them. I've worked at almost every plant in the company too." Today, Bernice's title is Special Projects Manager, which means she works where she is needed. For the past two years, that has been as Plant Superintendent of the Carson Plant. She also worked on a special project at the Garment Manufacturing Plant in 1986.

Carson General Manager, Bob Warren couldn't be more pleased. "I can't think of anyone more dependable than Bernice," he says, "or anyone that cares about our plant employees more than her. She knows each and every one of them as individuals — and she cares about who they are, on the job and off."

That caring attitude earns her the respect, trust and love of her fellow employees. In fact, Bernice has been instrumental in assisting several Prudential employees who are not U.S. citizens in gaining their Authorization to Work under the new amnesty program.

"As a manager, I've learned to be flexible," Bernice says. "I've worked now with over three generations of people; so I have had to change with the times. I've had to update my way of thinking to fit the way young people are thinking today — not forty years ago."

And during her time with the company, Bernice has seen many changes. "I think that the most thrilling moment I've had with Prudential," Bernice says, "was moving into our Los Angeles plant. We moved every bit of equipment over the weekend and were ready for business Monday morning."

Bernice recalls another high point in her career, which was also a real honor. During her stint as General Manager of the Los Angeles plant in 1978 through 1983, she was asked to be the first and only female member on the Board of Directors of the Industrial Council for the City of Commerce. At that time, Bernice was also the only female General Manager in Prudential Overall Supply as well as most of the industry nationwide. "I loved being a part of the City of Commerce Industrial Council," she says. "I learned a lot about business — plus I enjoyed working with the nineteen other board members. They were great guys," she says with a twinkle in her eye.

No matter where she works, Bernice has always managed to have fun. She recalls a "funny" story that only now, after many years have passed, can she laugh about. "It's really a confession," she whispers confidentially. "It was way back in the early 1940's — now you've got to understand that I'd played semi-pro softball in Iowa, just before moving to California —

and I was working at the Prudential plant on Slauson and Vermont.

"Somebody wrapped up a tennis ball so that it wouldn't hurt anybody and taped a dollar bill to it. Then we tossed it around the plant to see who could throw it the furthest." When the ball landed in Bernice's court, so to speak, she wound up and threw a firecracker that took out eight of the overhead lights. "There was this sickening crash," she recalls, "and then who came walking around the corner, but our boss, John Clark. I didn't fess up, either. To this day, John still doesn't know I was the one who did it." Until he reads this article, that is.

But the real thrill for Bernice has always been working with the people. "Over forty-eight years, I've met a lot of people — and I've enjoyed them all. In the early days, when there were only a few plants, it was easy to know everybody and their families. Now it's more difficult because we've grown so much. I'm lucky. I've moved around so much, I still have relationships with people at plants all over the company. It's kind of like having a huge family all over California and Arizona."

Aside from her Prudential family, Bernice has a daughter, Gigi who lives in Encinitas and a grandson, Jeff, who graduated with a 4.0 grade point average and is now playing football at college in Tempe, Arizona.

Bernice lives in Anaheim Hills and during her spare time, she enjoys dancing, shooting pool and of course, being with people. "The one thing I don't like very much," she finally admits, "is long vacations. I miss all my friends at work too much."

- Off-the-Cuff, Fall 1987.



Bernice Clark Shoberg, sister of John D. Clark, retired June 17, 1991. Photo left: Bernice and nephew Dan Clark, Chairman of the Board, pose in front of John D. Clark's portrait. Off-the-Cuff, Holiday 1991.



## Arizona Manager Sets Goals: Relate to the Individual, Expect Success

Frank Clark, Arizona Division Manager, is the longest reigning Prudential general manager. He is the brother of John D. Clark, founder and Board Chairman, and of Don R. Clark, President. He started with Prudential in 1939 as a youth transplant from the Clark family's Iowa farm.

When he started with the company, there was only one plant serving the metropolitan Los Angeles area. Since then eight plants have been started and Frank Clark can see parallels in each new plant opening.

"A plant needs to relate as much to the community in which it is located as it does to the company to which it belongs," he asserts. "A large part of our company's success is that in each plant we've been able to attract people with a strong tie to the community."

Prudential's first sales manager, Frank Clark is not averse to charting new markets. "Tucson" was a logical choice for Prudential expansion," Mr. Clark explains. "Many of the companies we serve in California also have facilities in Tucson and Phoenix. So we enter this market serving existing customers."

"In spite of the stringent restrictions in this city on new building - particularly the kind of buildings that will produce pollution - industry is going to continue to grow here," he states. "Anyone looking at the size of our plant could predict that we believe in the growth of Arizona business, and that we plan to be part of that growth."

When Frank Clark was selected to guide the development of Prudential's Arizona Division, his goal was a clear one: Develop people who are concerned with their own economic growth and with the economic growth of the community.

And though it is a tough goal, he knows it can be achieved. It is not the

first time Frank Clark has gone into a new facility to implement company systems and train individuals to provide service identical in structure, style and substance to that provided in other Prudential plants. In 1960, he took the helm of the company's third plant in Van Nuys, California. He managed that facility until 1964 when he took over the Chula Vista plant. He has learned, he says, to anticipate successful performance from Prudential employees.

"We make a substantial investment in each employee," he points out. "We invest in a good work environment, in excellent equipment and supplies. And we also make an investment in adequate training. Knowing this gives employees a tremendous sense of job security. The obvious result is good performance."

Today Prudential has 711 employees whose performance processes the merchandise and provides the backup systems to serve 146 garment, combination and dust control routes.

The company has grown to seven garment rental plants (four of them, including the new facility in Tucson, are combination garment/dust control plants) and one plant in Cerritos, California that specializes in dust control services. The Tucson plant is both the newest and the largest; it utilizes the technology developed over 48 years of operation in other Prudential plants (See story on Page 4).

One feature of the Prudential corporate structure that assures the company's position in developing technology within the industry is the existence of an administrative staff. Each individual staff member is a specialist in his field. Collectively they are charged with studying new methods that can influence Prudential's efficiency and productivity.

The Data Processing Center provides plants with management and marketing reports, manages the billing and processes the company payroll. The Purchasing Department buys all goods, merchandise, equipment and supplies. The Engineering Staff designs and monitors construction of plant production systems.



FRANK CLARK, Arizona Division Manager, an old hand in new markets.

"It gives us a definite advantage," Mr. Clark says. "During this past year while we were concentrating on the transition to Prudential systems and planning next year's growth and profit, the Staff assumed the responsibility for completion of the new building. I might add they developed excellent working relationships with local suppliers."

"Walker Electric, the Tucson firm that completed the interior installation, had a four-man crew on the premises until 11:00 p.m. the day before the plant opened to make sure everything checked out."

"Dean McCook of McCook Boiler & Pump Co. practically functioned as an extension of our staff. He helped in securing the necessary installation permits from the city and personally supervised the installation. He was also on hand the day before the plant opened to supervise the last-minute checkout of the Parker boiler."

"This kind of service from suppliers is an indication that we're well on our way to achieving some major goals," Mr. Clark concludes. "It's the nature of our business and the philosophy of our company to develop long-term relationships. Getting this plant opened and getting our employees trained has proved to us again that if you expect good performance, you usually get it."

Frank Clark Personnel Card		
02/01/39	Washroom Helper	Los Angeles
08/01/39	Route Salesman	Los Angeles
03/01/42	Left Company	
11/02/45	Route Salesman	Los Angeles
01/01/46	Sales Manager	Los Angeles
10/29/55	Left Company	
12/22/58	General Manager	Chula Vista
04/01/60	General Manager	Van Nuys
08/17/64	General Manager	Chula Vista
09/18/78	General Manager	Tucson
10/15/84	General Manager	Chula Vista
01/06/86	General Manager	Vista
04/30/87	Retired	



Frank Clark, far right. Dan Clark second from left.

Off-the-Cuff, Fall 1979.

After graduating from Churdan High School, Iowa, Frank moved to California and joined his brother's company in 1939 as a washroom helper. He quickly advanced to Route Salesman and became the company's first Sales Manager in 1946.

He was General Manager at Chula Vista in 1958, at Van Nuys in 1960 and again at Chula Vista in 1964.

Frank was General Manager at Tucson when it opened in 1978 until 1984 when he returned as General Manager at Chula Vista.

Frank Clark was nationally known for his involvement with the KEX National Association, a dust control textile rental trade association. While in the Chula Vista area, he served on a Mayor's committee to develop economic plans, and was twice honored for his support and participation in Junior Achievement. Frank retired from Prudential on April 30, 1987. Frank D. Clark passed away July 30, 2006.

1941-1951



Prudential Laundry circa 1940's.

1941

Partnership With Parents Concludes.

1942

Many times during the first decade of the company there was serious consideration to "abandon the whole thing." But, John D. Clark and Prudential persevered, surmounting obstacle after obstacle in pursuit of excellence.

Prudential's growth was stimulated in part by the coming of age of the young automotive industry, and built through the awareness of the business community regarding how uniforms help distinguish its appearance, health and the safety of its employees.

1943

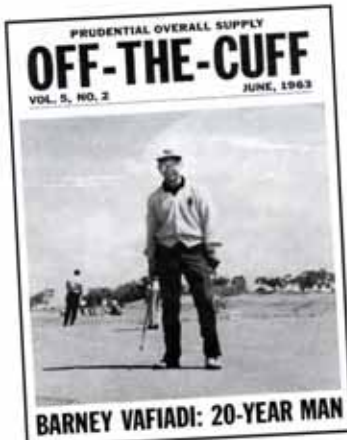
## Barney Vafiadi

It should not surprise anyone that when Barney Vafiadi retired, he would spend a lot of time on the golf course...at least for the first few months. Though youthful and athletic, Barney was dean of Prudential's route salesmen, a job he had held since 1943. The only Prudential employee who was on a Prudential route before Barney was the Founder, John D. Clark.

Barney's first route serviced the Beverly Hills, Hollywood, Culver City and Westwood sections in an area he recalls as being "everything on the other side of Western Avenue." After several route splits and several plant splits, Barney ended his career in 1974 serving a route in the Whittier area near his home.



Old Friends...Barney Vafiadi, dean of Prudential route salesmen, retired in July 1974 after 31 years. He is flanked by old friends Bernice Shoberg, Los Angeles Plant Superintendent, and Pat Patrick, Van Nuys Assistant District Manager.  
Off-the-Cuff, June 14, 1974.



Two significant developments helped shape the destiny of Prudential Overall Supply. One was the fortuitous break it received when the company's contribution to the World War II effort was declared essential, which gave it a stout financial lift, enhanced its credit rating, and made it possible to purchase greatly needed cleaning machinery and materials. The other stimulus was a contract to clean and sterilize government gas mask components.



## Garment Rental Begins.

Early in his undertaking, Mr. Clark recognized a trendsetting but speculative idea that later became an industry standard; to buy and rent garments as well as related textiles to businesses for the purpose of promoting cleanliness, thrift and safety. The introduction of uniform rental in 1943 further helped customers to establish and build their own images. The idea was an instantaneous success.

The real explosion of the business came following World War II, as Mr. Clark realized that his future hinged on his ability to rent uniforms that he owned to customers on a long-term basis, and dropping home laundry, hospital, and agency work.

It would take more than two years to recover the initial cost of the garments, but by then it had been firmly established that John D. Clark indeed was someone to contend with in the industry. He was an innovator and a visionary.

Growth of the company was steady, if not spectacular. It gained financial strength in the early 1950's which enabled it to acquire quantities of specially designed merchandise to rent, shifting the emphasis to the rental service business which generates 98% of total company revenues today.

1945

Prudential Grows To 41 Employees And 6 Routes.



1947 Incorporated As Prudential Laundry And Linen Supply.

*Wally Shoberg* Joins Prudential on February 17, 1947.

**W.E. SHOBERG  
APPOINTED GENERAL MANAGER**

The appointment of Wallace E. Shoberg as General Manager of the Los Angeles Plant was announced July 20, 1960 by Prudential Overall Supply. Wally succeeds Leonard Nowakowski, who has resigned to go into business for himself.

Wally was born in Sioux City, Iowa and attended Junior High and Fremont High School here in Los Angeles. He has a varied background of experience and achievement for this new position. He received specialized training from the Byron Jackson Company over a 4-year period in machining, pump assembly, tooling, drafting, service and production control. Wally spent 3 years in the First Marine Aircraft Wing in California, Hawaii, Okinawa, and China. He joined Prudential in 1947 and gained valuable experience by working through every department of the plant before assuming the responsibility of Plant Superintendent. He has worked previously as General Manager of the Los Angeles Plant from 1954 through 1959, after which time he was given the responsibility of planning, constructing, equipping and staffing the new plant facility of Prudential Overall Supply in Van Nuys, California. He is a stockholder in Prudential Overall Supply and has worked at Prudential through its development from a small plant on Slauson Avenue washing customer-owned industrial uniforms to its present position as one of the outstanding industrial garment and towel suppliers in Southern California.



**Wally Shoberg Personnel Card**

02/17/47	Plant Superintendent	Los Angeles
01/01/54	General Manager	Los Angeles
02/01/59	Vice President and General Manager	Van Nuys
07/20/60	Vice President and General Manager	Los Angeles
11/30/62	Left Company	

Wally has further developed himself by completing courses in small business administration, marketing, production management, and personnel management. He joined the Jonathan Club in 1950, and in 1959 served as Commandant of the Army-Navy Group of the Jonathan Club. He also is a member of the Bell Gardens Rotary Club.

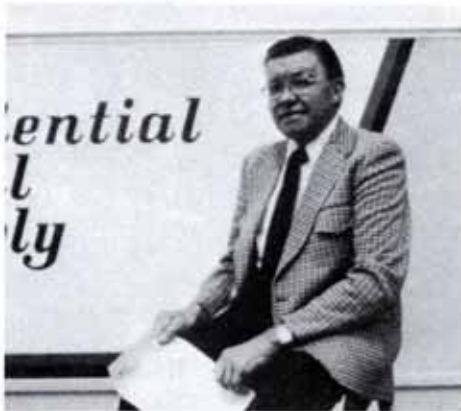
The Los Angeles Plant is most fortunate to have a man with Wally's experience acting as General Manager.

*Off-the-Cuff, August, 1960.*



In 1948, far right is John D. Clark, and beside him (dark suit) is Wally Shoberg, his brother-in-law. Wally was married to Bernice Clark Shoberg. Brother Frank Clark is second from left.

1948 *Darrel Hogan*, Director Of Purchasing.



**Darrel Hogan Personnel Card**

08/09/48	Chief Accountant	Corporate
05/08/52	Office Operations Manager	Corporate
01/01/56	Material Control Manager	Corporate
01/01/59	Director of Purchasing	Corporate
01/04/88	Retired	

On January 4, 1988, Darrel Hogan retired as Director of Purchasing after thirty-nine years of employment with Prudential Overall Supply. The company honored Darrel with a gathering in the General Office conference room, where he was presented with a new gas barbeque.

