



Off-the-Cuff

*Celebrating Off-the-Cuff's
50th Anniversary*



Tucson, Arizona Plant

What's inside

- \$19.32 Achievers
- Annual Achievement Award Winners
- Annual Sales Conference
- Safety updates
- ABS update
- Clean Green Movement update
- Prescott, AZ Ground-breaking News

Featuring

Tucson Industrial Plant
El Paso Service Center



El Paso, Texas Service Center

Meet the Tucson Industrial Plant Team



Mitch Cummins (07/21/80)
General Manager

I feel very fortunate to have the opportunity to work for a great company like Prudential. I have been married to my wife Michelle for 28 years, and we have two children. I enjoy bass fishing in Mexico.



Desi Toler (10/12/88)
Plant Superintendent

I started with Prudential in the towel department, and have worked in several positions including distribution, stockroom supervisor, production manager and plant superintendent. I have two sisters that worked for Prudential and both my mother and father both retired from Prudential. I am married with four adult children and five grandchildren.



History of the Tucson Plant

Year Opened:	1979
Current Number of Employees:	88
Current Number of Routes:	17

Tucson has been continuously settled for over 12,000 years. It celebrates a diversity of cultures, architecture, and peoples. Yet, it is one of the "Mega-Trend" cities of the 21st Century: the Optics Valley, premier health services center for the Southwest, the astronomy center of the world, home of a premier research institution - University of Arizona, and a tourism destination.

- Source: Wikipedia 05/29/09



Art Delgado (06/06/88)
Assistant General Manager

I started with Prudential as an MPTP. I have three children who have given me three grandchildren. In my tenure with Prudential I have had the privilege of working with excellent people that have had a significant impact on my life. The Tucson Plant has one of the best groups of hard working individuals.

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

A Quarterly Publication of Prudential Overall Supply

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

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— Plant Office Support —



Left to right:

Priscilla Valencia (01/21/08) Account Receivables Clerk,

Tiffany Medina (10/08/07) Office Clerk,

Susie Valdez (06/10/91) Office Manager

I have been married for 16 years and my husband works for one of Prudential's major accounts. I have been the Office Manager for 18 years and I feel lucky that I am able to work with the group of people in Tucson.



Frank Rich (01/29/90)
District Sales Manager

I began with Prudential as a Corporate Sales Representative at the Irvine Plant then promoted to a District Sales Manager at the Phoenix Plant in 1999. I am married to my wife Pat for 19 years (what a saint she is). We have two sons, one 16 and one grown son and two grandsons. I enjoy traveling, and relaxing at the beach.



Left to right:

Jeff Zeidman (10/10/85) Corporate Sales Representative

Sam Ross (03/20/00) Corporate Sales Representative

— Sales & Service Managers —



Jose Montes (02/19/01)
Sales & Service Manager

I started at Prudential as an MPTP. I graduated from the University of Arizona with a BS in Economics. I have two daughters and enjoy playing golf on the weekends.



Paul Obert (09/03/96)
Sales & Service Manager

I began with Prudential as a shuttle truck driver. I really feel fortunate to work for a great company and an outstanding group of people. I am married with two children. One of them just shook hands with the President of the United States.



Carlos Rodriguez (01/18/99)
Sales & Service Manager

I started with Prudential as a Customer Sales Representative. I am married and have three boys. I enjoy spending my weekends with friends and family and watching the Oakland Raiders on T.V.

— Route Managers —



Michael Valenzuela (09/24/01)
Route Manager



Emerick Martinez (06/26/96)
Route Manager



Leo Hoyos (12/01/03)
Route Manager

Tucson Plant Customer Sales Representatives



Customer Sales Representatives, District 1 (left to right):
Jerry Quiroga (02/09/04), **Orlando Cardenas** (12/03/07), **Josh Waters** (02/21/00), **Tony Martindale** (05/29/07), **Jesse Manley** (06/27/05)
Fernando Lechuga (02/02/04), **Robert Gomez** (03/10/08) Relief Driver



Customer Sales Representatives, District 2 (left to right):
Doug Hartman (09/18/00), **Scott Fitch** (12/29/89), **Scott Howdahl** (08/28/97), **Tony Garcia** (08/25/08) Relief Driver, **Tobias Trujillo** (10/09/06)
Not pictured: **Dan Ellison** (12/19/84) and **Paul Acosta** (08/13/07).



Customer Sales Representatives, District 3 (left to right):
Angel Valdez (03/10/08) Relief Driver, **Jeff Murray** (06/21/04), **Stan Ratliff** (04/17/95), **Kevin Francis** (05/21/07), **Scott Camp** (08/21/97)
Ricardo Apalategui (03/14/05) Not pictured: **Ron Zazueta** (06/14/93).

Tucson Plant Soil Sort



Teresa Camacho (04/08/97)
Floor Supervisor



Soil Sorters (*left to right*):
Luis De Jesus (10/27/97), **Maria Flores** (02/21/00)
Aden Idow (07/02/07)



Santiago Figueroa
(10/23/00)
Soil Sorter

Tucson Plant Stock Room



Mike Armenta (10/04/93)
Stock Room Manager

I began my career with Prudential as a Customer Sales Representative and was promoted to Route Manager. In April 2007, I took over as the Stockroom Manager. I now get to see the other side of our business and really enjoy working with a great group of people. I have been married to my wife Karla for 28 years, and in my spare time I enjoy creating music and spending time with my four children and two grandchildren.



Stock Room Clerks (*left to right*):
Eva Gradias (09/29/90)
Maria Ramirez (03/31/97)
Rosa Martinez (07/20/98)
Alba Cuesta (02/24/04)
Hortensia Medina (10/30/06)



Stock Room Clerks (*left to right*):
Hortensia Medina (10/30/06),
Elizabeth Gastelum (06/10/96)

Tucson Plant Washroom — Tucson Plant Distributors



Washroom (*left to right*):
Carlos Arvayo (07/30/90) Washroom Supervisor
Alex Cordova (08/27/08) Washer
Raymond Acosta (08/27/08) Washer



Distributors (*left to right*):
Martha Gaitan (02/10/97)
Amelia Felix (09/04/92)
Edilia Rocha (01/02/08)
Martina Islas (03/25/96)

Tucson Plant Laundry Workers



Laundry Workers (left to right):
Mayra Jimenez (03/15/04)
Lucema Jimenez (07/19/06)
Maria Frasquillo (08/04/94)
Connie Cerezo (04/01/96)
Eloina Frasquillo (10/17/07)



Laundry Workers (left to right):
Azucena Garcia (09/02/97)
Lucia Flores (08/17/98)
Josefina Gariby (02/20/06)
Gloria Lopez (05/11/00)
Isabel Martinez (07/27/94)



Left to right:
Rita Domiguez (03/13/97)
 Order Filler Lead
Carlotta Muniz (07/26/93)
 Laundry Worker



Olivia Salazar
 (01/03/95)
 Laundry Worker



Rosa Fragosa
 (05/18/05)
 Laundry Worker



Laundry Workers (left to right):
Susana Tiznado (09/14/98)
Aurelia Mercado (02/03/97)

Tucson Plant Pressers



Pressers (left to right):
Ruth Figueroa (04/20/90)
Lupe Zarate (04/14/94)



Pressers (left to right):
Ofelia Alvarez (02/19/01)
Patty Del Castillo (01/02/07)



Consuelo Pena (08/11/04)
 Presser

Tucson Plant Mender



Laura Gonzalez (01/23/95) Mender

Tucson Plant Loaders



(Left to right):
Adalberto Ramos (07/31/08) Mat Loader,
Jason English (08/21/06) Lead Person,
Raymond Reyes (07/01/08) Mat Loader



Left to right:
Jesus Figueroa (05/28/92) Unloader
Burgenya Iman (02/28/07) Unloader



Rubeen Sylvester
(10/15/07)
Mat Loader

Tucson Plant Maintenance



Left to right:
Fernando Tamayo (07/15/85) Maintenance,
Richard Damitio (05/31/94) Maintenance Supervisor,
Chris Barbeau (08/27/07) Maintenance Helper

Tucson Plant Fleet Mechanic



Cory Patton (08/07/06)
Fleet Mechanic

Tucson Plant Janitor



Florina Ortega
(02/02/95)
Janitor

Tucson Plant's Featured Customer



O'Rielly's has been in business in Tucson since 1924; 84 years providing Tucson area drivers with nothing but the best in sales and service!

O'Rielly's service department offers the best in automotive service to their customers. Their state-of-the-art facility features the most current diagnostic and repair equipment available and their highly skilled factory-trained technicians deliver efficient, quality vehicle care.

Manufacturer recommended parts are an important part of maintaining your vehicle's optimum performance. O'Rielly offers the same high quality parts your vehicle was built with, and they keep a large inventory of these certified parts in stock at all times.



6160 E. Broadway Blvd. Tucson, AZ 85711
800-365-6360 | 520-829-4400
www.orielly.com



Tobias Trujillo (10/09/06) Customer Sales Representative preparing to deliver garment to O'Rielly Chevrolet employees.



Paul Baird Shop Manager, O'Rielly Chevrolet with Prudential Managers and current CSR that have serviced O'Rielly for the past 29 years.

Left to right: **Paul Baird** Shop Manager, O'Rielly Chevrolet, **Mitch Cummins** (07/21/80) General Manager, Prudential, **Michael Valenzuela** (09/24/01) Route Manager, Prudential, **Emerick Martinez** (06/26/96) Route Manager, Prudential, **Leo Hoyos** (12/01/03) Route Manager, Prudential, **Tobias Trujillo** (10/09/06) Customer Sales Representative, Prudential.



Tobias Trujillo (10/09/06) Customer Sales Representative delivering garments to the O'Rielly Chevrolet change room.

O'Rielly CHEVROLET

Celebrating our 85th Anniversary




O'Rielly Chevrolet Technician
Leroy Mathews works on Yukon truck.



Left to right:
Paul Obert
Sales & Service Manager,
Prudential

Chuck McCoy
Service Manager,
O'Rielly Chevrolet

Scott Vironet
Customer Service
Manager,
O'Rielly Chevrolet



Diane Lucero O'Rielly Chevrolet Service Administration Supervisor radiates a welcoming smile.



