

a publication from



Off-the-Cuff

Happy Holidays

from Prudential Overall Supply

531 EASTPARK COURT

Prudential
Cleanroom
Services



COMPLETE SERVICE OF CLEANROOM GARMENTS & CONSUMABLES

Featuring

The Richmond Cleanroom Team

Richmond, Virginia Cleanroom Plant

What's inside

- Dan Clark's Holiday Message
- Service Anniversaries
- Clean Green Movement Update
- Employee Welfare Benefit Plan Overview
- ISO Recertification
- New Prescott, AZ Location Update
- Alex's Safety Corner Update

December 2009

To Our Friends,

My dad founded POS on April 11, 1932 during the time of the great depression. Many would say 2009 was another great depression. I cannot personally comment on 1932 but can emphatically state 2009 was my most challenging year in business. Very few businesses were unaffected by this economic climate. Most businesses lost revenue or sales and few businesses made their normal profits. To cut costs, most businesses had to lay off workers, leading to an unemployment rate of approximately 10%, a historical high since the great depression. Some very large corporations no longer exist today. Everyone has felt this downturn.

Lessons we've Learned:

- Debt is a killer
- Saving money is important
- Live within your means
- Never get too high or too low emotionally as there is an adjustment right around the corner.
- Sometimes a positive attitude means the difference between success or failure.

As we enter 2010 there are signs that point to a recovery. The stock market has gained back much of its original loss, the housing market is improving if only slightly and retail sales seem to be gaining some momentum. This is certainly not a flat ocean, but not like the tsunami that hit us.

And so to our customers, employees, and vendors I say, hang in there. We will get through this together; and just maybe we will come out stronger in the end.

At this time of year we cherish the privilege of expressing our sincere thanks to each of our customers, employees, suppliers and friends for the nice things they have done for us in 2009, and to extend our heartfelt best wishes for the year 2010. It is my hope that we may keep the holiday spirit alive throughout the year. This attitude of optimism, hope, faith, love and good will toward all, will help to produce positive attitudes and results in each one of us. May God grant each of you joy, peace and happiness in this holiday season and the forthcoming year.

Merry Christmas to All!

Dan Clark
Chairman of the Board



Dan Clark (09/23/68)



Thank you
for your loyalty.

We wish you a wonderful
Holiday Season and a
very Happy New Year!