Darrel's career began on August 9, 1948 when he joined the company as its Chief Accountant at the Slauson and Vermont facility. At that time, the office consisted of five employees, including Mr. Frank Bailey, who was the Office Manager, a switchboard operator, a call operator who accepted incoming laundry, and two clerks who prepared the route lists. The company's total number of employees was forty-one, servicing six routes.

On May 8, 1952, Darrel moved with the company into its new Los Angeles facility, where he was responsible for of-

fice operations. Four years later, Darrel moved into Material Control/Accounting, installing merchandise accounting systems in newly opened plants as the company continued its expansion.

In 1959, during the creation of the Administrative Staff, Darrel was named Director of Purchasing and Material Control. When the Company occupied the new General Office facility in Irvine in 1968, Darrel moved with the rest of the Staff and became head of an expanded Purchasing Department—the position he has held until his retirement.

During his thirty-nine years with Prudential, Darrel has seen the company install the Remington Rand punch card and computers for data processing, grow from sixty-one employees to over 1,100 and expand from one location to twenty. But the most exciting change for Darrel has been the revolution of the cleaning process and the cleaning equipment itself.

*- Off-the-Cuff, Spring 1988.*

1948  
cont.

# Frank H. Bailey, Secretary-Treasurer.



Frank was a graduate of the University of Southern California and came to Prudential in 1948 as Office Manager, moving up to Secretary-Treasurer of the corporation. He installed Prudential's punch-card tabulation system beginning in 1956, and this gave the company the distinction of being the first in the industry to use such an advanced system. Later, many industrial laundries came to Frank for guidance when installing data-processing equipment and systems.

## Frank H. Bailey Personnel Card

07/05/48	Office Manager	Corporate
01/02/61	Secretary-Treasurer	Corporate
05/24/67	Deceased	

## Equipment.

From a single shirt press and three pant presses in use during the early 1940's, Prudential's plant facilities now utilize highly technical and specialized machinery. Today, the equipment includes 1200-pound washer-extractors (each equivalent to 120 home washing machines), mammoth dryers, shirt presses, pant presses, mat washers and dryers, unique mop cleaning systems, boilers, generators, extensive garment distribution conveyor lines, along with critical cleanroom processing facilities, and all must adhere to strict state and federal environmental regulations.



circa 2006 photos



circa 1945 photos

## 1948 *cont.* Quality Control.



Other innovations instituted by the company included introduction of various chemical wash formulas to improve the quality of its work; constant modification of pressing equipment that was later adopted by the entire industry, and devising many strict quality control methods throughout its processes. Prudential maintains these standards today unlike others.



Wally Shoberg, far left, demonstrates the formula control system on the Washex machine.

## 1949

### *Milliken Kex.*

Loyal Supplier.

Suppliers to Prudential Overall Supply play a key role in our company's mission to provide our customers with "best in class service, products and value."

Just as Prudential values the phenomenal loyalty story that its customers have helped to write, the company also demonstrates its long term loyalty to its top quality suppliers like Milliken Kex, which began supplying POS way back in 1949.

Milliken Kex designs, engineers and manufactures walk-off premium quality floor mats for laundered rental service to Prudential's customers. Milliken-Kex's value added products include Prudential's Appearance mats; Message mats for Welcome, Coffee, Safety, or Quality greetings; Executive designed and Prudential exclusive "Canyonero" mats; and high impact Logo mats to help extend our customer's advertising, image and branding programs.

Milliken-Kex, based in La Grange, Georgia manages their Prudential relationship with a team of floorcare program experts headed by Bill Rice, Director of Marketing. Bill and his company value their partnership with Prudential, stating that, "**Prudential and Milliken-Kex are both privately owned with very similar values: Commitment to delivering a quality product and service, commitment to our environment and commitment to the safety of our people at work and at home.**" Bill continues, "**We at Milliken-Kex are very proud to be associated with a company that has always conducted business with the highest integrity.**"

Prudential is proud too, of its 58 year relationship with quality manufacturer and partner, Milliken-Kex.



1952-1967

## 1952 Dan Wojcik

"Mr. Clean" Los Angeles Cleanroom Supervisor, who supervised the cleaning and testing of many of the garments used in the manufacturing of products for the space program in California, retired after 30 years of service with Prudential.

Dan joined Prudential in September, 1952 as a Clerk in the Los Angeles plant supply department. When the

cleanroom was installed in January, 1963, it was called a "white room," Dan was promoted to Supervisor.

Dan was familiar to most Prudential employees and to visitors from the aerospace industry, as well as pharmaceutical and electronics industries who visited the Los Angeles cleanroom to verify Prudential's qualifications to supply cleanroom garments.



Off-the-Cuff, December, 1982.

## Los Angeles Plant Opens.

Expansion steadily followed the establishment of Prudential Overall Supply's main complex at Garfield Avenue and Bandini Boulevard in Commerce, California in May, 1952. The facility was originally directed by Bernice Shoberg, the sister of the Founder.

When this "modern" plant was first occupied, Mr. Clark voiced a deep-seated concern that the company might have difficulty, someday, in developing enough business to utilize the size and scope of this one facility. Little did he realize just how big the company would become.



## Team Prudential.



Esthela Pinon  
Current Plant Location: Los Angeles  
Title: Head Distributor  
Hire Date: 09/19/74

Why have you chosen to stay with Prudential for so long?

*"A secure job, I get paid on time, and a nice environment."*

## Customer Loyalty

Loyalty from Prudential's customers is a story without parallel. In an industry known for high customer turnover, Prudential Overall Supply is truly honored to continue to serve many of its customers for periods spanning not only decades - but even half centuries!

Today, Prudential serves over 300 customers that have continued to choose the company for over 35 years; and over 1,250 customers that have been a part of Prudential's customer family for more than 25 years.

Prudential's customer commitment since 1932 - which is more prevalent today than ever - is to provide top quality products, world class service and the best value for its customer's dollar. In keeping these promises, Prudential customers continue to reward the company with their loyalty and the repeated renewals of their valued business relationships - and honored friendships.

Prudential knows that its customers have many choices. Prudential thanks them for continuing to choose Prudential Overall Supply through years past and for decades to come.

No one tells Prudential's story of customer loyalty better than CLA-VAL, with over 50 years of documented Prudential service and friendship.



Since 1936, CLA-VAL has produced the world's highest quality automatic control valves for a diverse array of industries. Beginning with just five employees in South Pasadena, CLA-VAL has earned a reputation for excellence around the world, now employing hundreds in its nine U.S. and European facilities.

Prudential Overall Supply has grown with CLA-VAL over the years; supplying uniforms, towels and floor mats to its headquarters in Costa Mesa and to additional CLA-VAL facilities throughout Southern California. CLA-VAL Manager Michael Castaldo has been there for most of this time. Michael started at CLA-VAL in 1955 and fondly remembers Prudential CSR Dick Vosburgh who served CLA-VAL from 1966 through 2000 when Dick retired from Prudential. In commenting on the CLA-VAL - Prudential half century relationship Michael simply states that "Prudential's service has been outstanding!"



1952  
cont.

## Prudential Grows To \$1.2M Revenue With 86 Employees.

Spotting expansion at 10,000 feet.

On the ground Southern California seems an interminable stretch of freeways. From the air it is far less complicated.

Small valley floors separated by a series of mountain ranges stretch out in a great basin from the desert toward the sea.

In 1952, John D. Clark took up flying and bought a Cessna 180. Soaring above his adopted state he could see the basin was already overflowing and the population was spreading into the adjoining valleys forcing the building of still more freeways.

From 10,000 feet, he could clearly see that a network of plants, strategically located, would better serve this teeming metropolis than a single plant in the central city trying to reach out to the pockets of population.

*Off-the-Cuff, March 1, 1972.*



*Prudential colors flying high.*

1954

## Howard Andrewson Hired, "Mr. Dust Control."



Howard Andrewson, who gained an international reputation as an expert in the field of industrial dust control rental products during the 28 years he worked at Prudential, retired January 4, 1982. No sooner were the retirement festivities completed than Mr. Andrewson set out for New Zealand to conduct a training seminar on . . . what else? . . . the processing and marketing of dust control products!

Fellow workers at the General Offices, where the adventuresome instructor had been headquartered since being named Project Specialist two years ago, must have known that travel was a part of Mr. Andrewson's future. A new luggage set was presented as a bon voyage gift.

Howard Andrewson joined Prudential's uniform rental division in 1954, after a 22-year career with F.W. Means Company. But it was after he took the helm of Prudential's Dust control Division in 1963 that his reputation and that of Prudential grew as expert in the field of dust control. Prudential, under the guidance of Mr. Andrewson, became one of the few industrial laundries in the country to isolate its dust con-

trol products on specialized routes and to process the products in a plant designed specifically for dust control. Prudential's Cerritos Dust Control plant, one of the most progressive dust control products processing plants in the world, was opened by Howard Andrewson in 1972.

*- Off-the-Cuff, December, 1982.*

### Howard Andrewson Personnel Card

08/16/54	Method Staff Assistant	Corporate
01/01/55	Assistant Sales Manager	Corporate
01/01/56	Branch Manager	San Diego
01/01/63	General Manager	Cerritos
01/01/80	Project Specialist	Corporate
01/04/82	Retired	

1956

## Riverside's First Route.



It was a clear spring day that morning in 1956 when salesman Paul Wallace turned his black and white Prudential Overall Supply panel truck onto the two lane highway due East. His destination: Riverside, California. A resident of La Verne, Paul had been hired to pioneer Prudential's services into the Riverside area from the Los Angeles plant. Today, the Riverside Plant is the company's largest.

National City, California plant was purchased from Coast Industrial Laundry. Today, National City is serviced by the Company's Chula Vista, California plant.

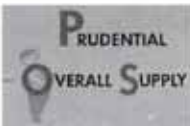
Operating as a sole proprietorship in its early years as Prudential Laundry, the name was changed to Prudential Laundry & Linen Supply when it was incorporated in 1947. Later in January, 1956, the present identification, Prudential Overall Supply, was adopted.



Punchcard tabulating system was installed in the Los Angeles plant office.



1957



# 25th Silver Anniversary

1958

## Profit Sharing Plan

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



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

1959

## Off-the-Cuff Begins.

Off-the-Cuff made its debut in November 1959. Anyone who has worked for Prudential is aware of the usefulness and importance of Off-the-Cuff to the employees at Prudential Overall Supply.

The idea for an employee newsletter came from Prudential Founder, John D. Clark. A company-wide contest was held to choose a name for the newsletter. Over 100 names were submitted and the winning name "Off-The-Cuff" came from the Los Angeles plant Switchboard Operator.

The first issue was four pages long in black and white. Off-the-Cuff has become a colorful, glossy magazine that averages 32 pages. The newsletter features employee news, plant news, management changes, plant profiles, customer profiles, and other articles of interest. Today, it is read not only by Prudential employees, but also by many customers.

In March 1960, Dale Bain, Personnel Director, became the first Editor-in-Chief and maintained that post for 27 years. Don Nordstrom, Retired Vice President of Human Resources has been the Editor-in-Chief of the newsletter since 1986, a period of over 20 years.

Many publications live a short life, and die within a few years of their release. Off-the-Cuff is a shining example of Prudential's long standing commitment to improving employee morale and the broadening of customer relationships.



First Route in Vista, California. Today, the Vista plant is one of the Company's most successful plants.

*Laura Nichols Lane*  
retired from Prudential Overall Supply on May 1, 1959, after nearly 22 years of loyal and faithful service in a variety of jobs as "Johnny's Girl Friday." She was the first employee to retire.



Laura Nichols with John D. Clark





**Don Clark Personnel Card**

01/25/60	Executive Vice President	Corporate
04/25/72	President	Corporate
08/03/84	Chairman of the Board	Corporate
08/06/89	Deceased	



**D**on Clark, Chairman of the Board of Prudential Overall Supply since 1984, suffered a fatal heart attack while jogging near his Huntington Beach home on Sunday, August 6, 1989. He was 65.

His passing has left a void at Prudential, and has left employees, friends, and family shaken. He left behind a legacy of leadership, honor, and devotion to family.

Don joined Prudential in January 1960, after a successful career in professional football that culminated in his assignment as head football coach of his alma mater, the University of Southern California (see page 6). Still referred to by friends and associates as "the Coach," Don Clark served as Prudential's president from 1972 to 1984, when he was appointed Chairman of the Board.

He is survived by his wife, Dorothy, and eight children and ten grandchildren. He is the brother of Chairman Emeritus John D. Clark and the uncle of Dan Clark. Funeral services were held Saturday, August 12 at St. Simon and Jude Catholic Church in Huntington Beach. In honor of Mr. Clark, flags at all Prudential plants were flown at half mast the week after his death.

"We are all deeply saddened by his death. I will miss him," said Mr. John D. Clark. "He was not only my uncle and my boss, he was my friend. We all appreciate the immense contributions Don made in helping POS get to where it is today," added Dan Clark.

Over the years, Don helped build Prudential into one of the nation's leading uniform rental service companies. In the 60's, he led Prudential's involvement in the U.S. Space Program. He helped develop the first "dust-free, contamination-



In 1976, John D. Clark (left) presented his brother Don Clark with his "Ph.D. in Industrial Laundering."

free" garments worn by people working on the guidance systems of missiles. These special garments were instrumental in the success of America's first orbiting astronaut, John Glenn, in 1962. These new garments are what led to the development of the first Prudential Clean Room.

Don attributed Prudential's success in clean rooms to the ability to exchange ideas with others involved in the process. "There was a tremendous exchange of ideas. We worked with some very exciting peo-

ple, the best scientific minds in the country," said Don. "Technology cannot help but go forward as long as ideas are free."

Don served as President of the Institute of Industrial Launderers in 1975 and 1976, and was remembered by the group in a bulletin sent to all members and suppliers. His passing was the subject of numerous articles in Southern California newspapers.

*He will be sadly missed by us all.*



- Off-the-Cuff, Summer, 1989.

1960  
cont.

# Longest Serving Employee

## Dale Bain

was re-hired as Administrative Assistant in 1960 and he has never looked back. Dale was also the first Editor-in-Chief of Off-the-Cuff which premiered in November 1959, and company pilot.