O'Rielly Chevrolet Customer Parts Department
Left to right: **Hector Moreno, Matt Gide, and Manuel Alvarado** ready to help.



NEW 2009 Corvettes in the O'Rielly Chevrolet showroom.

POS provides the following to O'Rielly:

- GM Goodwrench Shirts
- Guard Shirts
- Executive Shirts
- Polo Shirts
- Dickies Cellphone Pants
- Shorts
- Executive Pants
- Dickies Jeans
- Foam Soap & Soy Hand Cleaner
- POS Exclusive Canyonero Mats
- Appearance Mats
- Logo Mats
- Dust Mops
- Shop Towels
- Detail Towels
- Fender Covers
- Turk Towels
- & More!



Dennis Dosch
O'Rielly Chevrolet Service Advisor providing first class customer service.



Paul Bondy supplies parts to the technicians with attention to detail.

Thank you O'Rielly Chevrolet for your Customer Loyalty with POS for 30 years!

Meet the El Paso Service Center Industrial Team



Genaro Ruvalcaba (03/14/05)
Sales & Service Manager

I earned my Bachelors degree in Criminal Justice in 2005 and completed my MBA in 2007. I have been married for 14 years and have two boys ages 7 and 13. I enjoy coaching my sons in an 8 and under basketball league as well as in an 8 and 9-year-old football league. I am a native Texan.

History of the El Paso Service Center

Year Opened:	2005
Current Number of Employees:	9
Current Number of Routes:	4

Corporate Sales



Tony Goodman (01/21/08)
District Sales Manager

I began with Prudential as a District Sales Manager for El Paso, Round Rock, and San Antonio locations. I have been married to my wife Sharon for 7 years. Together we have five children. I enjoy all sports, especially watching my Dallas Cowboys and San Antonio Spurs.



Thomas Aguilar (04/30/07)
Corporate Sales Representative



Daniel Gutierrez (07/11/05)
Corporate Sales Representative



El Paso is the sixth-largest city in Texas and the 22nd-largest city in the United States. Its metropolitan area covers all of El Paso County. The metropolitan area has a population of 736,310.

El Paso is home to the University of Texas at El Paso (founded in 1914 as The Texas State School of Mines and Metallurgy). Fort Bliss, a major United States Army installation, lies to the east and northeast of the city, with training areas extending north into New Mexico, up to the White Sands Missile Range. The Franklin Mountains extend into El Paso from the north and nearly divide the city into two sections, with downtown connecting the two sections at the south end of the mountain range.

Plant Office Support



Office Support from Tucson Plant
(left to right):

Priscilla Valencia (01/21/08) Accounts Receivable Clerk
Tiffany Medina (10/08/07) Office Clerk
Susie Valdez (06/10/91) Office Manager

Warehouse



El Paso Service Center Warehouse photo.
READY FOR MORE GROWTH!

Customer Sales Representatives



El Paso Service Center
Customer
Sales Representatives

(left to right):

Rigo Mendez
(07/20/06)

Ivan Sanchez
(06/11/08)

Alex De La Fuente
(01/19/09) Trainee

Javier Sanchez
(01/14/08)

Line Driver



El Paso Customer Sales Representative's
Check-in Room.

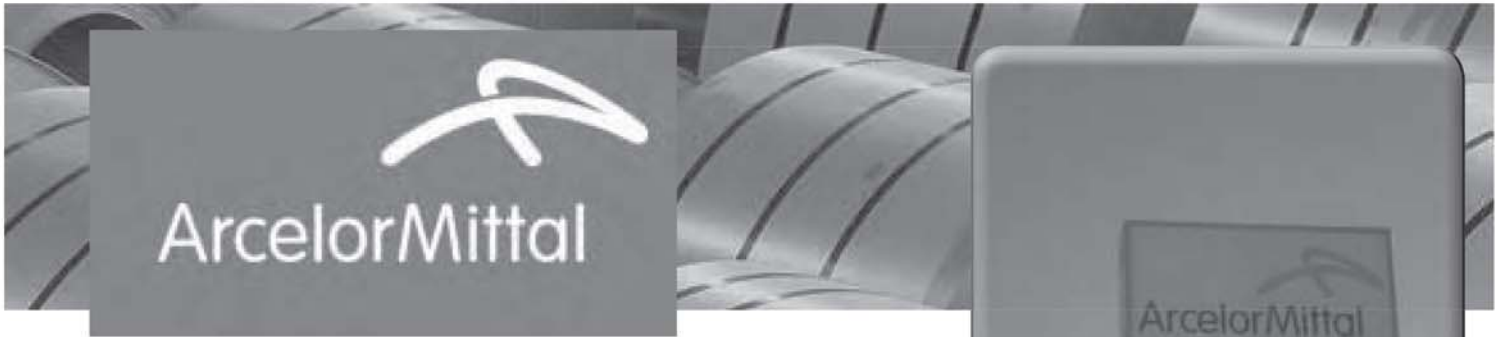


Mike Tapia (03/12/07)
Customer Sales Representative



Alberto Murillo (09/22/08) Line Driver

The El Paso Service Center's Featured Customer



Arcelor Mittal purchased Border Steel two years ago, which had been in El Paso for over 40 years. Arcelor Mittal is one of the three largest steel manufactures in the world and employs over 300 people in El Paso. The company operates worldwide where they manufacture steel products such as steel slabs, heavy plates and various sizes of steel beams.

“ Our goal is to provide the leadership that will transform tomorrow’s steel industry”, Lorena Martinez with Arcelor Mittal states.

Arcelor Mittal is the only producer offering the full range of steel products and services. From commodity steel to value-added products, from long products to flat, from standard to specialty products, from carbon steel to stainless steel and alloys. Arcelor Mittal offers a complete spectrum of steel products - and supports it with continuous investment in process and product research.

Operating more than 500 facilities in 32 countries, ‘Steel Solutions and Services’ serves approximately 200,000 customers.

POS provides the following to Arcelor Mittal:

- FR Shirts
- FR Jeans
- Cotton Shirts
- Wrangler Jeans
- Appearance Mats
- Safety Scraper Mats
- Air Fresheners



Left to right: **Genaro Ruvalcaba** (03/14/05) Sales & Service Manager, Prudential, **Javier Sanchez** (01/14/08) Customer Sales Representative, Prudential and **Lorena Martinez** Human Resources, Arcelor Mittal



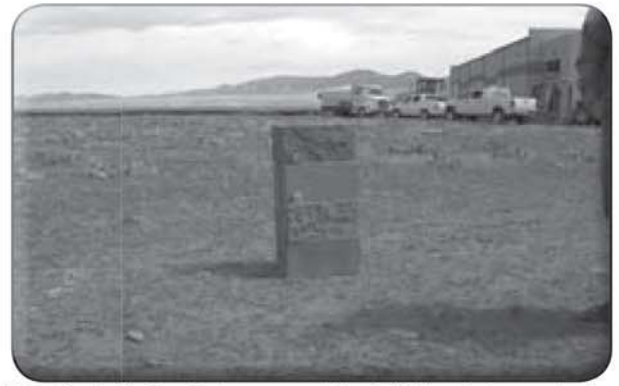
Left to right: **Javier Sanchez** (01/14/08) Customer Sales Representative, Prudential, with Arcelor Mittal employees **Miguel Sanchez**, **Miguel Lozano** and **Rogelio Ortega**



Javier Sanchez (01/14/08) Customer Sales Representative, Prudential, delivering garments to the Arcelor Mittal change room.

POS Announces Construction of Prescott, AZ Service Center “10170 East Valley Road”

Ground-breaking Ceremony Held at Prudential Overall Supply’s New Prescott Valley, AZ Service Center



The blocks in the photo represent the building design and color.

The ground breaking celebration was attended by local dignitaries including the Mayor of Prescott Valley, Mr. Harvey Skoog and the Vice Mayor Ms. Fran Schumacher. Other attendees included representatives from the Prescott Valley City Council, the project’s general contractor, B’s Contractors, Prescott Valley’s Economic Development Director, Mr. Gary Marks and Prudential customers and suppliers.

Attendee Stefan Schurter, Sr. Vice President for Prudential Overall Supply commented, “The site is situated in a professional business park with best access to major transportation corridors in close proximity to current and future customers. The facility has been designed to double our business in coming years. The state of the art facility will accommodate firsts for Prudential; in facility loading and unloading, double-wide deep docks, improved material handling and spacious office and conference facilities all designed with our customers in mind.”

Stefan, stated: “B’s Contractors were selected as the general contractor for this project because they are a locally family owned and operated construction firm in Prescott Valley. Prudential is sensitive to the positive impact this will have on the local economy for jobs and supplies.”

The new facility to be built at 10170 East Valley Road will serve Prudential’s current customer base of approximately 800 business accounts.



Ground-breaking ceremony attended by local dignitaries, suppliers and company representatives.



Left to right: **Ed Smith** (09/05/95) Corporate Sales Representative, **Frank Rich** (01/29/90) District Sales Manager, **Mayor Harvey Skoog**, and **Stefan Schurter** (10/26/92) Senior Vice President



A toast to the new site.



Prudential and B Construction answering questions from the media.

Prudential Recognizes Its
2008
Outstanding
Achievement
Award
Recipients

Congratulations on having earned the Outstanding Achievement Award for 2008! Both of your plants have performed above expectations for 2008, and are among the elite plants in the company for their performance during the year.

Your leadership and the efforts of your teams have shown what hard work and dedication can produce and now you've earned the right to celebrate.

Your banners, plaques and plant gifts are on their way, so please start planning your local parties, celebrations and all that goes along with earning this great accomplishment.

On behalf of all of us at Prudential, congratulations on a job well done!