Richmond, VA

- *Prudential Overall Supply*



2009 Service Anniversaries

25 YEARS OR MORE

Name	Plant	Job Title	Hire Date
Bain Dale	00	Personnel Director	3/21/1960
Lahn Donald C.	00	Vice Chairman	8/28/1967
Clark J. Daniel	00	Chairman of Board	9/23/1968
Stewart Karen	00	Data Processing Manager	10/12/1970
Dennis Juanita C.	02	Office Manager	11/30/1971
Corona Samuel	02	Asst Supv	5/1/1972
Niemann Celia	07	All Other Empl	8/28/1972
Cabrera Manuela	07	All Other Empl	12/13/1972
Monjaraz David	03	Lead Person	9/17/1973
Pinon Esthela	05	Head Distributor	9/19/1974
Watts Thomas C.	00	President	9/8/1975
De Leon Felisa	05	Presser	10/16/1975
Shoemaker Virgil D.	02	Utility	11/17/1975
Grace Richard T.	13	Customer Sales Rep.	10/18/1976
Monjaraz Luis A.	03	Mat Loader	11/8/1976
Verduzco Elpidia	04	Plant Supt	3/7/1977
Sanchez Francisco	06	Lead Person	5/12/1977
Ramirez Louie C.	09	Washer	7/8/1977
Garcia Maria E.	04	Counter	7/12/1977
Mora Yolanda	05	Alterations	7/26/1977
Mota Juan C.	22	Washer	8/9/1977
O'Leary Marc E.	00	Regional Vice President	12/7/1977
Corral Maria M.	03	Plant Supt	7/31/1978
Garcia Hermelinda	04	Alterations	9/12/1978
Martinez Ramon R.	02	Washer	10/26/1978
Sotolongo Jorge L.	00	System Analyst Senior	11/13/1978
Corona Alberto B.	02	Water Treat Oper	1/16/1979
Mota Pedro C.	07	Fleet Mechanic	1/22/1979
Godoy Ricardo A.	17	Line Driver	1/23/1979
Pelayo Ricardo R.	10	Maintenance Supv	2/27/1979
Arce Antonia	06	Lead Person	5/3/1979
Fierro Elvira	15	Distributor	6/4/1979
Loredo Maria T.	10	Garment Coord	6/26/1979
Mireles Concepcion	03	All Other Empl	7/17/1979
Lecair Laura A.	09	Plant Supt	8/9/1979
Ruiz Modesta	06	All Other Empl	10/1/1979
Garcia Consuelo	06	Presser	10/29/1979
Hernandez Patricia	05	Stock Rm Supervisor	11/8/1979
Torres Alicia	05	Distributor	4/7/1980
Garcia Felipa	04	Presser	4/7/1980
Reyes Juana	02	Asst Supv	4/23/1980
Alvarez Raquel E.	03	Distributor	4/23/1980
Carrillo Javier H.	05	Presser	4/30/1980
Orozco Ofelia	02	All Other Empl	4/30/1980
Mercado Adelaida	04	Head Distributor	5/12/1980
Rubio Francisco	05	Head Washer	5/12/1980
Cummins Mitch	21	General Manager	7/21/1980
Stillwagon Thomas	12	Service Center Manager	7/28/1980
Olguin Francisco	02	Asst Supv	8/8/1980
Freese Charles K.	00	System Analyst Senior	9/29/1980
Garcia Teresa	04	Counter	12/10/1980
Betancourt Dolores	04	Janitor	1/5/1981
Beuster Mikel A.	07	Customer Sales Rep.	3/24/1981
Garcia Jose J.	05	Customer Sales Rep.	5/11/1981
Blanco Juventino	06	Presser	5/15/1981
Casillas Maria	02	Stock Rm Clerk	5/26/1981
Sanchez Enrique H.	91	Fleet Mechanic	8/7/1981
Herrera Benigno C.	06	Soil Sort	8/12/1981
Robles Enrique	05	Customer Sales Rep.	11/16/1981
Ortiz Miguel	06	Service Attendant	1/25/1982
Geer Douglas E.	00	Dir. of Fleet Operations	2/1/1983
Spencer Gary	03	Route Manager	2/28/1983
Balaam Robert Lee	00	Controller	3/28/1983
Maurer Dan R.	05	Customer Sales Rep.	6/27/1983
Sanchez Valentina	05	Distributor	8/18/1983
Pegueros Olga	10	Mender	9/20/1983
Ramirez Catalina D.	03	Stock Rm Clerk	11/1/1983
Opon Maria	10	Folder	11/16/1983
Hayag Adelia	10	Garment Coord	11/21/1983
Corona Josefina	02	Mender	1/9/1984
Bielefeld Bret A.	00	Director of Purchasing	2/6/1984
Boyer Jr. Jimmy	02	General Manager	2/7/1984
Togonon Janice C.	09	Distributor	2/18/1984
Arnaz Mike	09	Customer Sales Rep.	2/21/1984
Rodriguez Raquel	05	Distributor	4/3/1984

25 YEARS OR MORE continued

Name	Plant	Job Title	Hire Date
Valdez Magdalena	10	Soil Sort	4/7/1984
Hoang Kim T.	00	Accts Rec Clerk	5/2/1984
Blanco Martha A.	15	Folder	5/21/1984
Reel Billie D.	02	Maint Mechanic	6/15/1984
Herrera Rodolfo M.	05	Washroom Utility	8/8/1984
Viramontes Ignacia	07	All Other Empl	8/31/1984
Perez Lomberto	04	Washer	9/4/1984
Lopez Efrain N.	17	Route Manager	11/5/1984
Soto Rachel	02	Distributor	11/12/1984
Bigler Marlan L.	00	System Analyst	11/26/1984
Ellison Dan T.	21	Customer Sales Rep.	12/19/1984
Orcutt Charles E.	05	Customer Sales Rep.	12/31/1984