### Dale Bain Personnel Card

08/05/59	Assistant to President	Corporate
02/12/60	Left Company	
03/21/60	Administrative Assistant	Corporate
11/18/68	Personnel Director	Corporate

### Why have you chosen to stay with Prudential for so long?

*I have stayed with Prudential Overall Supply all these years because of the working environment where I have enjoyed a close association with the founder and his family. I have always been able to obtain the tools needed to complete the expected assignments. I have had only three different job titles - Staff Assistant, Administrative Assistant and Personnel Director - but hundreds of assignments, some totally unrelated to job title.*

*My most rewarding experience is the administration of the Employee Welfare Benefit Plan since the early 1970's. This Plan provides health benefits for employees (and their families) who are not covered by a collective bargaining agreement. The Plan spends about \$3 million per year from company and employee contributions to provide coverage with minimal outside help and*

*lowest cost possible to both the company and employees.*

*Another great experience was doing nearly all of the original photography for the very successful "Route to Success" training program which is still in use today.*

*I wore out two new cameras and put over 100,000 miles on a Datsun B-210.*

*I went back to college in the 1980's to learn the basics of computer programming and used this knowledge to convert our company's hand written personnel records to a state-of-the-art system. One of my assignments at Irvine Valley College was to write a program to determine how much vacation time each employee has.*

*With improvements in PCs and networks, this program now computes the vacation eligibility and accrual for all POS employees in less than five seconds. When first used, it took 30 minutes with several interruptions to change floppy disks.*

## Van Nuys Plant Opens.

"Aerial" view of the Van Nuys plant. While the photograph appears to be an aerial photograph, technically it is not since it was not taken from an airplane. Rather, it was taken from the seventh floor of a neighboring Valley industry.



## Team Prudential.

Elena Mariscal  
Current Plant Location:  
Van Nuys  
Title: Distributor  
Hire Date: 12/15/75

## Prudential Overall Supply Expands Into Cleanroom Laundry.

Prudential Overall Supply started to supply garments for use in cleanrooms. Garments were processed in a building next to the Los Angeles plant.

### Prudential Cleanroom Services™



Off-the-Cuff, December, 1962.

Why have you chosen to stay with Prudential for so long? "Because Prudential Overall Supply has treated me so well and I enjoy working here."

Prudential Grows To \$3.5M Revenue With 230 Employees.

## Customer Loyalty.



Prudential's Van Nuys plant has established a tradition of service to industry and manufacturing throughout the San Fernando Valley. The Valley's manufacturing base is deeply rooted in the aerospace industry of which Prudential Van Nuys' loyal customer Duke's Inc. founded in 1958, is one of the oldest and most experienced aerospace parts manufacturers in existence today.

Based in Northridge, California, Dukes Inc. specializes in the manufacture and support of fuel pumps, solenoids, pneumatic valves and cabin pressure control systems for the aerospace, marine and space markets.

Dukes Inc. has partnered with Prudential's Van Nuys plant for over 35 years of high flying together. Mr. Fred Ronn, Dukes Inc. Production Manager - who had used Prudential for over 20 years as an automotive repair shop owner prior to joining Dukes Inc. - says that Prudential Overall Supply is the clear choice for Duke's Inc. as a result of Prudential's "Sensational Service and Value."

1961

First President's Award Winner.

Garnet (Pat) Patrick from Van Nuys was honored at the Semi-Annual Sales Meeting on January 20, 1962 in San Diego. Receipt of the President's Award designated him as Route Salesman of the Year.



First Gold Star Award Winner.

At the Semi-Annual Sales Meeting on January 20, 1962 in San Diego, Lloyd Sikes, Branch Manager of Solana Beach, received the Gold Star Award from John D. Clark, to honor him as Salesman of the Year.

Chula Vista Plant Opens.

In early 1961, Prudential sought a designer for a new industrial laundry facility in Chula Vista, California replacing the Coast Industrial Laundry in National City which had been purchased in 1956.

Photo: Groundbreaking ceremonies for a new industrial laundry in Chula Vista, CA Thursday, May 25, 1961. Left to right: Howard Andrewson (with shovel), General Manager, A.H. Bahrke, Sales & Service Manager, Jack Tackett, Plant Superintendent, and John D. Clark, President.



Customer Loyalty.

Since 1950, Jimsair Aviation Services has been San Diego's premier FBO (fixed based operation) for private and business aviation. Jimsair 130 employees service all aircraft from the smallest single-engine planes to Boeing 747s, with a clientele including celebrities, sports stars, and California Governor, Arnold Schwarzenegger .

Jimsair is entering its third generation with the founder's grandson, John Bracomonte, taking the reins recently from his father Mike Bracomonte.



Jimsair high quality standards and attention to detail for its customized aviation style uniform program make a perfect match for Prudential's personalized service and best-in-class quality process. Prudential's Chula Vista plant is proud to continuously serve Jimsair for nearly 50 years.

Team Prudential.



Son, Mom & Dad, a complete Prudential family.

07/12/1968  
Delfino Felix  
Current Plant Location:  
Chula Vista  
Title: Presser

Why have you chosen to stay with Prudential for so long?

"I have stayed with POS for 39 years because Prudential is a great company to work for and has an excellent work environment."

"One day I met a man at a local store and told him about the great job I had at Prudential. The man inquired, 'Are there any opportunities there for me?' I told him there was and shortly after he applied, and he was hired. After about three months the new employee left because he did not like the job pressing coveralls. I said to him 'You will be back, this is a great company to work for.' Three years later David Monjaraz came back and has now been working for Prudential for 34 years. He later brought his brother Luis Monjaraz on board who earlier this year celebrated his 30th year with the company. One good turn deserves another".

Bryan Harris, Chula Vista's General Manager, is energized every time he sees any of these three employees, "their enthusiasm and loyalty are a testament to the company we all call home."

1962

First John D. Clark Award Winner.

Dust Control Customer Sales Representative Phillip R. Scott is the recipient of the John D. Clark Award for Dust Control Route Sales. John D. Clark is proudly presenting the plaque.



# 1965 Truck #100 Arrives.



# 1966 Riverside Plant Opens. Customer Loyalty.



Artist's Conception of the Prudential Overall Supply Industrial Laundry in the City of Riverside, California

From New York and London to Paris, Sydney and Moscow, thousands of Johnston and Allianz sweepers are hard at work the world over. Founded in 1904, Johnston - Allianz is the world's leading manufacturer of outdoor surface cleaning equipment. They are the first manufacturer in their industry to achieve ISO 9001 - a standard of quality that Prudential Cleanroom Services has also achieved.



Located in Chino, California Johnston-Allianz Sweeper Company has rewarded Prudential's Riverside plant with its loyalty and continued business for over 35 years. Naomi Thompson, Human Resources Manager of Johnston-Allianz attributes her company's continued selection of Prudential Overall Supply to **"the consistent quality of service that has been provided for so many years."**

While Johnston-Allianz is busy keeping our streets and highways clean and safe, Prudential is busy keeping Johnston-Allianz employees and facilities clean and safe.

# Team Prudential.



Nita Dennis  
Current Plant Location: Riverside  
Title: Office Manager  
Hire Date: 11/30/1971

Why have you chosen to stay with Prudential for so long?  
*"Stable company, steady pay and great people!"*

# Karen Stewart Joins Prudential, May 1967.



Current Plant Location: Corporate  
Title: Data Processing Manager  
Re-Hire Date: 10/12/70

Why have you chosen to stay with Prudential for so long?  
*"I enjoy my job. I find it challenging and rewarding. I've worked for Don Lahn for 20 years and John Thompson for 14 years, that's another reason I've stayed for so long...great bosses!"*

## Karen Stewart Personnel Card

05/22/67	Data Processing Clerk	Corporate
11/14/69	Left Company	
10/12/70	Data Processing Clerk	Corporate
02/03/75	Computer Operator	Corporate
01/05/81	Computer Operator Supervisor	Corporate
03/02/81	Data Processing Manager	Corporate

**CONSTRUCTION BEGINS ON NEW RIVERSIDE PLANT**  
Riverside, Calif., Dec. 8--Erection of a 20,000-square-foot plant for Prudential Overall Supply began today at the corner of Jurupa and Wilder-ness in the Airport Industrial Park in Riverside.

Don E. Clark, Executive Vice-President, said that construction will be completed in March on this new industrial facility and service facility, at which time the existing branch operation at 6001 Jurupa will be moved into the new building.

Approximately one-half of the 4.2 industrial acres will be developed at this time, with the remaining area left for future expansion.

December 1964  
Off-the-Cuff

The Riverside Plant under construction in 1965.

Winter 1965 Off-the-Cuff

Guard hut, today, at 6207 Jurupa Ave., Riverside that was occupied by Prudential from 1964 to 1966.

September 1964 Off-the-Cuff

The big news from Riverside is the large facility we have leased at 6001 Jurupa Ave. It's an industrial in name but more so in reality. It is our latest purchase to provide a better service to our present people of all our customers.

September 1964 Off-the-Cuff

The expansion transformed the facility from a 30,000 square foot facility to a modern plant with nearly 69,000 square feet of room. It essentially doubled in size. The Riverside plant is now the largest in the Prudential family.

Summer 1969 Off-the-Cuff

**Riverside Plant Wins KEX Quality Award**

Spring 1993 Off-the-Cuff

Off-the-Cuff, Fall 2002.

# Landon Haney, Loyal Supplier:



Landon Haney began his business in post depression years as a wholesaler of brooms to hardware stores throughout Southern California. He soon added other quality dust control items designed for industrial laundering. Prudential Overall Supply began its long affiliation with Landon Haney Co. in 1960. Second generation owner of this family owned company, John Haney, recalls working with his father while in college in the early 60's and making rush deliveries to Prudential plants as the dust control business grew.

Today, Landon Haney Co., located in Buena Park, California supplies Prudential Overall Supply with top grade wet mops, ergonomic mop buckets, laundry bags, and hanger racks. When describing why Landon Haney enjoys doing business with Prudential, John explains, **"Prudential is a well respected leader in the textile rental industry. As a family owned company, there is an obvious commitment to integrity from the top down. Suppliers are treated with respect and loyalty."** John, working side by side with son and third generation Brett Haney, still makes rush deliveries to Prudential.

Prudential dust and wet mop systems are dramatically superior to their store bought disposable counterparts. Cleaning quality is increased while cleaning time is decreased at considerable cost savings to customers with Prudential Overall Supply's rental mop service.

Prudential Overall Supply appreciates Landon Haney Company's 47 years of loyalty, great service and superior products.

1967

# Don Lahn

Stewardship Of Prudential Overall Supply.



### Don Lahn Personnel Card

08/28/67	Secretary-Treasurer	Corporate
08/14/89	President	Corporate
01/06/99	Vice Chairman	Corporate

Don Lahn, Prudential Overall Supply's Vice Chairman has applied a steady approach to his stewardship in helping to shape the organization into what it has become today. Don is a 1954 graduate of the University of Denver, and then spent the next 13 years as an accountant and CPA with KPMG Peat Marwick's Los Angeles, CA office prior to joining Prudential. He joined Prudential as Secretary-Treasurer in August, 1967, and then in 1989 became the Company's fourth President. Mr. Lahn was the Company's first President outside the Clark family. In January, 1999 he became Vice Chairman of the Company.

During Mr. Lahn's ten years as the Company's President, four cleanroom laundry processing plants were constructed: Albuquerque, NM, Austin, TX, Milpitas, CA and Richmond, VA. Additionally, the firm went from a \$54M organization to a \$117M at the time of his transition to Vice Chairman. The revenue increase was attributed to steady organic growth, and by acquiring two companies that specialized in cleanroom consumable products distribution services.

Don was never one to grab the spotlight. Instead, he helped to keep the Company focused on sustaining consecutive years of growth and profit. Mr. Lahn has prided himself on being one to evaluate systems and procedures, and then reach to find a better way to do things. Don's biggest satisfaction has always been to help make it happen.

Why have you chosen to stay with Prudential for so long?

*"I stayed with Prudential because it is a great place to work. I had a good relationship with 'Mr. John', the company founder, and shared his values for integrity and hard work. My position has always given me an opportunity to make a positive impact on the results of the company and on the lives of other people that work here together."*

Prudential Overall Supply Expands With The First Route Into The Northern California Market.



Frank Saeman, Representing Dober, A Loyal Supplier.



With almost 40 years of service with various soap suppliers, Frank was invited as only one of a few suppliers to our 50th Anniversary celebration. Frank Saeman is the only supplier to receive "employee recognition" certification after 36 years of loyalty.

"Dober started as a waste water system chemicals supplier 13 years ago. Prudential is the second company to use their wash floor system. They have earned our business because of their extremely high level of service. We use Dober for all of our Waste Water Treatment System chemicals and for all of our wash floor chemicals except generic chemicals. We have not used powder in over ten years. Everything is liquid. Liquid in a computerized pumping system is more accurate and provides consistent quality. Their Technical Service Representatives do an outstanding service job. Their quality meets or exceeds our expectations." Stefan Schurter, Senior Vice President.

Off-The-Cuff, Fall 2003

Prudential Continues To Invest In Technology.

In keeping with advanced management technology and information systems, Prudential installed a new Univac 9300 computer. This was the first of a complete new line of computers by Univac, and was capable of processing 34,000 characters per second simultaneously printing 600 lines and reading 600 billionths of a second. This "new" computer replaced the then present system which had been in operation since 1963.



Blair Gallagher Joins Prudential.

Blair joined Prudential in July 1967 as a Company Engineer. He graduated from the University of New Brunswick with a B.S. Degree in Mechanical Engineering. He was promoted to Senior Vice President in January 1987.

Blair and his Department were instrumental in the planning and the construction of many of Prudential's plants. The Engineering Department is involved in every step of the development of a new plant, from obtaining building permits to helping determine the actual layout where each piece of equipment should go. They are responsible for knowing how each piece of equipment works and how much it costs to operate.



### Blair Gallagher Personnel Card

07/10/67	Company Engineer	Corporate
01/27/76	VP Prod & Eng	Corporate
01/05/87	Sr. VP Prod & Eng	Corporate
09/07/90	Retired	

1968-1977

1968

*Dan Clark*, Growing Prudential Overall Supply.

Dan Clark, Prudential Overall Supply's Chairman of the Board has kept his focus on growing the many facets of the Company. Dan has spent his entire career with Prudential. He joined the firm during summer vacations in high school and college. After graduating from the University of Southern California in 1968, he joined Prudential full-time and served as CSR (Customer Sales Representative), General Manager, Vice President, Executive Vice President of Operations, and President before becoming Chairman of the Board in 1989.



Through Dan's leadership, the Company has grown in many ways. In 1989, Prudential successfully operated in two states, California and Arizona. Today, operations have expanded to also include Colorado, Nevada, New Mexico, Oregon, Texas and Virginia. Additionally, Prudential Overall Supply's cleanroom division, Prudential Cleanroom Services provides national and international service programs to customers requiring these specialized services. This is accomplished through a network of five domestic cleanroom processing facilities that are all ISO 9001:2000 certified along with an operation in Malaysia. Through this expansion the Company has grown its revenues by two and a half times, and has gained operating efficiencies by controlling costs.