Sincerely,
Tom Watts, President

Richmond, Virginia - Cleanroom Facility Team



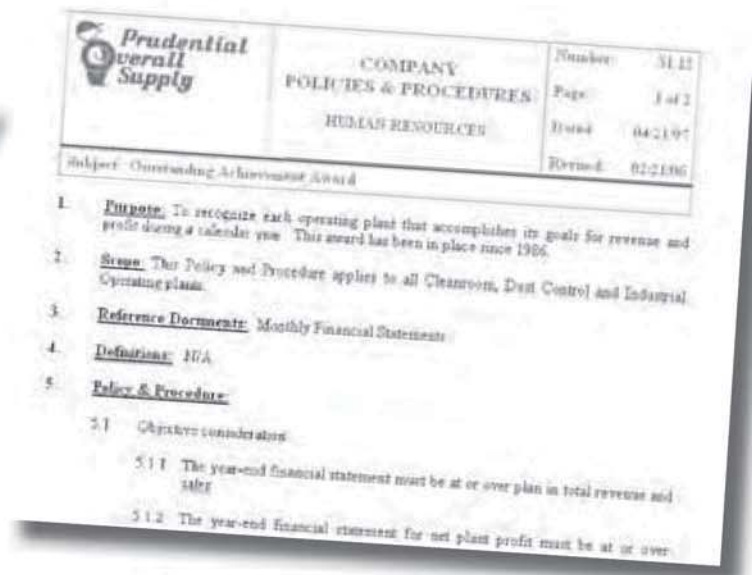
Sheila Percy-Cotman (11/22/00) Soil Sorter



Richmond Cleanroom Plant gowning area.



Tonika Martin (05/25/06) Stock Room Clerk



Los Angeles, California - Cleanroom Facility Team



Los Angeles Cleanroom Plant gowning area.



Los Angeles Cleanroom Management Team.

2008 Annual Awards



Plant Superintendent of the Year
Rebecca Koury (06/24/91)
 Mesa Cleanroom Plant

Tom Watts (09/08/75) President presenting plaque to Rebecca Koury (06/24/91).

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

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



Sales & Service Manager of the Year
Scott Richards (01/31/06)
 Riverside Plant

Tom Watts (09/08/75) President presenting plaque to Scott Richards (01/31/06).

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

Objective consideration:
 Results shown on MIR, Major Account List, A/R collection. Must be a Sales & Service Manager in the same Plant for full year.



President's Award
Dan Ellison (12/19/84)
 Tucson Plant

Tom Watts (09/08/75) President presenting plaque to Dan Ellison (12/19/84) Customer Sales Representative.

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

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



John D. Clark Award
Mike Ray (08/06/07)
 Riverside Plant

Dan Clark (09/23/68) Chairman of the Board presenting plaque to Mike Ray (08/06/07) Customer Sales Representative.

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

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

Superstar Awards

Any CSR with a \$19.32 NBC paid sales average or above for the calendar year shall be awarded the Super Star status.



Jesse Manley (06/27/05),
Customer Sales Representative, Tucson



Josh Waters (02/21/00),
Customer Sales Representative, Tucson



Jeff Murray (06/21/04),
Customer Sales Representative, Tucson



Stan Ratliff (04/17/95),
Customer Sales Representative, Tucson



Ricardo Apalategui (03/14/05),
Customer Sales Representative, Tucson



Tobias Trujillo (10/09/06),
Customer Sales Representative, Tucson



Rigo Mendez (07/20/06),
Customer Sales Representative, El Paso



\$19.32 Achievers



Duke Sevilla (06/10/96)
Customer Sales Representative
Milpitas Plant
Weekly Sales Average \$56.56



Mike Mattei (11/18/02)
Customer Sales Representative
Moorpark Plant
Weekly Sales Average \$49.54



Enrique Leija (01/18/99)
Customer Sales Representative
Los Angeles Plant
Weekly Sales Average \$43.06



Ossie Ascensi (10/03/05)
Customer Sales Representative
Las Vegas Service Center
Weekly Sales Average \$36.98



Tom Chmielewski (12/01/98)
Customer Sales Representative
Prescott Service Center
Weekly Sales Average \$36.75



Derek Garcia (11/22/04)
Customer Sales Representative
Albuquerque Plant
Weekly Sales Average \$35.42



Mike Ray (08/06/07)
Customer Sales Representative
Riverside Plant
Weekly Sales Average \$34.27



David Walling (09/26/05)
Customer Sales Representative
Las Vegas Service Center
Weekly Sales Average \$34.06



Paul Armijo, Jr. (03/27/00)
Customer Sales Representative
Albuquerque Plant
Weekly Sales Average \$31.31



Jesse Manley (06/27/05)
Customer Sales Representative
Tucson Plant
Weekly Sales Average \$31.10



Ricardo Apalategui (03/14/05)
Customer Sales Representative
Tucson Plant
Weekly Sales Average \$30.92



Ray Santiago (11/15/05)
Customer Sales Representative
Las Vegas Service Center
Weekly Sales Average \$30.81



Jeffrey Murray (06/21/04)
Customer Sales Representative
Tucson Plant
Weekly Sales Average \$29.21



Joshua Waters (02/21/00)
Customer Sales Representative
Tucson Plant
Weekly Sales Average \$29.06



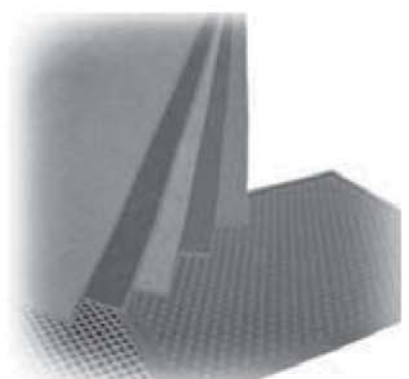
Jose Espinoza (08/7/92)
Customer Sales Representative
Carson Plant
Weekly Sales Average \$28.79



Lorenzo Serna (10/23/06)
Customer Sales Representative
Albuquerque Plant
Weekly Sales Average \$27.33



Stan Ratliff (04/17/95)
Customer Sales Representative
Tucson Plant
Weekly Sales Average \$26.04





Rigo Mendez (07/20/06)
Customer Sales Representative
El Paso Service Center
Weekly Sales Average \$25.69



Adam Jackson (12/13/99)
Customer Sales Representative
Chula Vista Plant
Weekly Sales Average \$25.40



Brian Steinbrenner (10/31/05)
Customer Sales Representative
Carson Plant
Weekly Sales Average \$25.21



Mike Harrill (05/04/92)
Customer Sales Representative
Riverside Plant
Weekly Sales Average \$24.17



Jose Ruvalcaba (12/15/03)
Customer Sales Representative
Sacramento Service Center
Weekly Sales Average \$23.98



Harold Collins (08/27/07)
Customer Sales Representative
Las Vegas Service Center
Weekly Sales Average \$23.58



Andrew Hartman (09/17/02)
Customer Sales Representative
Chula Vista Plant
Weekly Sales Average \$23.13



Luis Mendoza (11/06/06)
Customer Sales Representative
Riverside Plant
Weekly Sales Average \$22.46



Humberto Guadalupe (07/23/01)
Customer Sales Representative
Los Angeles Plant
Weekly Sales Average \$20.81



Dave McGee (06/22/98)
Customer Sales Representative
Milpitas Plant
Weekly Sales Average \$20.81



Tobias Trujillo (10/09/06)
Customer Sales Representative
Tucson Plant
Weekly Sales Average \$20.63



Geoff Hamilton (07/18/05)
Customer Sales Representative
Irvine Plant
Weekly Sales Average \$20.44



Stacey Kohlman (04/13/98)
Customer Sales Representative
Albuquerque Plant
Weekly Sales Average \$20.04



John Quint (08/29/05)
Customer Sales Representative
Las Vegas Service Center
Weekly Sales Average \$19.38

Great Job
\$19.32 Achievers!

2008 Annual Corporate Sales Awards

Gold Star Award

Sam Ross



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

Sam Ross (03/20/00) Corporate Sales Representative, Tucson Plant receives Gold Star Plaque from **Jerry Martin** (04/20/92) Vice President of Sales & Marketing, Corporate Office

Awards Sales Representatives who achieve a \$120/\$140/\$180 (depending on territory) or greater weekly sales average based on the representatives' annual sales production (minimum 6 months in field - 26 field weeks).

President's Club Award Ceremony



Above photo front row (left to right):

- Tom Watts** (09/08/75) President, Corporate Office
- Clayton Foutch** (01/05/04) Senior Account Executive, Milpitas Cleanroom Plant
- Rich Perry** (04/30/07) Senior Account Executive, Richmond Cleanroom Plant
- David Levy** (11/05/07) Corporate Sales Representative, Las Vegas Plant
- Jeff Zeidman** (10/10/85) Corporate Sales Representative, Tucson Plant
- Don Hammond** (04/03/00) Corporate Sales Representative, Fresno Plant
- Gina Whisenant** (09/20/04) Corporate Sales Representative, Los Angeles Plant
- Scott Boothe** (10/05/99) Corporate Sales Representative, Irvine Plant
- Thomas Aguilar** (04/30/07) Corporate Sales Representative, El Paso Service Center

Back Row (left to right):

- Myles Reukema** (01/05/04) Director of National Sales, Corporate Office
- Jennifer Cessna** (08/14/07) Corporate Sales Representative, Riverside Plant
- Andy Holliday** (11/10/03) Corporate Sales Representative, Los Angeles Plant
- Frank Rich** (01/29/90) District Sales Manager, Phoenix Plant
- Gene LeClair** (03/15/99) Corporate Sales Representative, Chula Vista Plant
- Sam Ross** (03/20/00) Corporate Sales Representative, Tucson Plant
- Tim Miller** (01/05/99) Corporate Sales Representative, Vista Plant
- Doug Stark** (06/09/03) Corporate Sales Representative, Irvine Plant
- Nate King** (05/24/04) Senior Account Executive, Austin Cleanroom Plant
- Jerry Martin** (04/20/92) Vice President of Sales & Marketing, Corporate Office

President's Club Newport Harbor Dinner Cruise



Dan Clark Award
Tucson Plant



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

Left to right: **Frank Rich** (01/29/90) District Sales Manager, Phoenix Plant, **Jeff Zeidman** (10/10/85) Corporate Sales Representative, Tucson Plant, **Dan Clark** (09/23/68) Chairman, Corporate Office, presenting award, **Sam Ross** (03/20/00) Corporate Sales Representative, Tucson Plant *Not pictured: Mitch Cummins* (07/21/80) General Manager Tucson Plant

Rookie of the Year Award

Jennifer Cessna



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

Left to right: **Dean Killion** (03/06/95) Director of Sales, Corporate Office, presenting award to **Jennifer Cessna** (08/14/07) Corporate Sales Representative, Riverside Plant, **Bill Evans** (08/20/07) District Sales Manager, Vista Plant

District Sales Manager of the Year Award

Frank Rich

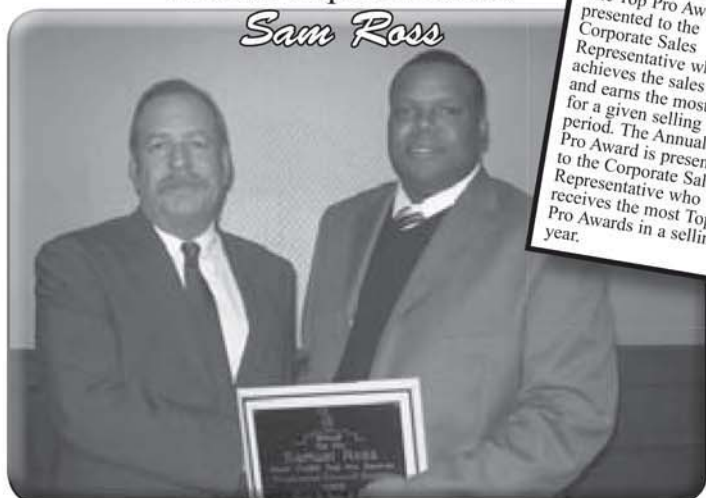


The Company annually presents an award to the person who is considered to have been the most outstanding District Sales Manager of the year. This award consists of an inscribed plaque, which is a personal gift to the winner.