20 YEARS

Name	Plant	Job Title	Hire Date
Rivera Hugo	15	Maint Mechanic	1/4/1989
Cesario Eva M.	00	General Acct	1/9/1989
Martinez Armando J.	06	Customer Sales Rep.	1/9/1989
Jimenez Maria L.	04	Alterations	1/23/1989
Leza Alicia	10	Folder	2/13/1989
Guerrero Ampelia	02	Presser	3/6/1989
Andrade Edward L.	08	Maintenance Supv	3/13/1989
Chan Tom	00	Regional Maint. Engineer	3/23/1989
Kaur Tarsem	08	Alterations	3/27/1989
Hernandez Maria A.	02	Distributor	3/29/1989
McKinney Michael E.	00	Comp Support Spec	3/30/1989
Truax Karen D.	00	Business System Analyst	4/10/1989
Zepeda Rosa	04	Distributor	5/8/1989
Wysong Isabel Y.	03	Mender	6/12/1989
Cadenas Felisa F.	04	Alterations	6/19/1989
Aguirre Aurelia M.	06	All Other Empl	7/3/1989
Mata Saul	05	Presser	7/27/1989
Pena Isabel M.	02	Presser	8/7/1989
Nelson Jeffrey A.	00	Regional Manager	8/8/1989
Martinez Audencio	05	Presser	8/30/1989
Serrano Irma	04	Alterations	9/5/1989
Sandoval Lenin	15	Washer	9/11/1989
Perez Juan O.	04	Maint Mechanic	9/25/1989
Bustos Leticia Lara	10	Stock Rm Clerk	9/27/1989
Ruiz Imelda	10	Cleanroom Lead	10/4/1989
Molina Virginia	06	Presser	10/18/1989
Ramirez Maria D.	13	Lead Person	10/30/1989
Palominos Magdalena	13	Prod Supervisor	11/6/1989
Ramirez Diega	02	Distributor	11/8/1989
Cesario Dean	06	Customer Sales Rep.	12/27/1989
Fitch Scott E.	21	Customer Sales Rep.	12/29/1989

15 YEARS

Name	Plant	Job Title	Hire Date
Gambino Cynthia I.	03	Lead Person	1/10/1994
Justo Maria B.	10	Garment Coord	1/12/1994
Cedillo Carmen R.	08	Towel Folder	1/17/1994
Aguar Alejandro	13	Soil Sort	2/2/1994
Banuelos Maria E.	13	Folder	2/2/1994
Salcedo Josefina	10	Prod Supervisor	2/9/1994
Valdez Carmen	22	Lead Person	2/21/1994
Lee Lucy	00	Input Oper	3/8/1994
Campos Alfonso B.	10	Customer Service Rep.	3/19/1994
Zarate Guadalupe	21	Laundry Worker	4/14/1994
Damitio Richard	21	Maintenance Supv	5/31/1994
Smith Marty B.	07	Truck Loader	7/12/1994
De La Rosa Manuel	06	Plant Supt	7/26/1994
Martinez Isabel	21	Presser	7/27/1994
Frasquillo Maria	21	Order Filler Lead	8/4/1994
Cole R. Brian	00	Sr Reg Rt Sales Rep	8/11/1994
Turney Paul	50	Sales & Service Manager	8/15/1994
Boothe Gloria	06	Stock Rm Supervisor	9/6/1994
Baublitz Ronald	07	General Manager	9/19/1994
Quezada Martha	02	Presser	10/12/1994
Martinez Francisco	07	Truck Loader	10/13/1994
Hernandez Irineo	05	Janitor	10/24/1994

10 YEARS

Name	Plant	Job Title	Hire Date
Miller Timothy L.	13	Corporate Sales Rep.	1/5/1999
Sanchez Steve	05	Customer Sales Rep.	1/11/1999
Beavers Troy K.	22	Customer Sales Rep.	1/15/1999
Rodriguez Carlos A.	21	Sales & Service Manager	1/18/1999
Leija Enrique S.	05	Customer Sales Rep.	1/18/1999
Zambrano Gloria Elvira	15	Soil Sort	2/4/1999
Estrada Angelica	05	ABS Clerk	2/8/1999
Rios Felix Norma A.	23	Folder	2/15/1999
Wright Jr. Patrick J.	07	Customer Sales Rep.	2/15/1999
Anderson Pharoah	07	Relief Driver	2/16/1999
Palafox Refugio G.	02	All Other Empl	2/18/1999
LeClair Eugene D.	03	Corporate Sales Rep.	3/15/1999
Saldivar Melania	05	Stock Rm Clerk	4/1/1999
Schacherl Bradley A.	50	Plant Supt	4/8/1999
Rotell Timothy	00	District Sales Manager	4/12/1999
Contreras Maria L.	09	Stock Rm Clerk	5/4/1999
Ramirez Consuelo G.	10	Folder	5/10/1999
Hairston Tracey L.	70	Prod Supervisor	6/7/1999
Tyler Bettie V.	70	Distribution Suprv	6/7/1999
Mederos Rene	17	Customer Sales Rep.	6/28/1999
Jacinto Jose	09	Water Treat Oper	6/30/1999
Ortegon Guadalupe	02	All Other Empl	7/7/1999
Jimenez Rosalba	23	Soil Sort	7/15/1999
Sears Tommy	07	Customer Sales Rep.	7/19/1999
Hernandez Francisca	13	Presser	7/28/1999
Valle Maria G.	02	Distributor	8/2/1999
Villagomez Hugo	09	Lead Washer	8/23/1999
Hernandez Catalina R.	09	Distributor	8/25/1999
DeLeon Olga L.	08	Distributor	8/26/1999
Compean Obdulia	23	Folder	8/30/1999
Sandoval Maria	05	Distributor	9/1/1999
Valle Elsa	10	Folder	9/7/1999
Avila Lidia C.	09	Distributor	9/20/1999
Ruiz Rosalinda V	06	Distributor	9/21/1999
Villanueva Rebecca C.	10	Distribution Lead Person	9/21/1999
Boothe Scott	06	Corporate Sales Rep.	10/5/1999
Pinon Isela	45	Accts Rec Clerk	10/11/1999
Adame Manuela M.	02	Distributor	10/13/1999
Hernandez Maria Del C.	10	Garment Coord	10/21/1999
Baron Josefina P.	15	Folder	11/3/1999
Martinez Richard	07	Relief Driver	11/5/1999
Cabrera Maria C.	07	All Other Empl	11/8/1999
Baron Maria	15	Distributor	11/16/1999
Shields Mike E.	06	Customer Sales Rep.	11/29/1999
Gomez Stephen A.	02	Route Manager	12/6/1999
Jackson Adam L.	03	Customer Sales Rep.	12/13/1999
Chafin Scott A.	13	General Manager	12/13/1999