For Dan, growth has never been one dimensional. People development remains a cornerstone of Prudential's continued success, and Dan remains a driving force behind the firm's expansive training programs, and an advocate for internal promotions. Each year Dan prepares an article that appears in the Holiday issue of the Company's publication, Off-the-Cuff. The common thread amongst these articles focuses on keeping the faith, staying true to core values, and sustaining goodwill toward all. With this hope and focus, it is Dan's belief that Prudential will continue to set milestones and celebrate anniversaries.

**Dan Clark Personnel Card**

Part-Time	06/20/60	Sorter Trainee - Summer	Los Angeles
	06/25/62	Order Clerk - Summer	Los Angeles
	06/10/63	Puller - Summer	Los Angeles
	06/01/64	Puller - Summer	Van Nuys
	06/04/65	Maint. Helper - Summer	Van Nuys
	09/24/65	Maint. Helper - Part Time	Cerritos
	06/13/66	Utility Driver - Summer	Chula Vista
	02/16/67	Asst. Data Proc. - Part Time	Corporate
Full-Time	09/23/68	Management Trainee	Chula Vista
	07/13/70	Driver Salesman	Chula Vista
	05/13/71	Management Trainee	Corporate
	05/01/72	Asst. to the President	Corporate
	07/31/72	General Manager	Riverside
	07/29/74	Vice President	Corporate
	01/16/78	Exec. Vice President, Operations	Corporate
	08/03/84	President	Corporate
	08/14/89	Chairman of the Board	Corporate

# DAN CLARK NAMED VICE-PRESIDENT

At the July meeting of the Board of Directors, Dan Clark was elected Vice-President of Prudential Overall Supply. His office will be located in the General Office facility in Irvine.

The new Vice-President has been with Prudential since 1960 when he came to work as a part-time employee. He worked in many areas of the company during summers while attending school and college. After graduating from the University of Southern California, he spent a year as a route salesman in the Chula Vista plant. He then served as assistant to the President. For the past two years, he has served as General Manager of the Riverside plant.

As Vice-President, "Mr. Dan's" responsibilities will focus on administration of customer service. He will coordinate major accounts and monitor customer termination reports and rental agreements. He will work on the pricing committee, the training and hiring committee and will participate in trade association activities. He will also aid in the development of sales and promotional materials.



Off-the-Cuff, September 1974



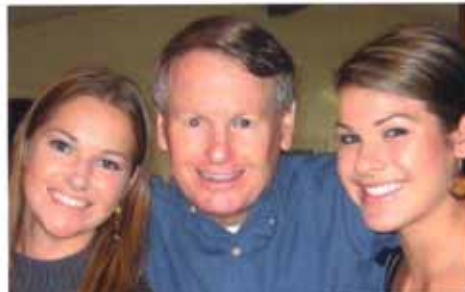
Dan Clark, Executive Vice President - Operations, finished 94th in the Leatherneck Marathon at El Toro Marine Corps Air Station. Off-the-Cuff, Summer 1978.



Dan Clark and his wife Laurel on their wedding day. Off-the-Cuff, Summer 1979.



Dan Clark graduated Military Academy on June 15, 1961. Dan Clark and 10 other cadets graduated from California Military Academy at 5300 Angeles Vista Blvd., Los Angeles. He is pictured with his father and mother, Mr. and Mrs. John D. Clark. The medal on his jacket was presented at the graduation ceremony to honor him as the outstanding cadet. Off-The-Cuff, July 1961



Dan Clark and his daughters Carrie and Anna.



Dan Clark and his son John working together after hours on learning the TrakPro™ System device.



Dan Clark and wife Laurel visiting Prague, Czechoslovakia in 2006.

1968  
cont.

## Corporate Office Opens.

The following thoughts were expressed in December 1981 by Bob Metcalf, site superintendent for Central Coast Construction, while overseeing the expansion of Prudential's Corporate Office in Irvine, California.

Mr. Metcalf built the POS headquarters in 1968 when the site was, as he recalls, "in the middle of a plowed field."

"We finished the building on schedule and Prudential moved in right on the date they had planned. But there weren't any paved streets and the moving trucks had to drive up to the building on dirt trails."



When the building was completed Prudential had only five plants and 600 employees. A total of 60 individuals moved into the headquarters building.



Orange County, California circa 1960's.



## New Garments!

One of the most revolutionary decisions made in the company's history occurred in the summer of 1968 when it was decided to switch from 100% cotton garments to a 65% polyester/35% cotton blend. This daring maneuver enabled Prudential to pioneer a full-line of men's and women's apparel in exciting new and durable blends; equally colorful and attractive, too!

1969

## Gifford Tiffany Joins Prudential.

Gifford Tiffany known to most Prudential Overall Supply employees and friends as "Tiff," retired after 20 years of service in 1989.

Tiff joined Prudential October 9, 1969, as General Manager of the Los Angeles plant.

In a General Managers' Meeting, Chairman Emeritus John D. Clark bade farewell to Tiff by recalling the impact he made on the Company. "Twenty years ago, I heard about a guy back East who wanted to live in California. I tell Tiff he was from Hillbilly, Kentucky, that he was a diamond in the rough, and that he still had a couple of rough edges to polish. We put him on board and eventually made him Executive Vice President of Marketing."



Tiff then took the podium and recalled the early days himself. "This Company is unique. I've told people who joined Prudential that the Company takes care of the employees and that each employee should take care of the Company as well. John sold me on the Profit Sharing. The good news is that with my savings and my profit sharing, I have over \$200,000, just like he said it would be."

"When I came here, our sales were at \$7 million a year. We just missed \$50 million in 1988. In my heart and in my gut I know that some of the things I brought have helped Prudential."

"It's been a good 20 years. I made the right move coming to Prudential."

### Gifford Tiffany Personnel Card

10/09/69	General Manager	Los Angeles
01/16/78	Vice President of Marketing	Corporate
10/05/81	Vice President and Regional Manger	Corporate
01/05/87	Exec. Vice President of Marketing	Corporate
03/31/89	Retired	



## 1971 Milpitas Plant Opens.

The plant pushed Prudential firmly into Northern California. The plant now services the entire Bay area and beyond.



### Customer Loyalty.

### A-1 Spring Service

A-1 Spring, located in Oakland, California is absolutely "A #1" as a loyal and valued customer of Prudential's Milpitas, California plant. Ever since Prudential Overall Supply's expansion into Northern California occurred in 1971, A-1 Spring has been a part of Prudential's loyal customer family.

Since 1950 A-1 Spring Service has offered suspension parts and suspension accessories for cars, trucks and motor homes. A-1 Spring installs the products they sell and provides their customers with the best possible suspension solution.

Prudential's weekly service to A-1 Spring includes towels for cleaning, coveralls for its employees, and air freshener service to keep A-1's facility at its best. Prudential Overall Supply's Milpitas team thanks original customer A-1 Spring for more than 35 years of friendship and demonstrated loyalty.

### Team Prudential.



Louie Ramirez  
Current Plant Location: Milpitas  
Title: Washer  
Hire Date: 07/08/77

**Why have you chosen to stay with Prudential for so long?**

*"Job security and I like to work with Prudential employees. The main reasons are because I love my job and job security."*

### Sylmar, CA Earthquake.

The Sylmar earthquake closed one of Prudential's plants for two days, but not one Prudential customer in the earthquake zone was without uniforms when they returned to work. The garments were processed by other Prudential plants and were ready for delivery when the danger zone could be reentered.

### Tuition Reimbursement.

Through the decades many Prudential employees have furthered their education and careers through this program.

Over 300 Customers Continuing Business Today With Prudential 35+ Years!

## 1972 Cerritos Dust Control Plant Opens.

The Cerritos Dust Control Plant pioneered the concept of a "Dust Only" operation. The plant focuses 100% of its energy on servicing the dust control need of Los Angeles and Orange Counties.



### Team Prudential.

Sam Corona  
Current Plant Location: Riverside  
Previous Location: Cerritos  
Title: Assistant Supervisor  
Hire Date: 05/01/72



**Why have you chosen to stay with Prudential for so long?** *"Because it gives to me the opportunity to work for such a great company."*

### Customer Loyalty.

The University of Southern California (USC) is world renowned for its excellence in academics, leadership, and of course, the USC Trojans football team. USC has a steeped tradition in winning and a steeped tradition with Prudential.



Prudential's ties to USC go back many years. Don Clark, former Chairman of the Board was the Head Coach for the USC Football team from 1957 to 1959. Dan Clark, Chairman of the Board today at Prudential, graduated from USC in 1968.

Prudential's Cerritos Plant is proud to have continuously served USC for more than 35 years. Mr. Ed Bergman, University of Southern California Contract Manager, chooses Prudential for his facility services due to the "quality of products, customer service and cost management." Ed recounts a story from a few years back when an unexpected heavy rain storm hit Los

Angeles. Ed's experience told him that a large number of additional floor mats would be needed to protect students, faculty and staff from slip and fall hazards. Ed's early morning call to the Cerritos plant got a "can do" response of a special delivery to USC in just 2 hours! Ed remembers his Prudential CSR unloading the mats from his truck in an absolutely driving rain and thinking "That is excellent customer service!"

1972  
cont.

## Computer System Installed - AS400.



Off-the-Cuff, December, 1972.

## New Visionary Billing System Is Better For Everyone.

"The ideal billing system in our business would be to have a small computer terminal in every route salesman's truck, so he could record his transactions directly into the computer," said Don Lahn, Secretary-Treasurer and head of Prudential's accounting system.

"Since this is not practical, at least not at this time, we have tried to accomplish the next best thing. We have put the route salesman as directly in contact with the computer as possible." he said.

This was a precursor to Prudential's new TrakPro™ System being rolled out today.

## Traveling Billboards - Current Logo Introduced.



## Central California Route Started.



## 1973 All Plants Now Have Conveyors Moving Prudential Garments In The Right Direction.

In October, 1969 the decision was made to install conveyor systems in each Prudential plant that would carry garments from the pressers past the menders to the distribution department where they would be sorted to each route, to each account on the route and then to each individual within each account. The garments would then be lifted overhead to the storage racks where they would await loading onto the delivery trucks.

The change was a monumental one for Prudential. Blair Gallagher and his engineering staff worked for many months with engineers of the supplier company to design a system specifically for Prudential's needs and for the particular arrangement of each Prudential plant.



## 1975 UTSA

The company has been active in and supportive of the Institute of Industrial Launderers, an organization with more than 350 members, who elected Don Clark as its president (1975-76) - another example of Prudential's leadership in the industry.



In 1933 a group of laundrymen decided to "get together" to solve some of the problems common to their industry and formed the National Industrial Launderers and Cleaners Association, forerunner of the Institute of Industrial Launderers.

The organization grew to world-wide proportions as laundries from other countries joined the ILL.

Today the ILL has become UTSA. The Uniform and Textile Service Association is an international trade organization representing textile supply and service companies. The Association has been in existence for more than 70 years and represents 95% of the annual sales generated by the uniform service industry and 65% of the annual sales generated by the linen supply industry. UTSA members provide, clean, and maintain reusable textile products, such as uniforms, sheets, table linen, shop and print towels, floor mats, mops, and other items to thousands of business in all industries. These industries include light, heavy, and hi-tech manufacturing; healthcare; restaurants; service, retail, construction and transportation industries, and institutions.

1975  
cont.

# Tom Watts



Current Plant Location: Corporate  
Title: President  
Hire Date: 09/08/75

Why have you chosen to stay with Prudential for so long?

"I like the work and love the people."

Climbing the corporate ladder a native Californian, Watts sensed the company's family orientation when his father, Mel, was a route salesman for POS. The elder Watts ran an evening route for about 10 years.

One night in 1971, in the aftermath of a major earthquake, the father asked the son to join him. "Some bridges were down and freeways were closed, so he asked me if I wanted to ride along with him on Friday night and help," Tom recalls.

He was surprised that the industry existed; he only knew about it from the little that his father had told him. But soon he was hired as a route sales trainee.

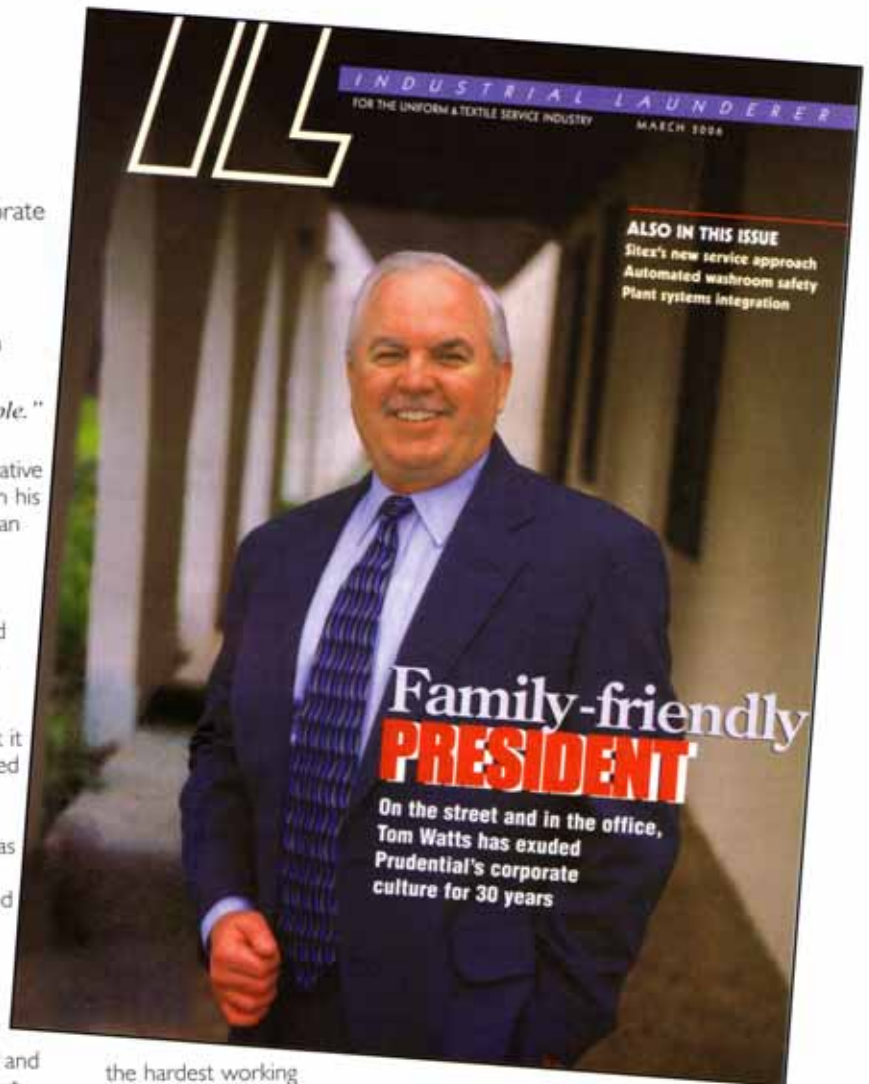
"I really liked the people who were already in those positions, as they were all very outgoing and friendly. The thought of being out on my own and away from the same location every day and the wide variety that each day presented were very appealing to me."