Left to right: **Dean Killion** (03/06/95) Director of Sales, Corporate Office, presenting award to **Frank Rich** (01/29/90) District Sales Manager, Phoenix Plant, **Jerry Martin** (04/20/92) Vice President of Sales & Marketing, Corporate Office

Annual Top Pro Award

Sam Ross

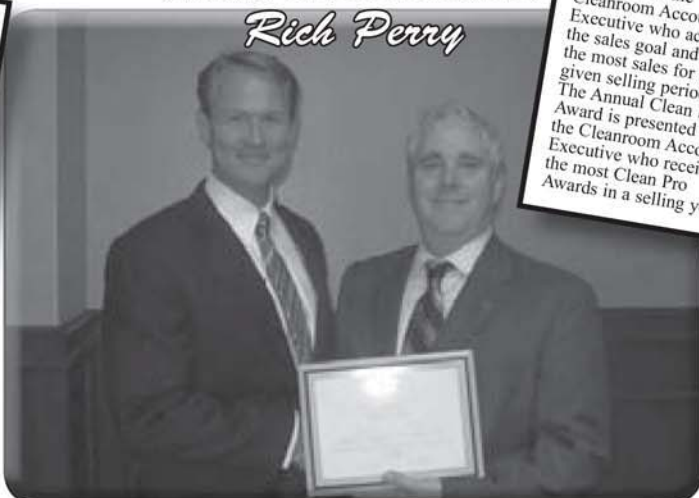


The Top Pro Award is presented to the Corporate Sales Representative who achieves the sales goal and earns the most sales for a given selling period. The Annual Top Pro Award is presented to the Corporate Sales Representative who receives the most Top Pro Awards in a selling year.

Left to right: **Frank Rich** (01/29/90) District Sales Manager, Phoenix Plant, presenting award to **Sam Ross** (03/20/00) Corporate Sales Representative, Tucson Plant

Annual Clean Pro Award

Rich Perry



The Clean Pro Award is presented to the Cleanroom Account Executive who achieves the sales goal and earns the most sales for a given selling period. The Annual Clean Pro Award is presented to the Cleanroom Account Executive who receives the most Clean Pro Awards in a selling year.

Left to right: **Myles Reukema** (01/05/04) Director of National Sales, Corporate Office, presenting award to **Rich Perry** (04/30/07) Senior Account Executive, Richmond Cleanroom Plant



Dan Clark (09/23/68) Chairman of the Board spoke to the team about the Company's 2009 growth goals.

Prudential Overall Supply™
ANNUAL SALES CONFERENCE
Strive & Thrive



Tom Watts (09/08/75) President spoke to the team about 2008 results.



Jerry Martin (04/20/92) Vice President of Sales & Marketing spoke to the team about how to Strive and Thrive!



Dean Killion (03/06/95) Director of Sales spoke to the team about POS' winning sales strategies.



Steve Kallenbach with American Dawn Inc. spoke to the team about promoting POS' Clean Green Initiatives. Steve also provided his audio technical ability to enhance the conference.

The 2008 sales year realized strong corporate sales growth from the industrial and cleanroom sales teams! Special recognition is extended to the industrial division's CoSR team which achieved its best sales year output, ever! I congratulate each of you for your contributions! This growth was fueled by consistent weekly performances coupled with a well-executed Pride account sales strategy. Prudential's top tier performers will be proudly recognized at the annual awards dinner during the first night of the combined conference.

Dan Clark has established the Company's 2009 goals, and this year's sales conference will lend direction to help realize these goals. This year's conference will outline this strategy.

The conference title, 'STRIVE AND THRIVE,' expands on the idea that Prudential Overall Supply is a market leader that provides our existing and prospective customers real value. We are able to weather the current economic storm because of our strong (debt free) balance sheet and we continue to push ourselves to grow the Company. By re-investing in our sales force and the collateral support, we will accomplish our objectives.

This year's sales conference clearly focuses on effectively executing our core job responsibilities, and improving our negotiation skills.

Prudential wants each of us to be winners, and this year's conference agenda will highlight additional Company resources designed to help you succeed; professionally, personally and financially, so it's up to each of us to push ourselves to achieve greater results and THRIVE!



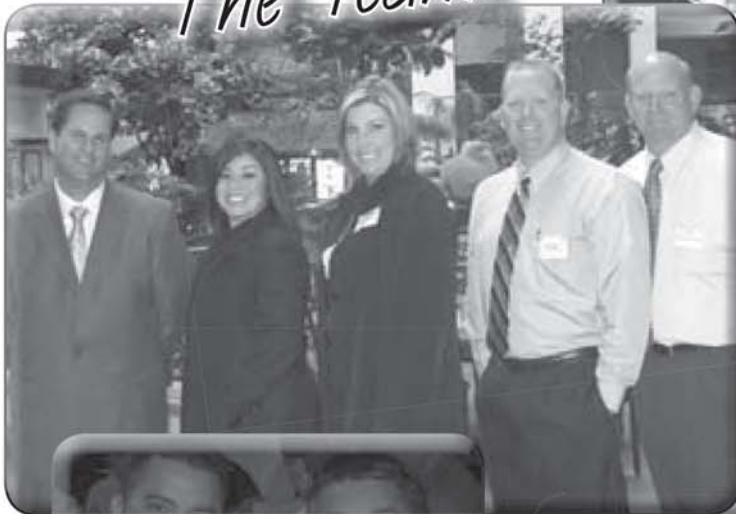
John Buckingham, Pepperdine University, facilitated a negotiations training topic.

Conference highlights include:

- Annual Awards Dinner
- Negotiations Training Workshop
- Selling in a Down Economy
- Impact of Add-on Revenue; MOTG
- Expanded and Updated 2009 Marketing Materials
- Promoting POS' Clean Green Initiative
- Health Care Sales Program Update
- Napkin Sales Program Update
- Pride Account Track & Attack SLX Program Roll-out
- PENN Pro Sample Selling
- National Account Sales Updates
- Cleanroom Breakout Sessions
- Enhanced Earning Opportunities



The Team!



Training Programs

Seven Habits for Highly Effective Managers (03/30/09 - 04/03/09) held at Corporate Office in Irvine, CA



Instructors:

Alex Navarro, (12/03/07) Safety Manager (not pictured)

Daisy Solorio, (10/08/07) Human Resource Manager (first from left)

Students (left to right):

Steve Hernandez, (08/20/01) Service Center Manager, Prescott Service Center

Tony Goodman, (01/21/08) District Sales Manager, San Antonio Sales Office

Chuck Bradley, (04/21/03) District Sales Manager, Moorpark Plant

Ricky Kidd II, (12/15/08) MPTP, Las Vegas Plant

James Merrill, (09/02/04) Sales and Service Manager, Vista Plant

Jaime Miramontes, (09/25/06) Sales and Service Manager, Carson Plant

Carlos A. Rodriguez, (01/18/99) Sales and Service Manager, Tucson Plant

Scott Willis, (06/13/05) Assistant General Manager, Las Vegas Plant

Jamaal I. Hodges, (03/09/09) MPTP, Carson Plant

Sergio L. Lopez, (07/24/06) Sales and Service Manager, Irvine Plant

Not pictured: **Bryan Harris**, (07/31/00) General Manager, Chula Vista Plant

— Irvine Plant English as Second Language (ESL) Graduation —



At Prudential, our people are our greatest resource. Recently, the Irvine Plant had several members attend the 12- week ESL training course designed to improve their communication skills. As a result of this training, the graduates have improved their communication skills and feel a higher sense of confidence and productivity.

The Carson, Fresno, and Milpitas Plants are currently offering the ESL training course to their employees.

Front Row (left to right): **Virginia Molina** (10/18/89) Presser, **Juventino Blanco** (05/15/81) Presser, **Lupe Torres** (08/27/07) Stock Room Clerk Back Row (left to right): **Daisy Solorio** (10/08/07) Human Resource Manager (instructor), **Sylvia Sepulveda** (08/25/00) Stock Room Clerk, **Maria Lilliana Rodriguez** (04/23/07) Distributor, **Consuelo Garcia** (10/29/79) Presser, **Rosalba Ruiz** (04/12/90) AOE, *Not pictured:* **Felipe Soto** (02/27/90) Stock Room Clerk

Training Programs continued

"At the Top" Workshop - Update

An enthusiastic group of new Prudential Overall Supply Corporate Sales Representatives gathered in Downtown Sacramento on March 31st to attend the "AT THE TOP" workshop. The workshop was hosted by District Sales Manager, **Joe Cook** (06/17/02) and included attendees from Carson, Los Angeles, Irvine, Milpitas, Bakersfield, Fresno, Sacramento and Portland OR.

"AT THE TOP" is the industry's premier training program for sales professionals; and supports Prudential Overall Supply's Mission Statement of developing all employees to their full

potential. Achieving potential and At the Top sales results is what this workshop is all about. Multiple breakout sessions and role plays give this workshop's attendees high energy; and fosters tremendous creativity in developing unique and superior solutions for customers.