5 YEARS

Name	Plant	Job Title	Hire Date
Reukema Myles J.	00	Director of Cleanroom Sales	1/5/2004
Richards Matthew A.	02	Corporate Sales Rep.	1/5/2004
Foutch Clayton W.	60	Senior Account Executive	1/5/2004
Abdella David E.	12	Corporate Sales Rep.	1/6/2004
Frederick Emmett J.	23	Customer Service Rep.	1/26/2004
Kendrick Darrin J.	14	Service Center Manager	2/2/2004
Lechuga Jr. Fernando	21	Customer Sales Rep.	2/2/2004
Beasley Bryant I.	22	Customer Sales Rep.	2/2/2004
Quiroga Gerardo F.	21	Customer Sales Rep.	2/9/2004
Lomba Steve	18	Customer Sales Rep.	2/9/2004
Perez-Macias Raquel	02	Stock Rm Clerk	2/16/2004
Trujillo Francisco	15	Customer Service Rep.	2/16/2004
Martinez Rafael	05	Utility	2/23/2004
Veng Lee C.	70	Maintenance Supv	2/23/2004
Cuesta Alba I.	21	Stock Rm Clerk	2/24/2004
Velazquez Nain E.	91	Fleet Mechanic	2/24/2004
Pilgrim Linda L.	50	Office Manager	2/25/2004
De Rico Maria	03	Distributor	3/8/2004
Flores Adolfo	02	Auto Mechanic	3/15/2004
Dominguez Maria D.	02	Janitor	3/15/2004
Jimenez Mayra P.	21	Laundry Worker	3/15/2004
Renteria Guadalupe	02	Presser	3/22/2004
Vang Thao P.	08	Janitor	3/22/2004