Rungs on his ladder to the top were customer service rep (CSR or route salesman), utility route salesman, route manager, sales and service manager, GM, regional manager, operations VP, and now, president. In each case, the company approached him about moving up.

Only one of these was a new position (operations VP). He sought each job because he was confident they "would continue to help me understand the business better and broaden my knowledge base." The only switch that didn't excite him was a lateral move that increased his commute from 20 minutes to almost two hours.

Getting his start in route sales hooked him because it gave him the opportunity to talk to a "very diverse group of people" (his customers) and become familiar with a variety of businesses. "I really enjoy learning about anything I can in regards to other industries," Watts says.

As a CSR, he immediately appreciated the importance of his production colleagues to his success. "If my load was not correct, my day was not going to be fun." He respected plant staff as some of



the hardest working people he'd known, focused on doing the right thing and always getting it done.

Later, working in an office appealed to him, he says, because of the basic responsibility to teach others. "I'm not much on desk sitting but getting out with other people and showing them how to do it better is a big part of what I like to do."

Of all the roles he's played, however, his years on the route were most responsible for building his understanding of "what the industry and service in general, is about." It also tuned him into the company philosophy that POS needs to do everything it has promised its customers and to expect a fair price in return.

- March 2006 Industrial Launderer Magazine



Mel Watts, Tom's father, at work.

## Tom Watts Personnel Card

09/08/75	Customer Sales Representative	Cerritos
02/27/78	Utility Driver	Cerritos
01/01/79	Route Manager	Cerritos
02/04/80	Sales & Service Manager	Cerritos
04/16/84	General Manager	Riverside
06/06/88	General Manager	Los Angeles
04/08/91	Regional Manager	Corporate
05/01/95	Vice President Operations	Corporate
01/04/99	President	Corporate

# 1976 Irvine Plant Opens.

The Orange County population boom was met directly by Prudential's Irvine plant. The plant is a market leader within a densely populated service territory.



## Customer Loyalty.



Prudential's Irvine plant recognizes the outstanding loyalty of an outstanding organization - AUTOMOBILE CLUB OF SOUTHERN CALIFORNIA, the nation's largest AAA affiliate and Prudential customer for 50 years.

Since July 1972, Auto Club's Senior Buyer, Mr. Ron Ross has handled the relationship with Prudential and attributes the continued awarding of their business to Prudential Irvine plant's "Good Service."

Insurance leader Automobile Club of Southern California is the only Prudential Overall Supply customer to be featured in three Off-the-Cuff issues. The first from March 1972 headlined "The Auto Club Image" displayed six different apparel ensembles from overalls and work uniforms to ladies lapel coats and executive wear. The second appearance was in the Spring 2001 issue commemorating Auto Club's 100th Anniversary and 43rd consecutive year as a Prudential business partner. And this, their third appearance celebrating Prudential's Diamond 75th Anniversary and 50 years of customer loyalty.

Prudential thanks the Auto Club for their loyalty yesterday, today and for many tomorrows.

## Team Prudential.

Francisco Sanchez  
Plant Location: Irvine  
Title: Lead Person -  
Pressline  
Hire Date: 05/12/77



Why have you chosen to stay with Prudential for so long?

*"I have stayed with Prudential for a long time because I like my job and the people I work with. Prudential has been my second home and I look forward to many more years."*

## Truck #200 Arrives.

Each company uses its own unique yardstick to mark its milestones of growth. At Prudential Overall Supply, one of those milestones was reached with the purchase of truck number 200. In the photo, John D. Clark points to the truck number.



# 1977 Marc O'Leary Joins Prudential.

Current Plant Location: Corporate  
Title: Regional Vice President  
Hire Date: 12/07/77

Why have you chosen to stay with Prudential for so long?

*"When I hired on, we had 7 locations and the Corporate office. Today we have 34 locations. I have enjoyed participating in the growth of the company. In addition, and due to this growth, I have seen first hand the many opportunities that our team members have had with regards to their personal development and advancement."*

Do you have any interesting stories you would like to share of your experiences with Prudential?

*"When I was the General Manager of the Riverside Plant we went through a complete remodeling and expansion that more than doubled the size of the plant. The entire management team, Corporate Sales, front office, and CSR's were housed in portable trailers for over 3 months in the parking lot. The Riverside team never missed a beat and continued their fine record of sales and service to our customers even though it was under extremely difficult conditions. During this time, our founder, John D. Clark asked me how the Riverside team was holding-up. I told Mr.*



### Marc O'Leary Personnel Card

12/07/77	Customer Sales Representative	Cerritos
01/01/79	Utility Driver	Cerritos
03/03/80	Route Manager	Cerritos
10/26/81	Sales & Service Manager	Cerritos
01/06/85	Sales & Service Manager	Irvine
09/01/86	General Manager Trainee	Corporate
02/29/88	General Manager	Riverside
04/08/91	Regional Manager	Corporate
01/07/02	Regional Vice President	Corporate

*Clark that we were "excited" about our progress and future in Riverside not only due to our expansion but the revenue growth of our plant. Mr. Clark got a big kick out of that and used "excitement" as the theme of his speech at the Annual Profit Sharing meeting the following year."*

1978-1991

1978

*P*rudential Expands Into Arizona With The Acquisition Of Tucson Supreme Cleaners.  
This purchase represented Prudential's 9th plant.



1979 *R*oute to Success Training Program Introduced.

When Don Clark came aboard in 1960 with his background in coaching, it is understandable that the company's training and re-training methods would undergo radical changes. These roots continue to emphasize every individual's knowing to the infinite detail ones own assignment and the urgency to work as a harmonious team.

Schooling zeros-in on the company's image; its strong sales effort promoting production, efficiency and safety, quality of merchandise, cleanliness and service.

Nothing, absolutely nothing, is left to chance. It is almost impossible for the Customer Sales Representative to make a mistake; that's how thorough the Prudential training concept is both in theory and in practice. The training focuses on the Prudential Overall Supply business philosophy; a Total Service Concept which encompasses quality of product, quality of service and business integrity.

The never-ending cycle of sales, pick-up and delivery is supported by an extensive chain link: cleaning, distribution, accounting and administrative.

There is only one way; the way Prudential Overall Supply started it, shaped and reshaped it, and that's the way it will be well into the future.

Prudential's success is a testimonial to a conviction that every contact with a customer is a "sale." The relationship between the customer and the Customer Sales Representative is vital. According to the Founder, **"no other job, including his own, is quite as significant."**

- In 1987 this program was converted and updated to video format
- In 2006 it was again converted and updated to CD-ROM format.

*O*n-line Inventory Status Computer Program Installed In The Purchasing Department.

1979  
cont.

## Tucson Plant Opens.

The Tucson plant represented Prudential's first plant built outside California. This represented the model that the company continues to use today; develop people that care about their community and Prudential.



## Customer Loyalty.

The King of Beers, Budweiser is the beer of choice for more Americans. Prudential Overall Supply's Tucson plant is the uniform company of choice for exclusive Budweiser wholesaler, Golden Eagle Distributors, Inc. of Tucson, Arizona.



A family affair - Golden Eagle started off in 1941 as All-American Distributing. Founder Dudley Clements cemented the company's relationship with Anheuser-Busch, and branched off to form Golden Eagle Distributors in 1974. Dudley appointed his son Bill as successor, and today, the company is in its third generation with grandchildren Chris and Kimberly (president) at the helm. The company has branches in Buckeye, Casa Grande, Flagstaff, Holbrook, and Globe, Arizona.

Chris and Kimberly want all 340 employees to feel like family, so they have put significant time and effort into making Golden Eagle an enjoyable place to work, including providing the employee benefit of paid uniform service from Prudential.

Golden Eagle chose Prudential in 1980, soon after Prudential's expansion into Arizona. Al Oliva, of Golden Eagle, affirms that they continue to choose Prudential year after year because of the "excellent service and great communications" they consistently receive from our Tucson team. Al Oliva writes that "my people look good and they have what they need. If I do have a special request, it is handled quickly and efficiently."

Prudential's Tucson plant deeply appreciates the demonstrated loyalty of Golden Eagle Distributors for these past 27 years of partnership and friendship.

## Team Prudential.

Mitch Cummins  
Current Plant Location:  
Tucson  
Title: General Manager  
Hire Date: 07/21/80



Why have you chosen to stay with Prudential for so long?:

"I really enjoy working with the people at Prudential Overall Supply. It is a pleasure to work for a privately owned company where you have the opportunity to work with and know the executives of the company. Meeting new customers requires building and maintaining relationships which ensures that my job remains challenging."

"It has been rewarding to be associated with the people that have developed and advanced from the Tucson Plant."

## 1980 Carson Plant Opens.

The Carson plant addresses the need for more laundry processing capacity for Prudential in Western Los Angeles County.



## Customer Loyalty.

Norm's Restaurants are landmarks throughout Los Angeles with their "We Never Close" motto. 24 hours a day, 7 days a week and 365 days a year.



Norm's serves delicious food made fresh to order. Norm's has been a customer of the Carson plant since its opening in 1980. Prudential's rental floor mat service captures 80% of the dirt before it comes inside Norms. The mats also prevent slip and fall accidents helping keep Norm's Restaurants cleaner and safer. Just like Norm's, Prudential mats work 24 hours a day, 7 days a week, 365 days a year. "We never close."

## Team Prudential.

Elpidia Verduzco  
Plant Location: Carson  
Previous Location: Van Nuys  
Job Function: Plant Superintendent  
Hire Date: 03/07/77



Why have you chosen to stay with Prudential for so long?:

"I thought I was going to be working with POS during the time I was going to school, but as I improved, POS gave me the opportunity I was looking for!"

## Phoenix, Arizona Service Center Opens.



1982

# 50th Golden Anniversary



City of Los Angeles recognized Prudential's Golden Anniversary.

## Phoenix Plant Opens.

The Phoenix plant opening represented the company's 10th plant. Today, this plant is among Prudential's largest.



## Customer Loyalty.



Prudential's Phoenix plant has had the luck of the Irish since the very first day it opened its doors in 1982. This green luck continues today as Shamrock Foods is celebrated by Prudential Overall Supply for its more than 25 years of loyalty.

Shamrock Foods began when hard working Irish immigrant, Norman McClelland bought 20 cows, a Model T truck and began delivering fresh milk to families in Tucson, Arizona.

Still family owned today, Shamrock Foods has grown from one Model T to become the seventh largest food distributor in the United States.

Edwin Ignacio, Quality Assurance and Quality Control Manager of Shamrock Foods explains his continued choice of Prudential by writing that "Prudential offers a great friendly service for Shamrock Foods. Our Customer Sales Representative takes very good care of us."

Prudential's Phoenix plant is sincerely proud to have grown with Shamrock Foods these past 25 years, and looks forward to many years of loyalty and growth to come.

## Team Prudential.

Dee Brown  
Current Plant Location: Phoenix  
Title: Customer Sales Representative  
Hire Date: 08/13/87



Why have you chosen to stay with Prudential for so long?

"I like my job. Its fun, challenging, and rewarding. Prudential is a great place to work."

Prudential Grows To  
\$35M Revenue With  
10 Plants And 900 Employees.

Over 1,250 Customers From 1982  
Are Still With Prudential Today!

Prudential  
Cleanroom Garments  
Appeared In  
"ET" The Movie.



# 1983 Los Angeles Cleanroom Opens.

The bustling aerospace program required additional cleanroom laundry processing capacity that the Los Angeles Cleanroom filled. The plant was upgraded to Class 1 in 1995 and upgraded again in 2001.

## Customer Loyalty.



Prudential Cleanroom Services first began providing "space age" garments for cleanroom environments from its original Los Angeles facility in the early 1960's and has built a reputation as the market leader throughout the U.S and the world through loyal customer partnerships like that with Baxter Bioscience.

Baxter International Inc. is a global healthcare company that assists healthcare professionals and their patients with treatment of complex medical conditions. Baxter Bioscience division is a leading manufacturer of plasma-based and recombinant proteins used to treat hemophilia. Baxter Bioscience is also a leading manufacturer of manual and automated blood and blood-component separation and collection systems.

With 2006 sales of \$10.4 billion, and approximately 48,000 employees, Baxter applies its expertise in medical devices, pharmaceuticals and biotechnology to make a meaningful difference in patients' lives.

Baxter's Senior Department Specialist, Chandra Eklund describes her experience with Prudential, *"Of all the people that I have worked with over the years at Baxter, there is no Company that I've enjoyed working with more than Prudential Cleanroom Services. My Prudential representatives, Jose Martinez and Chris Welch not only jump through hoops to keep our business running, they do it with what some people might consider an excessive amount of humor."*

Baxter Bioscience remains a foundation account for Prudential Cleanroom Service' Los Angeles plant. PCS recognizes - and deeply appreciates - Baxter Bioscience unwavering loyalty of more than 29 years.

## Doug Geer Hired.



### Doug Geer Personnel Card

02/01/83	Manager	Central Garage
11/11/92	Fleet Manager	Central Garage
06/09/03	Director of Fleet Operations	Corporate

### Why have you chosen to stay with Prudential for so long?

*"When I joined Prudential in 1983 the plan was to stay two years and go back in business for myself, but 24 years later I am still here. The big reason for staying so long is the people, and I remember what Mr. John D. Clark used to tell me, give the people the tools they need to do the job, and then get out of their way, and let them do it."*



Elvira Fierro  
Current Plant Location:  
Los Angeles Cleanroom  
Title: Distributor  
Hire Date: 06/04/79

## Team Prudential.

### Why have you chosen to stay with Prudential for so long?

*"Simply because I like working here. I've mostly enjoyed the fact that I am able to be off work at an early hour and therefore it gives me a chance to spend the rest of the remaining day with my grandchildren. Living only five miles away makes it even more convenient."*

## Prudential's Central Garage Opens.



*The Central Garage was modeled on the UPS organization. According to Doug Geer: "Mr. John wanted to be able to rebuild our fleet from the ground up when a truck got old."*

*He was very mechanical by nature and he knew the value of getting the most life out of a truck as possible. By rebuilding, repainting and completely restoring a truck, we are able to extend the service life of a truck.*

*Because Mr. John was so mechanically minded, he loved working on his own personal vehicles. When he was in his late 70's, he had a pick-up truck that he used for hunting trips in Mexico. He loved his ice cream at the end of the day, so he was working on installing a generator to run a freezer in the bed of the truck to hold his ice cream. One of our salesmen stopped in at the garage and laughed a little when asking, 'Who's the old guy you have working over there?' Well Mr. John heard him and in a few minutes walked up and introduced himself to the young man. Needless to say, there was a lot of embarrassing silence until Mr. John broke out into his boisterous laugh.*

*We have at least one fleet maintenance seminar every year where all the fleet maintenance personnel have training together. Twenty-four years ago we had 10' trucks (then, 12', 14', 16', and 18') and today we have 22' trucks. Our trucks today are more dependable, more comfortable, and safer. The central garage has worked with the engineering staff to move equipment from plant to plant. The central garage is terminal for the tractor & trailers Bi-Annual Inspection of Terminal program by the California Highway Patrol."*



1984

John D. Clark Named Chairman Emeritus,  
Don R. Clark Named Chairman Of The Board  
And Dan Clark Named President.