Workshop modules include Customer Value and the role of change, The 4 "P" 's of Prudential's Marketing Identity, Creative Negotiating for Win-Win outcomes, Relationship Strategies for Success, and Closing Skills Development. **Joe Cook's** (06/17/02) District Sales Manager, Sacramento "AT THE TOP" workshop was co-facilitated by Regional Manager, **Jeff Snow** (02/18/08) and ADI Supply Partner, Steve Kallenbach.

All the participants in the Sacramento Workshop did a great job. We hope to see each of them in President's Club and "At the Top!"

"Route to Sales Success" Update

Prudential Overall Supply continued in its mission of developing all employees to their full potential by conducting its "ROUTE TO SALES SUCCESS" product knowledge and selling skills seminar in Fresno, California on April 23rd. Fresno Plant AGM, **Roger Cox** (05/15/95) directed this seminar which was attended by over twenty motivated employees including CSR's, CoSR's, Route Managers and General Managers. Participants in attendance represented Prudential Overall Supply California locations from Los Angeles, Fresno, Milpitas, Santa Maria, Sacramento and Portland, OR.



Jeff Snow (06/28/04) Regional Manager, demonstrates the superior Komfort, Appearance and Performance of Red Kap's exclusive Touch Tex II fabric.

Route to Sales Success features in depth training from many of the industry's leading experts. The Fresno RTSS seminar enjoyed instruction from industry experts John Haney of Landon Haney Company, Russ Wenter of R.L. Williams, Steve Kallenbach of American Dawn Inc., Art Wenter of Milliken, Roger Cox and Jeff Snow. Sample selling techniques and recession busting "stimulus" savings were underscored for each of Prudential's superior offerings in Apparel, Toweling, Mat Systems, Mop Systems and Restroom Solutions.

The RTSS theme "We Show, We Grow" was reinforced throughout the day with hands on practice in break out groups with participants demonstrating our product's benefits to peer prospects and customers. Fresno CSR, **Ryan Swartz** (02/18/08) states "I learned many creative and useful techniques to selling and sampling on my route to better service my customer's needs. I know this training will be beneficial to me as a CSR and look forward to using it for years to come."



John Haney, Landon Haney Company, showing the cost savings, cleaning superiority and convenience of Prudential's pre-framed dust mops.

Milpitas General Manager, **John Robinson** (04/01/91) who attended the Fresno RTSS with several of his team members says, "My recent experience was not only educational, but also inspirational. It was great to refresh the many things I have been trained on and even hear a few new things I did not know after all these years. It also reminded me how fortunate we are to partner with the industry's top vendors and to offer our customers demonstrably superior products. We truly have an advantage over our competition."



Roger Cox (05/15/95) Fresno Assistant General Manager, promoting "Co-Op Nation" building between CSR's and CoSR's.



Management Assignments



Mark Rasmussen (04/27/09) will assume the duties of General Manager of the Phoenix Plant and it's service centers along with the Mesa Cleanroom Plant Effective 04/27/09. Mark comes to Prudential with a Masters degree from Auburn University and over 23 years of experience in the industrial laundry business. He started his laundry career with Cintas and worked through their sales and management ranks. From there, he joined Aramark Uniform Services where he spent over 9 years in their plant operations as a General Manager, was promoted numerous times and finally was a Group Manager. Mark has since been involved in sales development outside of our industry, all the while missing the action of the laundry business and it's team environment. With this opportunity, Mark and his family will leave the Midwest and return to the west where he is from originally.



Robert Luna (10/02/06) has been promoted to Sales & Service Manager at the Irvine Plant from being the Route Manager at the Riverside Plant.



Andrew Doria (05/22/06) has been promoted to Route Manager at the Riverside plant from a Customer Sales Representative.



Mike Di Goivanna (11/10/08) transferred from the Irvine Plant as a Route Manager to the Los Angeles Plant as a Sales & Service Manager.



Jaime Moran (08/11/08) transferred from Los Angeles as a Corporate Sales Representative to Route Sales Manager at the Cerritos Plant.



Tony Bradshaw (04/28/08) has been promoted to Route Manager at the Palm Springs Service Center.



Flora Prado (10/08/96) has been promoted to Senior Quality Assurance at the Los Angeles Cleanroom Plant.



Paola Carrillo (07/11/06) has been promoted to Quality Assurance Technician at the Los Angeles Cleanroom Plant.



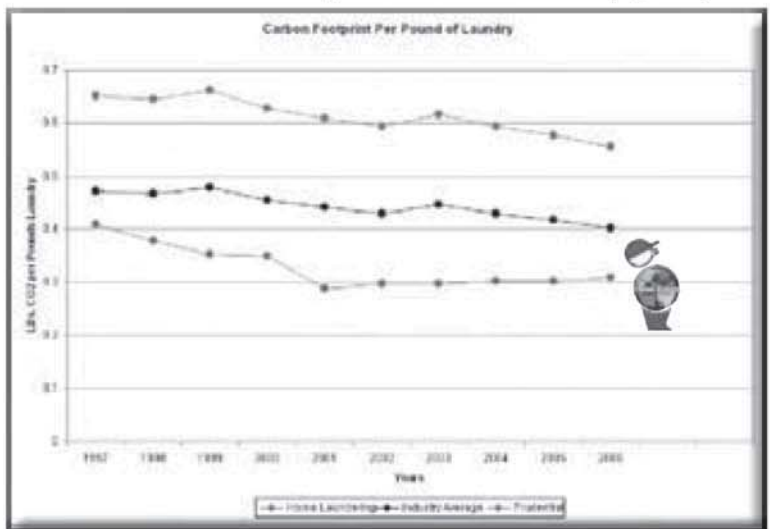
Reusable Textiles

Prudential Overall Supply, an industry leader in reusable image work apparel and related textiles, today announced, that it has formally launched its Clean Green public relations campaign. Prudential's Clean Green initiative is a result of the successful industry-wide campaign, *LaundryESP (Environmental Stewardship Program). This program achieved exceptional results over a ten year period for resource conservation and pollutant reduction goals. Prudential's specific achievements were better than the industry average and far better than home wash for carbon footprint reduction, reduced water consumption and reduced energy consumption per laundry processing pound. All milestones were achieved while increasing industry-wide consumption by approximately 41%.

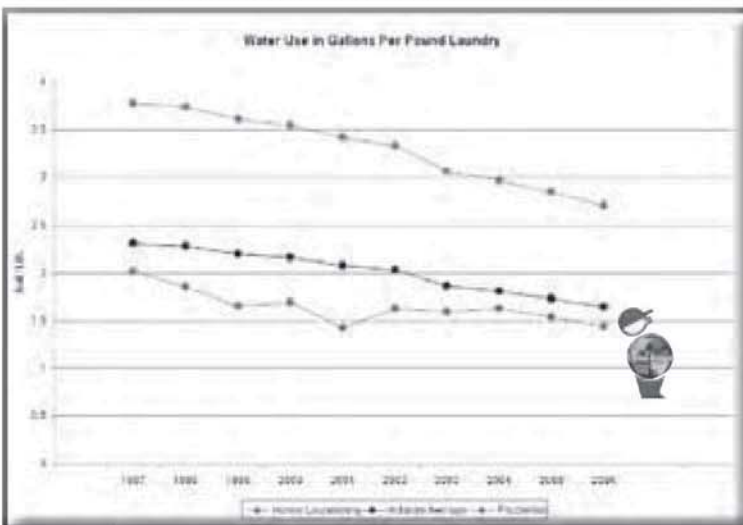
Tom Watts, President of Prudential Overall Supply, says, "Prudential is committed to the Clean Green movement. Our core values align with the core values of being a greener company. We want to try to improve and do what's right in the long-term for the environment, our customers, our employees and the communities we operate within." Prudential employees and customers will continue to receive periodic updates about the Company's Clean Green PR initiative as new environmental milestones are achieved by the Company.

To view the current Clean Green Environmental News, please visit our website at: www.pos-clean.com

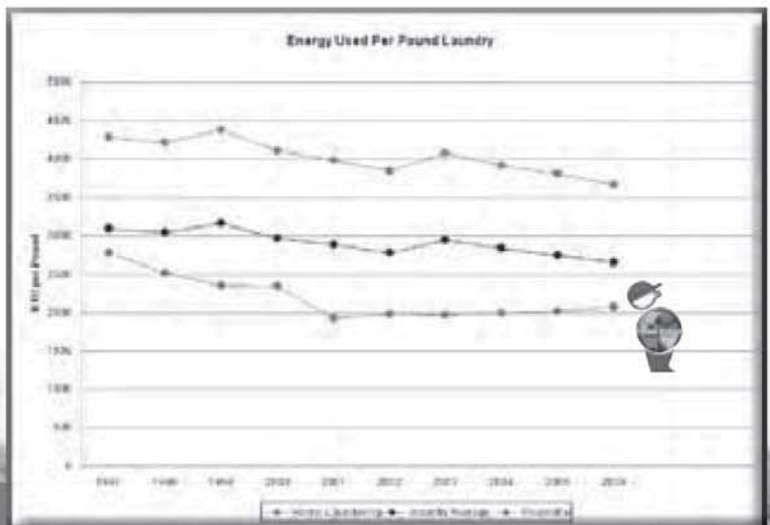
POS Achieves a 44% Carbon Reduction versus Home Wash / On Premise Laundry (OPL)



POS Achieves a 46% Water Reduction versus Home Wash / On Premise Laundry (OPL)



POS Achieves a 44% Energy Consumption Reduction versus Home Wash / On Premise Laundry (OPL)



Prudential's carbon footprint, water & energy reduction efforts remains better than industry average and far better than home wash or disposable.s



Compliance

with these standards is met through:

Management Support



Customer Education



Monitoring



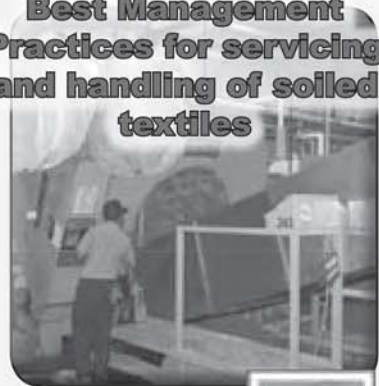
Increased Equipment Maintenance



Recycling & Reclamation



Best Management Practices for servicing and handling of soiled textiles



Additional Support Procedures:

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



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

Sustainability & Continuous Improvement



Prudential's Clean Green Plant Initiatives

Monitoring



Albuquerque Plant's **Elvis Rivero** (09/10/08) Washer & **Richard Rojas** (10/22/07) Washer, have decreased their down time on the wash floor to from 17% to 12% with the installation of the Dober Wash floor Monitor on the wash floor that allows them to personally monitor the downtime on the wash floor. Richard and Elvis also take great pride in monitoring their daily poundage and trying to break their personal records, and they are very proud to show us every time they beat their record..

Great work Elvis and Richard!



Recycling & Reclamation



Los Angeles Cleanroom has paired up with Athens Recycling who is the largest recycler in Los Angeles County. Athens is committed to helping the community meet its disposal needs through improved waste management.

Recycling & Reclamation



PCS Cleanroom Plants made a change to use recyclable bags to place the clean garments in to deliver to our customers.



Recycling & Reclamation



Milpitas Industrial and Cleanroom Plants made changes not only to reduce the amount of trash POS added to the landfill but we were also able to net an **annual saving of \$8,568.00.**



Ask now for your Clean Green Movement brochure which includes:

- Getting Greener

- Carbon Reduction
- Water Usage Reduction
- Energy Usage Reduction



- Benefits of Reusable vs. On Premise Laundry or Home Wash
- Benefits of Reusable vs. Disposable Products
- Benefits of Reusable vs. Disposable Shop Towels
- Sustainability & Continuous Improvement

Project POSITIVE

(POS Information
Technology)
Project Update



The following plants have been converted to ABS since the last update:

- *LA Industrial, January 2009*
- *Vista, March 2009*
- *Chula Vista, April 2009*

ABS Route Accounting

The Industrial ABS project teams under the direction of **Chris Kalert** (03/23/90) Special Assignment, are now focused on the testing of a new version of ABS which includes required functionality for the Cleanrooms and selected Industrial plants. The current ABS plants will be converted to the new system in mid-May. The teams will then begin to focus on the implementation of ABS at the Milpitas Industrial plant and assist the Cleanroom team with the deployment of ABS to the Milpitas Cleanroom.

The ABS Cleanroom project team under the direction of **Dale Knutson** (02/12/07) Business Systems Analyst, have been preparing for the first Cleanroom implementation of ABS at Milpitas which includes the shared stockroom that supports all Cleanroom plants. The activities have included software testing, data conversion, and training. Both Milpitas plants will Go-Live in June.

The overall goal is to have all remaining Industrial and Cleanroom plants converted to ABS by the end of 2009.

Advanced Collections

The deployment of Oracle's Advanced Collections system to the plants and service centers was completed in February 2009. The plant collection users now have basic collection functionality including online invoice aging, customer account overview, customer call registration, follow-up actions recording, etc. In the future, the functionality may be expanded to include collection dunning, collection scoring and strategies, delinquency escalation with workflow, and collection campaigns. The system provides real-time access to Oracle's Accounts Receivable database.

Oracle Purchasing

The Oracle Purchasing system is being installed for the Corporate Purchasing department and the plants. The system will support the creation of Requisitions at the plant level for all non-garment items and the subsequent creation of Purchase Orders at the Corporate Office. The project will be completed by the end of June.

New Business Commission

New Business and Route Volume Bonus Analysis is underway for the development of systems to replace the existing New Business Commission and Route Volume Bonus. The existing systems will be displaced when the current computing environment is shut down. The new systems which will be developed by an outside consulting group will streamline the overall process and will run on Oracle On Demand. Both systems will be completed by the end of 2009.

Claims System

We are currently evaluating a new Claims system that will be integrated with our existing ABRA Personnel system. The new system will improve claims processing and reduce costs.

SalesLogix

The SalesLogix system which was implemented in 2007 continues to provide support for the Sales and Marketing department. A centralized repository tracks customer and prospect data for the entire enterprise. It also enables sales personnel to conduct marketing campaigns within their respective territories. SalesLogix customization continues to be optimized and expanded as end-user needs are identified.

Infrastructure Upgrade

The installation of the new high speed network connections to all POS locations will be completed by the end of May. The network upgrade will improve user response times while reducing our network costs. The primary servers and related software housed at the Corporate Office are being upgraded to new technology. This includes an upgrade to the e-mail system which will provide increased functionality. Citrix is also being upgraded which will result in improved response times for the plant users.

Celebrating Off-the-Cuff's 50th Anniversary

Prudential Overall Supply celebrates Off The Cuff's 50th Anniversary!

Off The Cuff is a publication of Prudential Overall Supply that is dedicated to the improvement of employee morale and the broadening of customer relationships.

In celebration and recognition for the Company's 50th anniversary of Off The Cuff, Prudential Overall Supply has made available all fifty years of the publication on the Company's website at www.pos-clean.com.



First Issue of Off-The-Cuff in 1959.

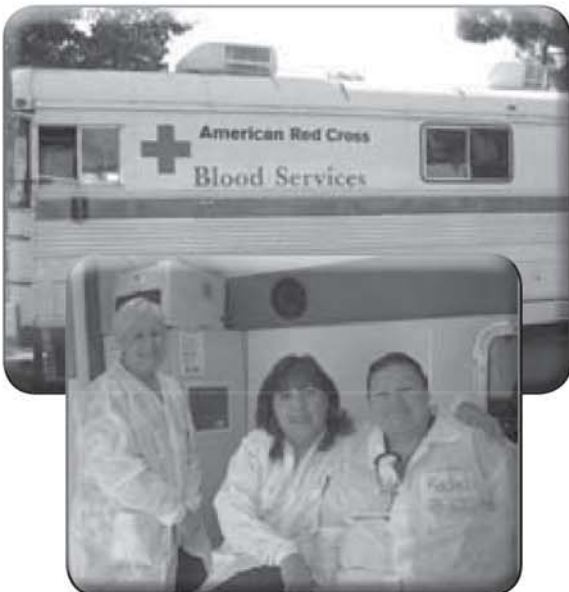
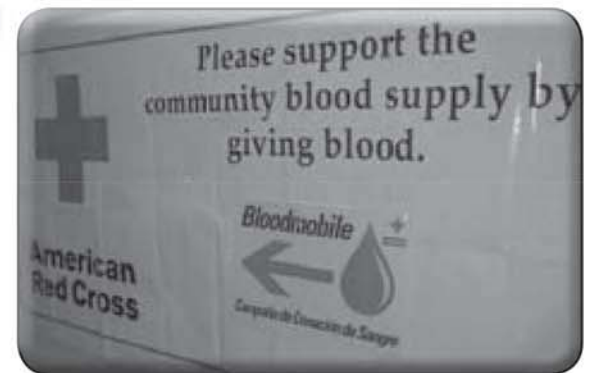
Now, employees and customers can browse through 50 years of Company history, and see what actions have made Prudential an industry leader for reusable textile rental services.

The articles, pictures and highlights since the publication's inception in 1959 provide real points of view and information within the context of the time-period. It really is fun to see what people, property, plants and equipment looked like in the past, and how the development over the years has progressed. One thing is for certain, Prudential Overall Supply continues to thrive in its 77th year in business, and continues to hold on to its core values.

Blood Drives - Helping to save lives!

"We had the Riverside County Blood Bank out, and we were able to donate 34 units of blood."

stated **Jay Boyer** (02/07/84) General Manager, Riverside Plant.



Corporate Office and the Irvine Plant held a blood drive on Friday, May 8th, 2009.

Company News Briefs!



We have moved to a new location in Bakersfield, CA!

Sales Office
4900 California Avenue, #B-210
Bakersfield, CA 93309
(661) 377-2990

New Equipment in Austin!



Oliva Navarro (01/24/06) Presser using new equipment in Austin.

Baxter Alumni Party Luau!



Left to right: **Rosa Vasquez (01/28/08)** Account Executive, Los Angeles Cleanroom Plant with **Roland Neil** retired as Baxter Senior Buyer and **Keely King C.P.M., A.P.P.** Purchasing Manager



Rosa accepting the Appreciation Plaque on behalf of Prudential Cleanroom Services.

Prudential Cleanroom Services sponsors Baxter Annual Alumni Luncheon. This year's theme was a Hawaiian Luau where everyone had a chance to wear their best luau attire and compete for a prize. The luncheon was held at Castaways in Burbank up on the hill with a great view of the city. The organizers had a silent auction which raised a lot of money to help support the Alumni's future events. Baxter's Alumni awarded Rosa Vasquez who is part of the Prudential Cleanroom Services team a plaque in appreciation for her support and the companies sponsorship. What a great way to bring friends together and reminisce on the good times at Baxter.



AUSTIN STEAK & BEANS SALES CONTEST DINNER CELEBRATION



The Austin Customer Sales Representatives are enjoying steaks and beans...depending on who really won!

Exceptional Customer Service Recognized

Great Job, Scott!



Scott Camp (08/21/97) a Customer Service Representative took it upon himself to use one of his wetmops on his truck to clean up a spill at a customer's location, Sullivan's Steak House in Tucson, Arizona.

The Manager at Sullivan's Steak House was so impressed that Scott took the time to help them out at a time of need and said, "You are one of my best vendors."

Scott Camp (08/21/97)
 Customer Sales Representative, Tucson

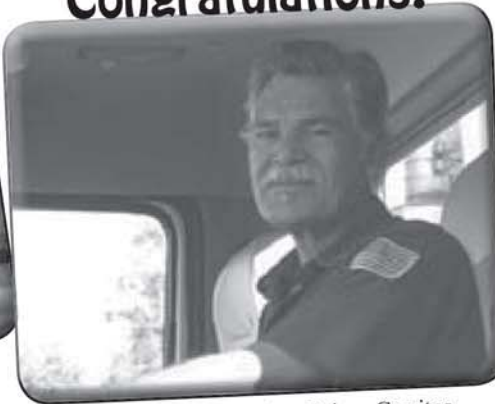
Did you Hear the News?

Congratulations!



Ron Costa (02/04/80) Customer Sales Representative has retired after 29 years at the Chula Vista Plant. Thank you Ron for your dedication and years of exceptional customer service!

Congratulations!