Prudential Cleanroom Services Begins  
Service In Colorado.

1985 Moorpark Plant Opens.

The dust only concept originally realized by the 1972 opening of Prudential's Cerritos plant was repeated with the opening of the company's Moorpark plant. This plant services the San Fernando Valley and beyond.



Customer Loyalty.

Since 1970, Prudential's Moorpark plant has valued the continued opportunity to serve Merle Norman Cosmetics, headquartered in Los Angeles, CA.



Merle Norman Cosmetics, Inc. develops, manufactures and distributes its own full line of skin care and color cosmetic products. These are sold through approximately 2,000 independently owned and operated Merle Norman Cosmetic Studios in the United States and Canada.

Although Merle Norman passed away in 1972, the Company, under the guidance of Jack B. Nethercutt II, remains a family-owned business dedicated to helping women everywhere look their absolute best.

Likewise, Prudential is dedicated to making employees and facilities at Merle Norman Cosmetics look their best. Merle Norman Vice President, Rick Delao compliments the Moorpark team by writing that he chooses to do business with Prudential due to *"the fact that Prudential has always done the job promptly and efficiently, it's been a pleasure!"*

Prudential Overall Supply claims an even greater pleasure in serving Merle Norman Cosmetics for 37 years. Your loyalty is beauty to Prudential.

Team Prudential.

Lawrence Stark  
Current Plant Location: Moorpark  
Title: Customer Sales Representative  
Hire Date: 11/03/80



Why have you chosen to stay with Prudential for so long?

*"A good strong company with great people to work with."*

Garment Manufacturing Plant  
Launched In May.

First Plant Superintendent Award.

The first recipient of the Plant Superintendent of the Year Achievement Award, Jim Wenzel, ran a smooth ship at the Milpitas facility.

First Sales & Service Manager Award.

Bruce Dale had the honor of receiving the first ever Achievement Award for Sales & Service Manager of the Year; Bruce earned this award by "doing an all around great job," said his General Manager.

1986 Outstanding Achievement Award Introduced.

The purpose is to recognize each operating plant that accomplishes its goals for revenue and profit during a calendar year.



1986 *Don Nordstrom* Hired As First  
*cont.* Vice President Of Human Resources.

"After 17 years with Prudential, Don Nordstrom finally is able to enjoy his retirement. Don was the driving force in the creation of our current Human Resources Department. Before he came on board, we had no one to help us in our personnel related problems at the plants and with the dealings of outside agencies. We have seen him develop the entire department, hire our staff, create most of our human resources policies and procedures and create the foundation of our safety department.

Don also organized our company audio visual and book library, updated the entire Route Manager training program and started the update of the Route To Success. He brought Seven Habits of Highly Successful People program and had educated most of the supervisors in the company through the Supervisory Management Training Program.

Anyone who has used the companies continuing education tuition reimbursement program knows that Don administered that too. When you read Off-the-Cuff, Don is the one who makes it happen. He also kept all the minutes of the meetings for the Regional and General Managers' meetings."

- Tom Watts, President  
 Off-the-Cuff, Spring 2004



Don Nordstrom telling Tom Watts "thanks."

Don has continued as Editor-in-Chief of Off-the-Cuff on a part-time basis.

Don Nordstrom completed 55 years in Human Resources in January 2007.

**Don Nordstrom Personnel Card**

08/11/86	Vice President of Human Resources	Corporate
06/07/99	Vice President of Human Resources - Training	Corporate
01/16/04	Retired	

*M*anagement Potential Training Program Introduced.

Prudential's Management Trainees (MPTPs) are some of the most important members of its employee team in learning its business and helping lead the company into the future. The MPTP is trained in all functions of the business during a 12 month training period. Training includes first line responsibilities in Production, Customer Service and Corporate Sales as well as Company history, and policies and procedures. Successful candidates have a Bachelor's degree (no exceptions), good communication and customer service skills, are growth oriented, career minded, have an interest in sales and are open for relocation after training.

1987 *F*remont Cleanroom Opens.

Prudential Overall Supply opened its largest and most technologically advanced cleanroom facility in Fremont, California. The Fremont facility replaced the cleanroom operated since 1981 in Milpitas, California. The facility, which occupied a building purchased by Prudential in January of 1987, had been built to handle the increasing demands of the Bay Area's Silicon Valley. The new facility represented Prudential's commitment to providing the very best in the way of cleanroom garments to its Bay Area customers.



- 1981 cleanroom services established within the Milpitas California Industrial Plant.
- The Fremont cleanroom facility was replaced by the Milpitas, California cleanroom facility in 1999.

1988 *M*ark Elberson Joins Prudential.

Why have you chosen to stay with Prudential for so long?  
 "I have always admired the way Prudential treated its employees. In growing up my dad used to tell me that Prudential treated its employees with dignity and respect.

That kind of leadership continues today. Another benefit in working for Prudential is the profit sharing and 401K Plan. My father passed away in 1990 and to this day my mother is still living on the money he was able to accumulate while he was working at Prudential."

Mark's father retired from Prudential. His son, Micah is a Sales & Service Manager at the Riverside plant.



**Mark Elberson Personnel Card**

02/16/88	Customer Sales Representative	Riverside
07/16/90	Route Manager	Riverside
05/06/91	Sales & Service Manager	Riverside
09/12/94	General Manager	Moorpark
03/03/97	General Manager	Carson
11/23/98	General Manager	Los Angeles
01/06/03	Regional Manager	Corporate

1988 *Lee Terry* Joins Prudential As Staff Engineer.  
cont.

Current Plant Location: Corporate  
Title: Director of Environmental Affairs & Safety  
Hire Date: 05/09/88

Why have you chosen to stay with Prudential for so long?

*"Challenging work - it's never boring. I enjoy working with the people here at the Corporate Office and the folks at the plant locations."*



**Lee Terry Personnel Card**

05/09/88	Staff Engineer	Corporate
03/15/93	Environmental Manager	Corporate
01/03/00	Director of Environmental Affairs	Corporate
02/15/02	Environmental & Safety Director	Corporate

*F*resno Plant Opens.

The plant services the long corridor of the San Joaquin Valley's business community.



*C*ustomer Loyalty.



CSK Auto, Inc. operates over 1,100 stores in 19 states under the brand names: Checker Auto Parts in the Southwest, Rocky Mountain, Northern Plains, and Hawaii; Schuck's Auto Supply in the Pacific Northwest and Alaska; and Kragen Auto Parts in California.

Ever since the first day that Prudential's Fresno plant opened its doors, CSK Auto has been a valued customer. Beginning in 1975, CSK Auto has trusted Prudential Overall Supply to serve its retail stores throughout Central and Northern California.

Clovis, California CSK Auto Manager, Karo Khatchadorian asserts that **"Prudential provides great solutions to keep dust and dirt out of the store."** Karo had worked at a different store, that didn't utilize Prudential floor mats and mops, prior to coming to CSK Auto in Clovis. He says that he notices a big difference and likes not having to worry as much as he used to about cleaning - leaving he and his staff more time to focus on their customers and their core business objectives.

Prudential's Fresno plant truly appreciates the more than 30 years of loyalty from CSK Auto.

*T*eam Prudential.

Eddie Andrade  
Plant Location: Fresno  
Title: Maintenance Supervisor  
Hire Date: 03/13/89



Why have you chosen to stay with Prudential for so long?

*"Prudential has afforded me with the opportunity to grow personally and professionally in so many ways. I also have enjoyed working with some great people and some real characters over the years."*

*Happy Anniversary Prudential!!"*

*S*acramento Service Center Opens.



## 1989 Mesa Cleanroom Plant Opens.

The Mesa Cleanroom plant services customers manufacturing or operating in controlled environments. The Mesa plant service territory spans from Arizona to New Mexico, Colorado and Utah. The plant is ISO 9001:2000 certified and maintains an ISO Class 3 cleanliness certification.



### Customer Loyalty.

Bard Peripheral Vascular embraces a tradition of vascular innovation spanning decades focusing on improving the quality of patients' lives. Prudential Cleanroom Services' Mesa, Arizona plant features a business relationship with Bard Peripheral Vascular spanning decades of service and the valued loyalty of 25 years.



From C. R. Bard's first arterial prosthesis developed in 1954, Bard and the division of Bard Peripheral Vascular have demonstrated commitment to innovative medical technology by introducing surgical and interventional devices for peripheral vascular patency, while providing exceptional service and support to surgeons, interventionalists and radiologists.

Bard Peripheral Vascular, located in Tempe, Arizona is deeply appreciated for its friendship since becoming a customer of the Mesa Cleanroom Plant in 1982. Commenting on why his company chooses Prudential Cleanroom Services Mesa plant, Bard Manufacturing Manager, Rick Olson points out that Prudential's "Customer service is GREAT!"

### Team Prudential.

Rebecca Koury  
Current Plant Location: Mesa  
Title: Plant Superintendent  
Hire Date: 06/24/91



Why have you chosen to stay with Prudential for so long?  
*"Prudential allows people to grow within the company and reach their potential. The people at Prudential are like family to me."*

Do you have any interesting stories that you would like to share of your experiences with Prudential?

*"Seventeen years ago I worked for a customer of Prudential's. The Prudential truck seemed to be delivering at the time people were going home. The driver always was friendly and would wish everyone a good afternoon. I was not aware at the time what the driver was delivering. I just remember the Prudential Fat Man on his truck. I applied at Prudential 15 years ago based on an ad in the paper that had the fat man logo on the ad. Well, the rest of the story is: 15 years later, and a lot of great stories & memories."*

### Vista Plant Opens.

The Vista plant, dubbed, "The Country Club" has produced many of Prudential's leaders throughout the company. The Vista team experiences a strong market share position in North San Diego County.

### Customer Loyalty.

Prudential Overall Supply's Vista, California plant, situated in beautiful North County San Diego, is honored to have continuously served original and loyal customer Encinitas Ford since the very first day that Prudential's state of the art plant opened for business.



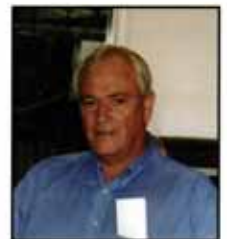
Encinitas Ford is known as "The Big Kahuna of Ford" symbolizing its position of leadership along the San Diego coast. Encinitas Ford employs over 100 people, all dedicated to helping their customers. Their motto is "We don't sell... We satisfy." Encinitas Ford offers an award-winning Service Department to take care of its customers' vehicle needs quickly and efficiently. The top quality service employees are outfitted in Prudential uniforms for cleanliness and to promote the Encinitas Ford image.

Prudential's Team Vista thanks Encinitas Ford for the trust that they place in our service and integrity. We sincerely appreciate Encinitas Ford's 18 years of loyalty.



### Team Prudential.

Ray Stockdale  
Plant Location: Vista  
Previous Location: Chula Vista  
Title: Plant Superintendent  
Hire Date: 03/04/85



Why have you chosen to stay with Prudential for so long?  
*"Good place to work. Nice people, company always looking for new ideas."*

1989  
cont. *J*eff Nelson Joins Prudential.

Current Plant Location: Corporate  
Previous Location: Vista  
Title: Regional Manager  
Hires Date: 08/08/89



Why have you chosen to stay with Prudential for so long?  
"It is one thing to say we are an employee / customer driven company and it is entirely another to abide by that philosophy. POS is both, and through Dan Clark's leadership that philosophy will live on. Simply put, I have remained with POS for all these years because I absolutely believe in us."

**Jeff Nelson Personnel Card**

08/08/89	Management Trainee	Corporate
01/29/90	General Manager	Vista
01/07/02	Regional Manager	Corporate

1990 *P*alm Springs Service Center Opens.



*T*ruck #500 Arrives.



1991 *J*ohn D. Clark Passed Away January 20, 1991.

Photo to the right is the last known company photo of John D. Clark, April 1990, when he celebrated 58 years with the company. At age 80, he was still coming to the office nearly every day. He once was quoted as saying "I don't ever intend to retire. I don't work as hard now as I once did, but I think 24 hours every day."



**Dan Clark at the Memorial Service,  
January 25, 1991.**

I would like to share some of the philosophies and characteristics that made John D. -- John D.

- Dad believed in leading by example. A man of wisdom, he knew his actions spoke louder than his words. He chose his actions carefully so his example would be clear and just.
- Dad was a man that lived up to his commitments. His word was his bond. I remember him saying, "Never make a commitment you can't keep. We're better off making no promise than making promises we can't deliver."
- Dad encouraged us to live each day to its fullest with gusto. Take time to smell the roses--we don't know how long the rose petals will stay open.
- Dad stressed the importance of caring for and nurturing the family.
- We've all heard Dad's lectures on taking care of our physical condition -- regular exercise, no smoking, eating the right foods, moderation in the use of alcohol.
- Dad believed education is a journey not a destination. We must strive to learn and improve every day.
- Dad often said, "If it's worth doing, it's worth doing right."
- We all knew there was the John D. way and the wrong way. Dad's favorite song--My Way.
- There was never any doubt where Dad stood on the issues. He was clear, concise, and to the point. Sometimes we didn't want to know--he told us anyway!
- There was an urgency to Dad's leadership. If something needed to be done--it should be done now and I mean right now.

- Dad was not one for passing out a lot of compliments. Instead his energy was focused on improving and correcting our shortcomings.
- Dad had a philosophy all his life of not looking back. Focusing on the future seemed more productive to him.
- We've all heard one of Dad's daily prayers, "Dear Lord, I don't care what you give me, but please don't take it away." As long as Dad was progressing in life, he would rather take the slow, steady route than to be in the chips one year and unemployed the next.
- Dad has fashioned "A Half-Century of Progress" for Prudential Overall Supply on four rock-solid, elementary principles:

"First and foremost," he said, "you've got to like the work. You've got to like to meet people."

"Then, learn something about the industry you're in; believe in it and never falter."

Thirdly, he added, "Believe in the company you work for and know its philosophies and policies."

"And, finally, go to work. It is of the essence."

- Dad's greatest satisfaction has come through the enjoyment of seeing jobs made, people develop and, above all, each and every year their lives improve and made more secure.
- Dad once said, "Mix a little work with a desire to achieve, and it is amazing what happens. I would like for my epitaph to read, 'He worked and earned his way through life.'"