Pedro Mota (01/22/79) Line Driver Cerritos Plant, celebrated his 30th anniversary with POS.

Congratulations!



Josefina Corona (01/09/84) Mender at the Riverside Plant celebrates her 25th anniversary posing with **Rob Elkins** (11/09/04) Plant Superintendent, Riverside Plant.

Great Job!



Paul Reese (08/14/95) Customer Sales Representative at the Cerritos Plant achieved 7 out of 7 Customer Sales Representative SOP's for the fourth straight quarter in Q-1 2009.

Congratulations!



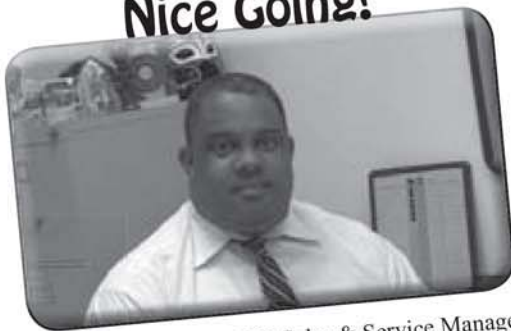
Alberto Corona (01/16/79) Water Treatment Operator celebrates his 30th anniversary posing with **Rob Elkins** (11/09/04) Plant Superintendent, Riverside Plant.

Welcome Home!



Chris Garza (07/05/01) Route Manager at the Los Angeles Plant is back safely from Camp Arifjan, Kuwait. He returned to work on 04/06/09!

Nice Going!



William Brooks (03/16/09) Sales & Service Manager Los Angeles Cleanroom Plant

William returned to Prudential Cleanroom Services after three years. He left to go back to college to obtain his master's degree from Loyola Marymount University.

IN MEMORIAM



We are deeply saddened to say that one of our valued employees, **Keiona Cecilia Tiree Braxton** who was 26, died in December 2008. She had been with the Company since 5/26/2006 at our Richmond, VA cleanroom laundry processing plant.

Our condolences to her family and friends.

Alex's Safety Corner



Alex Arro (12/03/07)
Safety Manager

Irvine Plant Formally Submits Voluntary Protection Program (VPP) STAR Application to Cal-OSHA!

It's official. After close to two years of intense safety education, training, and preparation, Plant 0 has formally applied to the California Occupational Safety and Health Administration's (Cal-OSHA) for certification under the highly prestigious Voluntary Protection Program (VPP).

What is VPP? VPP helps Cal-OSHA promote safety and health by recognizing employers who have voluntarily managed outstanding safety and health programs. Specifically, VPP is designed to recognize employers and their employees who have implemented safety and health programs that effectively prevent and control occupational hazards. These programs must go beyond minimal Cal-OSHA standards and provide the best feasible protection at the site. Management commitment and employee participation are the key elements in achieving Cal-OSHA VPP STAR recognition. Cal-OSHA VPP STAR establishments are considered to be leaders in the field of workplace safety and health. Successful applicants approved for participation in Cal-OSHA VPP STAR receive state and national recognition and are exempt for Cal-OSHA programmed inspections.

What will happen now that Plant 0 has applied? Cal-OSHA will scrutinize the application and will schedule a Pre-visit to review some of the information provided on the application as well as to verify the location and people are truly poised to demonstrate they're ready for VPP STAR Certification. If everything checks out, the plant will be scheduled for an On-Site visit by Cal-OSHA during which a team of safety experts/inspectors will evaluate and determine if the facility, people and safety process meets or exceeds the stringent requirements necessary to be considered a world-class safety organization.

With the unwavering support of Mark Ibberson (General Manager) and Manny de La Rosa (Plant Superintendent), the guidance of the RA's (Incoming Responsible Associates Keeping Each Other Safe) safety steering committee and the involvement and dedication of all the associates, Plant 0 is postured to very soon be recognized for their tireless efforts to become the tip of the spear in the battle against potential injuries and mishaps. Manny de La Rosa sums it up this way, "At Prudential, people are our greatest resource. Our philosophy has been that if we take care of our folks by supporting and trusting them, they'll take ownership of the safety process and exceed everyone's expectations."

We wish Irvine Plant our best in their efforts to make Prudential Overall Supply the safety leaders in the entire laundry industry.

New Safety Committee Name at Irvine Plant

The Irvine Plant Safety Steering Committee recently voted to officially change their name from STAR (Safety Team Active Representatives) to RA S (ecoming Responsible Associates eeping ach-other Safe).

To properly recognize the committee's safety contributions and value, the plant management enthusiastically supported them by providing the members with black and tan colored shirts emblazoned with the new RA S logo and a banner to proudly display their new name.

Raquel e ios, Chairperson of the RA S proudly exclaimed, I can't say enough for the support we get from our General Manager and Plant Superintendent. The new name, shirts and banner have really made us feel appreciated and have helped to charge us up as we work on Putting the RA S on Incidents (their new motto) and getting PP Certification!

Left to right

Ja e (02/10/03) Floor Supervisor, RA S Coach/Sponsor

e e o o (02/27/90) Stock Room Clerk, RA S Vice-Chairperson

a e e o (09/12/0) A S Clerk, RA S Chairperson

o a a e (02/17/87) Presser, RA S Representative

o a a (04/12/90) All Other mployee, RA S Representative

ar a ro o e e a (07/17/00) istributor, RA S Representative

Be o errera (08/12/81) Soil Sorter, RA S Representative

ar o o (07/24/07) asher, RA S Representative

not pictured **o Bo o e** (10/05/99) Corporate Sales Representative, RA S Coach/Sponsor and **ar er** (02/25/08) Customer Sales Representative, RA S Representative



Meet Irvine Customer Sales Representative (CSR) / Vehicle Safety Subcommittee



Left to right

Jo B o (03/10/03) CSR, Chairperson, **ar y ar e** (01/09/89) CSR, Representative, **er o o e** (07/24/0) Sales Service Manager, river Safety Coordinator, **ae ar** (01/07/08) CSR, ice-Chairperson, **ea e ar o** (12/27/89) CSR, Representative, **e e** (11/29/99) CSR, Representative

not pictured **ar B e** (10/08/8) Senior Sales Service Manager, CSR Coach/Sponsor and **J ree** (10/15/07) CSR, Representative

Carson Plant Officially Kicks-Off New Safety Journey

Carson's safety steering committee, known as the CARS (Committee Always Ready for Safety) celebrated the official start of their new safety journey on February, 25, 2009.

The landmark occasion was instrumental in allowing the CARS to formally introduce the new Safety Process plant-wide so that everyone could understand that safety is everyone's responsibility from the most senior leader to the newest associate and everyone in-between. In fact, not only were all of Carson's associates in attendance, but Tom Watts, President of Prudential Overall Supply, as well as numerous distinguished guests from Corporate and other plants showed up to lend their support to the team.

The CARS impressively delivered an informative safety presentation complete with their newly adopted mission statement and goals and capped off the event with a superb luncheon and various interactive and fun safety games. The Kick-Off generated so much enthusiasm and commitment that the CARS were able to successfully recruit over 30 volunteers for their two newly established safety sub-committees.

Congratulations and best wishes to the CARS and the entire Carson Team as they begin their very own safety journey on the way to making Prudential Overall Supply a world-class safety organization!



Carson Plant employees involved in a team exercise to promote safety.



Carson Plant employees during the CARS safety team meeting.

Associates Help Drive Conveyor Training at Irvine Plant

Associates at the Irvine Plant recently helped management conduct Conveyor Safety Training for the newly installed washing equipment. They teamed with a young associate (07/21/94) Irvine Plant Superintendent, to ensure all personnel working with or near the conveyors were familiar with operating controls, emergency stop procedures, and hazards associated with moving belt devices. Their collaboration and training increased safety awareness in the plant and reduced the potential for incidents for those working with the new equipment.



Jeffery Wright
James Wright (02/10/03)
Floor Supervisor,

Anthony
Anthony (05/29/07)
Lead Washer,

Anthony
Anthony (07/21/94),
Plant Superintendent

Joe
Joe (03/12/90)
Presser,

Joe
Joe (05/15/81) Presser

Safety Meeting at Austin Plant



Making peanut butter sandwiches blindfolded. This exercise highlights employee awareness skills and demonstrates the consequences of an eye injury.

Preventing the Flu

Good Health Habits Can Help Stop Germs



The single best way to prevent seasonal flu is to get vaccinated each year, but good health habits like covering your cough and washing your hands often can help stop the spread of germs and prevent respiratory illnesses like the flu. There also are antiviral drugs that can be used to treat and prevent the flu.

- **avoid loose contacts with people who are sick.** When you are sick, keep your distance from others to protect the flu from getting sick too.
- **if possible, stay home from work, school, and errands when you are sick.** You will help prevent others from catching your illness.
- **Cover your mouth and nose with a tissue when you cough or sneeze into it.** Avoid those around you from getting sick.
- **Washing your hands often will help protect you from germs.**
- **Get plenty of sleep, be physically active, manage your stress, drink plenty of fluids, and eat nutritious food.**

From the Prudential Mail Bag...

 Mercedes-Benz

Hoehn Motors Inc
123 Hoehn St
Prudential

04/30/09

To Whom It May Concern:

Hoehn Motors has used Prudential Overall Supply since 1990 and have always received a high level of customer service from the company but especially from Gary Brooks our route driver.


This letter is in reference to my personnel working relationship with Prudential Overall Supply and our route drivers Gary Brooks and Frank Purcell, since 1997 I have been the foreman and directly responsible for the uniforms at Hoehn Mercedes Benz I have always received superior customer service and a speedy resolution to all my concerns. We have had numerous offers of service from other companies for our uniform needs and always the decision to stay with Prudential has been made due to the level of service delivered by Prudential and our route drivers Gary Brooks and Frank Purcell.

It is without reservation that I would personally recommend Prudential Overall Supply and am available to be contacted for further comment.




Roger Corley
Shop Foreman
Hoehn Mercedes Benz
714-476-5115

Gary Brooks (03/14/88) Customer Sales Representative, Vista Plant and Frank Purcell (09/24/01) Customer Sales Representative, Vista Plant

 **PHCC**
PLUMBING HEATING COOLING CONTRACTORS
INTERNATIONAL ASSOCIATION

Plumbing, Heating, Cooling Contractors
Of Orange, Riverside & San Bernardino Counties
8220 Katala Ave. #C, Stanton, CA 90680
Green Plumbers - Supporting Our Community



March 24, 2009

To Whom It May Concern,

Prudential Overall Supply has been an Affiliate Member in good standing with PHCC-ORSB for over 2 years. Jeff Snow and Prudential have supported many of our Events for several years, including our Golf Tournament, Trade Show and General Meetings. One year, another uniform company was to supply our towels for our golf tournament and cancelled one week before the date. We immediately called Jeff and he came through with flying colors on a minutes' notice, with towels for every player and items for our 'goody bags' given out to the players.

Affiliate Members you can count on, such as Prudential Overall Supply are what makes our Association so great. We could not put on the great events without their continued help. This same spirit of exemplary service is personified in providing uniforms to our Contractors Members, who we have only heard positive remarks from on their service and quality of uniforms.

We can highly recommend Prudential Overall Supply from all sources of information.

Sincerely,

Anita Riley
Anita Riley
Executive Director

(714) 896-0153 Phone (714) 896-0173 Fax www.PHCC.com

Jeff Snow (06/28/04) Regional Manager, Corporate Office

 **ONE STOP**
AVIATION, INC.
F.A.A. APPROVED REPAIR STATION XRUR 981L

February 4, 2009

Prudential Overall Supply
2485 Ash Street
Vista, CA 92083

Re Account # 315

To Whom It May Concern:

This letter is to specifically send a thank you to your employee, Gary Brooks. He has always given us excellent service, however, I would like to point out a certain incident that warrants a special thank you! President, Rick Snover, had left his money clip in his pants with a lot of cash (over \$1,000). He hadn't even missed it, and Gary brought it in to me immediately when he sorted the dirty clothes. This type of employee, with these ethics are hard to find and as, again, thank you very much for the excellent service.

Sincerely,



Ann E. Snover
Vice President/Secretary

Gary Brooks (03/14/88) Customer Sales Representative, Vista Plant

From: Jose Hernandez (PHC)
Sent: Wednesday, February 04, 2009 3:02 PM
To: Dan Clark
Subject: Thank You

I just wanted to take this moment to thank you for providing both of my parents and myself all these years of steady employment, we are all going through very hard times but knowing that I have a steady job to go to every day makes all the difference in the world, I have been able to raise three boys and put them through school and receive a good education, this would not be possible without a steady job, there for my family and I thank you and am grateful for doing so, I look forward to many more years at PHC. Thank You Very Much.

Jose Hernandez
Maintenance Supervisor
740 Fst. Chula Vista Ca. 91910

Jose Hernandez (03/25/85) Maintenance Supervisor, Chula Vista Plant

From
the
Prudential
Mail Bag
...continued



June 11, 2009

To Whom It May Concern

For the past six years, Prudential Overall Supply has been Daphne's chosen linen vendor. During this time, I have worked with them directly for approximately three years. I have found that they consistently provide high quality products and customer service at reasonable prices. They have always met deadlines and have been forthcoming with adjustments and corrections when necessary.

The representatives for Prudential Overall Supply are always available to answer questions and have "gone the extra mile" for me on many occasions.

In short, it is my pleasure to recommend Prudential Overall Supply as a linen vendor. Feel free to call me if you have any further questions about their service.

Sincerely,

Nicole Jones

Food and Beverage Manager

Daphne's Greek Café

4125 Cornerstone Ct. East, Suite 100 | San Diego, CA 92121 | Phone: 619-784-0811 | Fax: 619-784-0811 | www.daphnes.biz



COMMERCE Industrial Council
Chamber of Commerce

April 27, 2009

Mr. Chris Welch
Prudential Overall Supply Co.
6920 E. Bandini Blvd.
Commerce, CA 90040

Dear Mr. Welch:

On behalf of our Board President, our entire Board of Directors, and our entire Installation Dinner Planning Committee, we would like to thank you and Prudential Overall Supply Co. for your generous support of our Annual Installation of Officers and Directors & Silent Auction earlier this year. The dinner, held at Steven's Steak and Seafood House Restaurant, was a great success. Please know that your participation makes a difference and is greatly appreciated.

Our annual installation dinner is such a unique event because it brings together our membership to celebrate and recognize members that continue to improve the quality of life of our business community. Proceeds make it possible for the Chamber to provide "The Progressive Voice for Business." The Chamber empowers businesses with community and government advocacy, human resource and economic development, and a multitude of relevant business services. We work hard to provide the right tools for your economic success.

The Chamber's Silent Auction, an additional highlight of the evening dinner at our Annual Installation dinner, helps to pay for various ongoing advocacy and member programs. In particular, we support a variety of non-profit and charitable organizations throughout the city each year. Your thoughtfulness and generosity contributed greatly to its success.

We could not have accomplished this without your generous support, and the support of our numerous volunteers, members, and merchandise donors. Your continuing support in this special way is truly appreciated as always.

As always, please feel free to call my office if my staff or I can be of service to you. I look forward to serving and seeing you in the near future Chris.

Sincerely,

EDDIE D. TAFOYA
Executive Director

*Thank you
Chris!*

4055 E. Washington Blvd., Suite 120, Commerce, CA 90040 • (323) 728-7222 • FAX (323) 728-7565
www.IndustrialCouncil.org

Chris Welch (02/14/95) General Manager

David Curry (01/17/07)
Key Accounts Manager, Corporate Office

THE BICYCLE CASINO

December 4, 2008

Prudential Overall Supply
PO Box 11210
Santa Ana, CA 92711-1210

To Whom It May Concern:

On behalf of The Bicycle Casino, I would like to take this opportunity to express our gratitude for your generous contribution to our 24th Annual Children's Holiday Party, an event that was designed to celebrate the holiday season with the children of the Bell Gardens community. Thanks to your giving spirit, the 2,200 children that will attend this year's celebration will enjoy the holiday season and have special memories of this fun filled day.

In recognition of the contribution you have made, we will display a banner on the day of the event, thanking our generous vendors for their kind support of this very meaningful event. Again, we are sincerely grateful for your partnership in this regard.

On behalf of the partners and management of The Bicycle Casino, our 1,800 team members, the volunteers that bring this celebration to life, and the 2,200 children who will attend and benefit from your generosity, I thank you once again.

Warmest regards,



Hachem Minaly
Chief Executive Officer

7902 Eastern Avenue, Bell Gardens, California 90201-2903 • Telephone: 562 804-4444

Los Angeles Industrial Plant



NEWPORT
EXTERMINATING

February 20, 2009

Tom Watts
Prudential Overall Supply
1661 Alton Parkway
Irvine, CA 92606

Dear Mr. Watts:

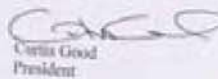
I am writing to express my overall satisfaction of customer service that Dean Davis and Mark Bickel have provided to Newport Exterminating. They both have done everything possible to make sure that we are completely satisfied. Like our business that sometimes works with intangible products, it is the people that make the difference.

I would also like to extend a huge thank you to Jeff Snow for the outstanding sales presentation he put together for our staff. Particularly in these difficult times, it was exactly the sales information that my sales team needed. Jeff is extremely professional and I enjoyed working with him.

Finally, thank you for Prudential Overall Supply's support of the UC Berkeley Golf Tournament that I have coordinated for the past couple of years. Please do not hesitate to call on me for any opportunities that you may wish to become involved with our state trade organization, Pest Control Operators of California (PCOC). I am a past president and am currently serving as Legislative Chair and would be happy to assist.

Thank you again for your continued great service to Newport Exterminating.

With regards,



Curtis Good
President

CG:dk

NEWPORT AVE. BURLINGAME, CA 94002-5008 • (540) 664-0700 • (540) 475-4754 • FAX (540) 475-4754

Dean Davis (07/15/87) Customer Service Representative, Irvine Plant,
Mark Bickel (10/08/86) Sale & Service Manager, Irvine Plant and
Jeff Snow (06/28/04) Regional Manager, Corporate Office

Cris Sheirer (02/08/05) General Manager,
Albuquerque Plant



DELANCEY STREET/NEW MEXICO INC

South Valley Branch 850 Hwy 1210 San Juan Pueblo New Mexico 87506 (505) 873-4291

MIMI H. SILBERT, Ph.D. PRESIDENT / CEO

October 21, 2008

Prudential Overall Supply
8344 Corona Loop NE
Albuquerque, NM 87113

Dear Chris,

On behalf of the Delancey Street Foundation, I wish to express our thanks to you for your generous donation of a pallet of assorted garments. This will be very helpful for our residents that are new and for the ones in some of our shops. Your continued support is very much appreciated.

As much as we pride ourselves on self reliance, your support and confidence in the work we are doing is critical in maintaining our success. We are appreciative of your trust and commitment in underwriting our efforts in rehabilitation as well as helping us maintain our facility. Our gratitude to you can best be demonstrated by continuing to provide the best rehabilitative community service available.

Should you ever have the opportunity to visit our area I hope you will find the time to call us. We'd be delighted to have you tour our facility and allow us to show our gratitude for your support in person.

Once again, thank you.

Best regards,



Jennifer A. Schroeder
Supply Dept. Representative
505-852-4291 ext. 344
FAX 505-852-4292

Shipping Address:
Delancey Street Foundation
137 Old Alcalde Rd.
San Juan Pueblo, NM 87506

delanceystreetfoundation.org
Delancey Street is a Non-Profit, Tax-Exempt Corporation
FEDERAL TAX ID 342435349

South Valley Branch
811 N. 20th Street
Albuquerque, NM

San Juan
137 Old Alcalde Rd.
San Juan, NM

San Angelo
444 N. 1st Street
San Angelo, TX

San Francisco
600 Exterminating
San Francisco, CA

Clean Green Movement



Clean Green Vision

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

ACTION PLAN

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



HOW CAN WE HELP YOU

be more GREEN?

Outfitting America's Team 800-POS-5536 www.pos-clean.com



We are excited to announce that this brochure is printed entirely on Forest Stewardship Council certified paper. FSC certification ensures that the paper used in this publication contains fibers from well-managed and responsibly harvested forests that adhere to strict environmental and socioeconomic standards. We are proud to make this significant move to help our environment. The FSC logo on our publication signals not only FSC certification, but also Prudential Overall Supply's commitment to improving the environment.

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