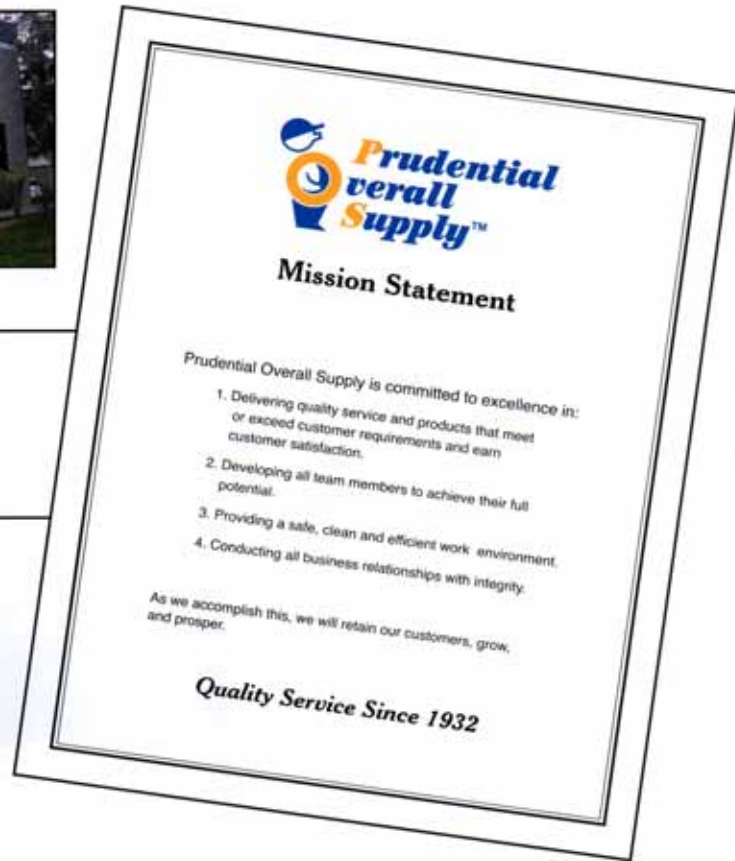
In conclusion, I feel fortunate that I knew a man with such a passion for living, an intensity for life, who touched my life and made me better.

1991  
cont.



Bakersfield, California Service Center Opens.

Prudential Overall Supply  
Mission Statement Adopted.



1992 *Jerry Martin* joins Prudential.

Current Plant Location: Corporate  
Title: Vice President Sales & Marketing  
Hire Date: 04/20/92



Why have you chosen to stay with Prudential for so long?  
"I continue to believe that I can be a difference maker for the company. I felt this way as a Corporate Sales Representative while in the Chula Vista Plant when I started with the company, and I feel the same energy today."

Do you have any interesting stories that you would like to share of your experiences with Prudential?  
"The company continues to focus on expansion. Our sales team is empowered to get the job done to fuel this profitable growth, so that we can expand into new markets which will create additional opportunities for us all."

**Jerry Martin Personnel Card**

04/20/92	Corporate Sales Representative	Chula Vista
01/01/95	Regional Sales Manager	Corporate
04/15/96	Corporate Sales Manager	Corporate
09/22/97	Director of Sales & Marketing	Corporate
01/07/02	Vice President Sales & Marketing	Corporate

*Stefan Schurter* joins Prudential.

Current Plant Location: Corporate  
Title: Senior Vice President  
Hire Date: 10/26/92



Why have you chosen to stay with Prudential for so long?  
"Prudential cares about its people. One can develop to their full potential. Opportunities are plentiful, lots of available work and never a dull moment. I just love it."

**Stefan Schurter Personnel Card**

10/26/92	Director of Engineering	Corporate
01/02/95	Vice President Engineering & Production	Corporate
09/27/99	Sr Vice President Engineering & Production	Corporate
11/17/03	Senior Vice President	Corporate

1994 Las Vegas Service Center Opens With Marketing Group One (Veni, Vidi, Vici).  
- "We Came, We Saw, We Conquered."

First MGO enlisted a team of Prudential's top sales talent. The MGO team gained a strong foothold in the Greater Las Vegas marketplace.



Customer Loyalty.

Located just off the world famous strip in exciting Las Vegas, Nevada, The Orleans Hotel & Casino Resort has been a loyal Prudential customer of Prudential's Las Vegas Service Center for five years.



This world class Hotel & Casino Resort is themed after New Orleans Bourbon Street and French Quarter District complete with Cajun cuisine, Mardi Gras bars and of course plenty of action at the gaming tables.

Millions of visitors come through the doors of The Orleans each year where Prudential's floor mats are hard at work capturing dirt and keeping the beautiful marbled floors cleaner and safer for all. Prudential provides custom "The Orleans" logo mats to extend the resort's theme and branding, in addition to solid color walk off mats and special flow through rubber mats for the Spa and shower areas.

The Las Vegas Service Center also outfits and services food service chef coats and chef pants for employees of many of The Orleans fabulous restaurants.

Prudential's team in Las Vegas is proud to serve The Orleans and hopes that their bets stay with Prudential for many years to come.

Team Prudential.

Joyce Norwood  
Current Plant Location: Las Vegas  
Previous Location: Corporate  
Title: Office Clerk  
Hire Date: 11/6/89 re-hire 10/09/06



Why have you chosen to stay with Prudential for so long?  
"Great people to work with, and I liked doing data processing at Corporate but the position of Office Clerk in Las Vegas, Nevada gave me a broader range of opportunities."

Joint Venture In Malaysia.



Prudential entered into a joint venture with AMPri Rubberware Industries to jointly operate a cleanroom facility in the town of Batang Kali, Malaysia, near Kuala Lumpur; the capital of Malaysia. This joint venture marked Prudential's first expansion overseas and established Prudential as an international business.



Prudential Cleanroom Services Expands Into The Texas Marketplace With The Opening Of Its Austin, Texas Cleanroom Service Center.



Prudential Cleanroom Services' Garments Exhibited In The Smithsonian In Washington D.C..

Northridge, California Earthquake -

No interruption in service occurred for any Prudential customer.



1995

Prudential Overall Supply Acquires Milpitas, California Based Pacific Cleanroom Consumables Company.

Prudential Begins Assessing A Plan To Address Y2K Computer Programming Project.



1996

Prudential Overall Supply Acquires San Diego, California Based Alameda Industries Company.

The Alameda Industries Acquisition Triggered The Founding Of PCS de Mexico Based In Tijuana, Mexico.

Austin Cleanroom Opens.

The Austin Cleanroom opening addressed the expanding semiconductor market in Texas and beyond. Industrial services were added to the cleanroom operation in 2002.



Customer Loyalty.



Prudential Cleanroom's Austin, Texas plant recognizes loyal customer Cypress Semiconductor:

Cypress Semiconductor is a leading U.S. technology company with over 5,000 employees world-wide, all committed to creating high-tech solutions that perform. Cypress designs and manufactures semiconductors for a wide variety of applications. It began operations in 1982 and listed publicly in 1986.

Prudential's Austin team has the privilege of serving Cypress Semiconductor's Round Rock, Texas cleanroom gowning needs.

Nina Curry of Cypress Semiconductor continues to choose Prudential "because our very dedicated Representative provides great service, and we do not have to baby-sit our account."

Prudential Cleanrooms' Austin plant expressly thanks Cypress Semiconductor for its loyalty and years of giving us the opportunity to serve their cleanroom needs.

Team Prudential.

Name: Brad Schacherl  
Current Plant Location: Austin  
Title: Plant Superintendent  
Hire Date: 04/08/99



Why have you chosen to stay with Prudential for so long?  
"POS is a great company with many great people. No two weeks seem the same, there is always something new and exciting going on."

Do you have any interesting stories that you would like to share of your experiences with Prudential? "A few years ago, Tom Watts handed me a weed that was growing in a crack in my parking lot. He relayed to me a story of John D. Clark doing the same thing to him some years before to demonstrate the Founder's Philosophy on how a plant should be operated and kept" (know all aspects of your business).

Prudential Grows To \$100M Sales & Revenue!!!

Websites Introduced For POS and PCS.

Truck #600 Arrives.





# 1997 Bob Connolly Joins Prudential.

Current Plant Location: Corporate  
 Title: Vice President Human Resources & Personnel Development  
 Hire Date: 10/06/97



Why have you chosen to stay with Prudential for so long?

*"POS is a company of character with great advancement from within opportunity."*

### Bob Connolly Personnel Card

10/06/97	Human Resources Manager	Corporate
06/07/99	Director of Human Resources	Corporate
02/06/06	VP of Human Res. & Personnel Dev.	Corporate

## Employee Service Recognition Day started.

This day at each location recognizes all employee anniversary dates occurring in the month. Provides special recognition for employees with 5, 10, 15, 20, 25 years or more of service.

## 1998 Prudential Cleanroom Services Expands Into The East Coast Marketplace With The Opening Of Its Richmond, Virginia Cleanroom Service Center.



## Fresno Plant Received City Of Fresno Wastewater Award.

The Fresno Plant received the Industry of the Year award from the City of Fresno Wastewater Management Division for outstanding controls of pretreatment of wastewater and on going efforts to reduce water usage.

An award ceremony was held on April 28, 1999 at the Fresno Plant. This award would not have been possible if not for the highly trained and motivated Fresno Plant Maintenance Staff.

## Prudential Joins The Laundry Environmental Stewardship Program (Laundry ESP) In A Continued Effort To Help Protect The Environment.



LaundryESP is a cost-effective and flexible program designed to raise the environmental performance of textile service and supply companies and improve relations with customers. The program allows large and small companies alike to choose from a variety of initiatives that each participant can tailor to its operations. Performance is reported on an industry-wide basis. All participating companies can contribute to the overall success of the program.

## Prudential Receives Five 1999 Environmental Awards.

## 1999 *Milpitas Cleanroom Opens.* *cont.*

The Milpitas plant is the largest capacity plant in the United States for cleanroom laundry processing. Its design and technology are world class.

### Customer Loyalty.



Prudential Cleanroom Services Milpitas plant salutes its very loyal - and very appreciated customer, Form Factor.

Form Factor delivers products that rein in the high cost of testing and provide the capability needed to test high performance, advanced semiconductor devices. Based on revenues, Form Factor is now the leading supplier of advanced wafer probe cards.

Form Factor is headquartered in Livermore, California within the famous Silicon Valley, which Prudential Cleanroom Services is located nearby to directly support with its world class cleanroom processing facility.

Prudential Cleanroom Services ISO 9001 certification insures that customers like Form Factor can meet or exceed their stringent quality standards.

Form Factor chose Prudential's Milpitas Cleanroom team to supply its critical environment apparel back in 1985 and has continued to choose PCS Milpitas for over 20 years of loyalty.



### Team Prudential.

Alberto Pelayo  
Plant Location: Milpitas Cleanroom  
Previous Location: Milpitas Industrial  
Job Function: Lead Washer  
Hire Date: 10/28/77



Why have you chosen to stay with Prudential for so long?

*"I like my job. One of the reasons I like it is because its indoors and it isn't affected by weather conditions such as rain."*

## *Richmond Cleanroom Plant Opens.*

The Richmond plant opening solidified Prudential's position as a national provider of cleanroom laundry service programs. The ISO 9001:2000, class 3 cleanliness certified facility is unlike any that the East Coast marketplace has experienced.

### Customer Loyalty.



Prudential Cleanroom Services' Richmond Virginia plant's very first and foundation customer over 10 years ago was White Oak Semiconductor. Founded in 1996 as White Oak Semiconductor, today this high-tech global firm is known as Infineon Technologies. The Infineon Richmond 825,000 square foot site provides integrated front-end production of Memory Chips for personal and notebook computers, work stations, servers, and other multimarket applications. Infineon Technologies Richmond employs approximately 1,700 employees. In recent years, the trade magazine Semiconductor International named them "Top Fab of the Year."

**"We have been very happy with Prudential"** said then White Oak Control Specialist, Hunt Knight in an Off-the-Cuff interview published in late 1999. Hunt went on to say **"We feel kind of special. They (Prudential) built a cleanroom laundry for us. We feel like we formed a good partnership with a great company."**

Prudential's Richmond team celebrates their decade long story of loyalty with Infineon Technologies, and thanks Infineon for being its first and foundation customer.



### Team Prudential.

Michael Blazer  
Current Plant Location: Richmond Cleanroom  
Previous Location: Los Angeles Cleanroom  
Title: Plant Superintendent  
Hire Date: 07/30/92



Why have you chosen to stay with Prudential for so long? *"The people I have worked with, the challenges of the job, and the job security I feel I have. Prudential has been around for a long time, not many companies can say that."*

Do you have any interesting stories that you would like to share of your experiences with Prudential? *"Transferred from Los Angeles Cleanroom to Richmond Cleanroom June 1, 1999. I didn't think I would make it through my first winter in Virginia. I'm glad I stuck it out, I met my wife Jennifer here and we had Tristan, our little boy Feb 20, 2004. Thank You Prudential for all you have done for me and my family!"*

1999  
cont.

Truck #700 Arrives.

Prudential Expands Into The High Desert Region With The Opening Of Its Victorville Service Center:



Dan Clark Chairman of the Board waves "hello" from truck #700.

2000

Y2K Bug  
Never A Problem!

## Prudential Was Prepared To Fight The Y2K Bug On New Years Day

The Y2K bug never reared its head at Prudential. All Plants had a partial staff at work on New Years Day, but no problems were reported. All equipment and computers were started up and checked out on Saturday January 1, 2000.



The Corporate Office Engineering and Production Department on New Years Day. Pictured (left to right): Dave Farra (04/08/85), Staff Engineer; Stefan Schurter (10/26/92), Vice President of Engineering & Production; Tom Chan (03/23/89), Regional Maintenance Engineer; Lee Terry (05/08/88), Director of Environmental Affairs; Leonard McAllister (03/31/92), Project Manager.



The Data Processing and Programming Departments at Corporate made sure that all systems were a "go". Pictured (left to right): Jorge Stolongo (11/13/78), Senior System Analyst; Fawn Tao (07/12/95), seated, Network Information Manager; Evelyn Moriconi (12/15/97), System Analyst; Martin Bigler (11/26/84), Computer Programmer; Walter Delgado (01/22/79), Senior System Analyst; Augustine Chung (09/15/97), System Analyst; John Thompson (02/18/93), Vice President of Finance; and Karen Stewart (10/12/70), seated, Data Processing Manager.



Dan Clark (09/23/68), Chairman, right, and Stefan Schurter hard at work on New Years Day.

Off-the-Cuff Spring, 2000.

Prudential Cleanroom Services Receives ISO 9000:1994 Certification.



2001

Prudential Cleanroom Services' GTS (Garment Tracking System) Bar Code System was developed in coordination with its customers. Prudential's ongoing evaluation of this system, and the consistent input from its users ensures the GTS Bar Code System represents the latest technology.

GTS Bar Code System provides customers with a complete account history report for each garment from installation to any repairs. It also tracks usage analysis by wearer, department and distribution point.



GTS Identifies

- Type of fabric
- Customer name
- When installed
- Style of garment
- Size of garment
- History of garment
- And More...

GTS Reports

- Soiled count pick up
- Inventory usage
- Packing/delivery slip
- Cancelled items log
- Repairs log
- Monthly accountability
- Beyond repair log
- Account inventory report
- Transaction history
- Merchandise accountability analysis
- And More...

- ▶ Improve garment inventory allocation
- ▶ Enhance efficiencies
- ▶ Reduce garment costs

# 2003 Cleanroom Division In American Medical Review Television Series.

Prudential Cleanroom Services announced today that the Company has been profiled in a story about cleanroom garment laundry processing and the related service applications on the American Medical Review Series. The Series is hosted by Morley Safer and features stories on various technologies, products or services that have significantly contributed on a national and/or international level to the advancement of the medical, pharmaceutical, bio-science, semiconductor and other companies and institutions manufacturing and operating in controlled environment industries.

The American Medical Review Series disseminates information to consumers and industry alike in order to address the important issues facing today's marketplace. "We are extremely excited to be a featured guest on the American Review Series", said

Tom Watts, President of Prudential Overall Supply, parent company of Prudential Cleanroom Services.

Portions of the American Medical Review profile were shot on location at a Prudential Cleanroom Services' ISO Class 3 cleanroom laundry processing facility in Richmond, VA. This segment has been fed via satellite to 345 Public Television stations nationwide. The individual stations, based on their own varying schedules – primarily during peak and prime time programming, air American Review Series stories .

The American Review Series is independently produced by WJMK, Inc. in Boca Raton, Florida.

- *Prudential Cleanroom Services Website*



## San Antonio, Texas Service Center Opens.



### Quality Policy

To be the "best in class" at delivering exceptional products and services that meet our customers' requirements and expectations, ensure continuous improvement, to grow, retain our customers, and prosper.

Quality Service Since 1932

Prudential Reaffirms Its Commitment To Quality With A Release Of The Current Quality Policy Statement.

# 2004 Prudential Strategically Aligns With VF Imagewear.

Vanity Fair (VF) Corporation of Nashville, Tennessee is the world's largest apparel maker. VF designs and manufactures internationally known brands including Wrangler®, Lee®, Nautica®, Van's®, Jansport®, North Face® and NFL Red and White® official apparel.

VF Imagewear division provides top quality work wear for Prudential Overall Supply customers, primarily under the Red Kap® brand, which has been outfitting working Americans since 1923.

VF and Prudential's relationship goes back almost as far. Prudential founder, John D. Clark began working with Red Kap almost from the beginning; and when Prudential began manufacturing its own garments in 1985, Red Kap was there to assist with patterns and expertise.

In 2004, Prudential Overall Supply forged a strategic alliance with VF, and discontinued garment manufacturing operations. This alliance brings many advantages to Prudential - and more importantly - to Prudential customers.

For Prudential, it directs all company resources and people to focus on just one goal - providing the world's best service to customers. For customers, the VF-Prudential partnership delivers the broadest image, restaurant and safety apparel product line in the industry; the quickest lead times to outfit new employees; unique Touch-TEX II fabrics for unmatched

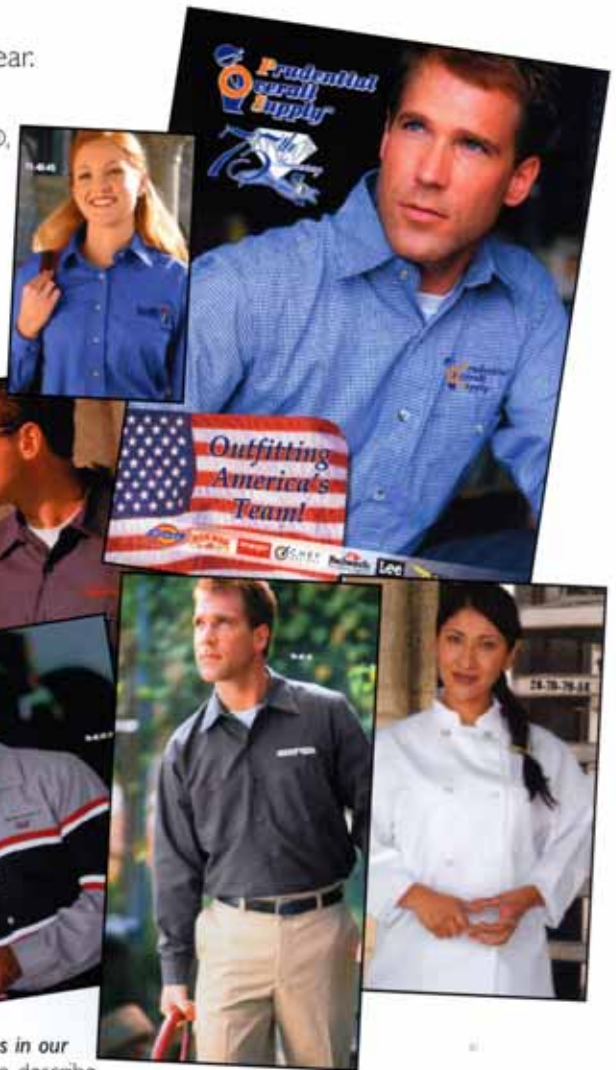
comfort and moisture management; and true "Want to Wear" uniform designs inspired by VF's retail presence.



VF's Red Kap President, Bill Wedekind states that "Prudential Overall Supply, being one of the

largest, most respected, financially stable, professionally run independently owned companies in our industry, fits VF corporations' 'Winning with the Winners' motto completely." Bill goes on to describe the many relationships he has with Prudential associates writing that, "The lasting impression I've always come away with is the integrity and professionalism of everyone at Prudential that I come into contact with, no matter what position they might hold."

Prudential Overall Supply thanks VF Corporation for its more than 50 years of support, service and strength.



## Prudential Is A Founding Member of Apparel Services Network (ASN).



Prudential Overall Supply, an industry leader in image apparel, today announced that it has finalized a joint venture agreement with the Apparel Services Network (ASN). Prudential customers can now benefit from the multitude of products and services offered through its ASN venture. ASN's vision is to be the premier provider of uniform and textile services to businesses throughout North America requiring national service coverage.

Prudential's President, Tom Watts comments, "ASN's mission aligns with Prudential's core values. ASN is concerned with customer loyalty and satisfaction earned by exceeding expectations through inspired people committed to the pursuit of excellence, and relationships based on trust, honesty and integrity."

- Prudential Overall Supply Website

The ASN offering highlights include:

- National account coverage with localized attention and nationalized reporting systems
- Advanced inventory control
- Just-in-time repair system
- State-of-the-art laundry processing facilities
- National account management team
- Personalized customer communications
- Transition Management Team
- Service Warranty

## Greensboro, NC Service Center Opens.



2005

# Lucky "13"

Record thirteen plants win "Outstanding Achievement Award"

## Congratulations To OAA Winners of 2005:

- |                |                        |
|----------------|------------------------|
| 1. Riverside   | 8. LA Cleanroom        |
| 2. Chula Vista | 9. Moorpark            |
| 3. Carson      | 10. Tucson             |
| 4. Irvine      | 11. Phoenix            |
| 5. Cerritos    | 12. Albuquerque        |
| 6. Milpitas    | 13. Richmond Cleanroom |
| 7. Vista       |                        |

EI Paso,  
Texas  
Service  
Center  
Opens.



P  
ortland,  
Oregon  
Service  
Center  
Opens.



Prudential Overall Supply Partners with VF Imagewear to Offer Customers On-Line Store Sales.

Prudential Overall Supply, an industry leader in image apparel, today announced that it has teamed-up with VF Imagewear, one of the world's largest apparel companies, to offer Prudential customers brand recognized apparel through [www.prudentialonlinestore.com](http://www.prudentialonlinestore.com), the Company's new on-line storefront.

The on-line store features a wide-variety of image apparel choices and brands. The site's unique feature empowers shoppers to design their logo identity and apply it to their product selections while on-line.

"This site aligns with Prudential's on-going commitment to our customers to help enhance their image and brand identity," comments Dan Clark, Prudential's Chairman of the Board.

- Prudential Overall Supply Website



2006

# Prudential Grows To:

- 34 United States locations.
- 1,680 employees.
- Services 110 of the Fortune 500 companies.
- A Record Year \$127M in Rental Revenue!!!!

Santa Maria, California  
Service Center Opens.



Flagstaff, Arizona  
Service Center Opens.



2006  
cont.

# Prudential Cleanroom Services Receives ISO 9001:2000 Re-Certification.

August 30, 2006 – Prudential Cleanroom Services, a world leader in cleanroom laundry service systems, today announced that it has completed ISO 9001: 2000 re-certification of its Quality Management System by TUV America, Inc. This re-certification applies to Prudential's corporate headquarters and its national network of five cleanroom laundry processing facilities located in Los Angeles and Milpitas, California; Mesa, Arizona; Austin, Texas, and Richmond, Virginia. The scope of the Quality Management System ISO certification includes providing cleanroom apparel and other contamination control products and services for use in controlled environments. The certification is based upon a registration audit conducted by TUV America, Inc. where Prudential received zero nonconformances. Prudential undertook the quality re-certification process as part of its long-term commitment to its customers to provide 'best-in-class' contamination control products and services.



"The entire organization is extremely proud of the cleanroom division's ISO 9001:2000 re-certifications. This enhances Prudential's ongoing commitment to quality," said Tom Watts, president of Prudential Overall Supply. The Company's Quality Management System received its initial certificate of registration to ISO 9000:1994 in March 2000.

- Prudential Cleanroom Services Website

## John D. Clark Starts Full-Time As Third Generation In Family To Work At Prudential.



*"I enjoy being a part of positive change. Right now Prudential Overall Supply is going through a tremendous amount of change that will make the company a better business environment. This is exciting!"*

John was hired as a Business Systems Analyst in the Corporate Office, May 15, 2006. John is the grandson of Founder John D. Clark and the son of the Chairman of the Board Dan Clark. He received his B.S. Degree in Management Information Systems from the University of Arizona, Tucson, in May 2005. John Clark is working on the TrakPro™ System Rollout.



### John D. Clark Personnel Card

PT	06/23/97	Towel Folder - Summer	Irvine
	07/13/98	Towel Folder - Summer	Irvine
	05/01/00	Data Processing Operator - Summer	Corporate
	07/07/03	Customer Sales Rep - Summer	Irvine
	05/24/04	Customer Sales Rep - Summer	Irvine
FT	05/15/06	Business Systems Analyst	Corporate

John Clark leading a training presentation on the TrakPro™ System.



## Prudential Advantage Video Highlights Service Capabilities.

Prudential Overall Supply, an industry leader in image apparel services, today announced that it has finalized the Prudential Advantage video. The video highlights the many service, sales and processing benefits that Prudential customers receive.

Prudential's President, Tom Watts comments, "The Prudential Advantage video is an exciting project for our Company. The video shows our people in action alongside our customers and at our facility doing what we do best. The video captures our common goal to be the best-in-class provider to our customers."

The Prudential Advantage video was shot on location at the Company's Vista, CA industrial laundry processing facility. This facility produces

approximately 165,000 pounds of reusable textile laundry products each week. The video helps to intersect the extended benefits of image apparel programs with real-time processing and service methods. This format enables current and prospective Prudential customers a viewable window into the available programs offered by the Company.



Rick Valdez (06/11/91) CSR Vista

- Prudential Overall Supply Website

2007



## 75th Diamond Anniversary Milestones



40,105 current customers.



Today, Prudential serves over 300 customers that have continued to choose Prudential for over thirty-five years; and over 1,250 customers that have been a part of Prudential's customer family for more than twenty-five years.



Of all United States companies only 2% have experienced 75 Years of continuing service.



Of all United States companies only 1% have achieved \$100M+ Revenue.

### *P*regional Managers' Meeting Group



Front Row L-R: Stefan Schurter, Senior Vice President; Tom Watts, President; Dan Clark, Chairman of the Board; John Thompson, Vice President of Finance. Back Row L-R: Bob Connolly, Vice President Human Resources & Personnel Development; Jerry Martin, Vice President of Sales & Marketing; Jeff Nelson, Regional Manager; Mark Elbersen, Regional Manager; Marc O'Leary, Regional Vice President.



# Future Vision

## Prudential Strategies:

1. **Grow - Fill up our plants.**  
POS can double its revenue with our existing number of plants. This will improve our profitability.
2. **Develop People.**
3. **Develop more Service Centers.**
4. **Retain our Customers.**
5. **Saturate / Penetrate**  
existing customers for additional services and revenue.
6. **Continuous improvement -  
get better - more efficient.**

*Dan Clark, 2007*



### 2007 Company Goals

1. Achieve 95% Customer Retention.
2. Achieve a Customer Visitation Process Rating of Greater than 3.5.
3. Decrease lost time accident frequency by 50% under 2006.
4. Achieve Growth & Profit Plan Goals.
5. Achieve Accounts Receivable Delinquency of 6% or less company wide.
6. Have Goal Accountability with Monthly Plant Reviews.

*Quality Service Since 1932*



L-R:  
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### A Publication of Prudential Overall Supply

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

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### ***75 Years and Growing***

*On April 11, 2007, Prudential Overall Supply celebrates its 75th Anniversary. During 2006, POS reached a record annual revenue of \$127 million. It's interesting to note that less than 1% of all US companies produce an annual revenue of more than \$100 million and only 2% of US companies have been in business 75 years or more.*

*I know my dad, our founder, would be amazed that the little company he started in 1932 has grown to such a large corporation today, and especially proud that his company provides income for 1,680 families. I started my first job at POS in our Van Nuys plant in the stock room in the summer of 1960. In 1960 we had an annual revenue of \$3.5 million and 230 employees. I feel very fortunate that I've seen a large part of POS history develop and I've heard first hand a lot more of the history that preceded me from "old timers." I feel a kinship with those individuals who gave me a history, education, and training in an industry I knew little about.*

*Prudential has achieved the true "American Dream" as a corporation. It has a history of succeeding one day at a time and has had an evolution of people at its bedrock of success. People working together to provide a valuable service to our customers. I feel a responsibility to pass these things on to my fellow employees and teammates; a commitment to make POS better as a company tomorrow than it is today.*

*I want to thank all our customers, suppliers, and employees for their efforts and contributions as we celebrate our 75th Anniversary. You made it happen.*

*Dan Clark*  
*Chairman of the Board*