5 YEARS continued

Name	Plant	Job Title	Hire Date
Melendez Georgina	02	Distributor	3/29/2004
Ortiz Julio C.	50	Maint Helper	3/30/2004
Saucedo Ilma J.	02	Presser	4/5/2004
Strohmaier Paul R.	18	Customer Sales Rep.	4/5/2004
Aungie Mary E.	00	Accts Rec Clerk	4/9/2004
Rodriguez Jr. Jose	02	Utility	4/26/2004
So Sokhin	70	Folder	4/26/2004
Fernandez-Aguilera Robert E.	45	Soil Sort	4/27/2004
White-Wingfield Mary D.	70	Soil Sort	4/29/2004
Guardado Eva M.	70	Folder	5/3/2004
Guardado Dominga	70	Stock Rm Clerk	5/3/2004
Aguilar Donna S.	09	Production Mgr	5/6/2004
Baldiviez Roger	05	Customer Sales Rep.	5/12/2004
Martinez Beatriz	13	Presser	5/13/2004
King James N.	50	Acct Exec Sr	5/24/2004
White Stephen	08	Customer Sales Rep.	5/28/2004
Lopez Martha	13	Presser	6/2/2004
De La Cruz Omar	50	Washer	6/8/2004
Young Sean E.	08	Customer Sales Rep.	6/15/2004
Ramos Armando	50	Washer	6/17/2004
Lopez Rosalba	50	Folder	6/17/2004
Behrends Travis G.	50	Customer Service Rep.	6/18/2004
Murray Jeffrey	21	Customer Sales Rep.	6/21/2004
Snow Jeffrey R.	00	Regional Manager	6/28/2004
Larios Miguel	15	Garment Coord	7/5/2004
Espinoza Liliana	04	Office Clerk	7/13/2004
Ayala David	03	Customer Sales Rep.	7/19/2004
Diego Lemuel I.	02	All Other Empl	7/20/2004
Hussey Dana L.	17	Office Clerk	7/26/2004
Willis Mark D.	05	General Manager	8/9/2004
Lopez Virginia	02	Mender	8/9/2004
Locke Jonathan R.	17	General Manager	8/9/2004
Susskind Lindsay A.	15	Sales & Service Manager	8/9/2004
Zazueta De R Ma De La Luz	03	Presser	8/9/2004
Epperson Arlena	08	All Other Empl	8/10/2004
Pena Consuelo L.	21	Presser	8/11/2004
Vega Magdalena	50	Folder	8/14/2004
Merrill James	13	Sales & Service Manager	9/2/2004
Sandoval Rosa A.	13	Distributor	9/7/2004
Ramos Barrera Dan-Bel	03	Customer Sales Rep.	9/7/2004
Hester Benjamin K.	18	Utility	9/7/2004
Knitter Dianne I.	00	Dir. of Quality Assurance	9/20/2004
Garduno De Olague Maria E.	50	Soil Sort	9/22/2004
Grayes Michael J.	08	Customer Sales Rep.	9/27/2004
Prescott Timothy C.	17	Customer Sales Rep.	10/4/2004
Munoz Raul	22	Route Manager	10/6/2004
Navarro Laura	15	Stock Rm Clerk	10/11/2004
Ramirez Rosa A.	09	Folder	10/11/2004
Nunez Quintana Silvia	45	Folder	10/13/2004
Randolph Michael A.	70	Sales & Service Manager	10/18/2004
Zulueta Alfredo M.	10	Customer Service Rep.	10/21/2004
Dominguez Bobby L.	45	Customer Sales Rep.	10/25/2004
De-Anda Ruben	10	Qual Assur Supervisor	10/27/2004
Bankhead Michael J.	04	Corporate Sales Rep.	11/1/2004
Rosales Martinez Sergio	13	Mat Loader	11/3/2004
Elkins Ronald R.	02	Plant Supt	11/9/2004
Benitez De Espinosa Maria D.	13	Distributor	11/15/2004
Garcia Derek	45	Customer Sales Rep.	11/22/2004



*Thank you all for your
commitment and contribution
to help us grow and prosper.*

Meet the Richmond Cleanroom Plant Team



History of the Richmond Plant

Year Opened:	1999
Current Number of Employees:	72
Current Number of Routes:	6



Marc Ryan (07/06/09)
General Manager

Marc comes to POS with extensive industry experience after 10 years with AlSCO as a Sales & Service Manager and then as a General Manager in Anaheim, California and Raleigh, North Carolina. He then gained additional skills in the manufacturing and distribution field for the past 5 years.

Marc has been married for 25 years to his wife Lori and have twin boys that are 15 years old. Marc grew up in Northern California and then spent six years in Southern California before moving to the East Coast. He enjoys every aspect of working at Prudential and enjoys dealing with the people the best.



The Richmond Team celebrates 10 years serving the East Coast!



Michael Blazer (05/21/90)
Plant Superintendent

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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 LAYOUT & DESIGN: Stephanie Leibick, Marketing Projects Coordinator -
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— Plant Office Support —



Jennifer Harris (10/31/05) Office Manager
Jennifer is originally from Richmond, Virginia and is a mom of two boys, Ocasio Ruffin Jr., 9 years old and Jarione Allen, 6 years old. She enjoys helping her co-workers as it makes her feel good knowing that they appreciate everything she does for them.

— Account Executive —



Myles Reukema (01/05/04)
Director of Cleanroom Sales

Myles started his career at Prudential Overall Supply one year after his activate duty from the US Navy as a CSR at the Chula Vista Plant in 1993. Over the years Myles has had the opportunity to service customers from route service, sales and sales management and now Director of Cleanroom Sales.

Myles and his wife Jocelyn have been married for nine years and they have two children a son Ryan six and a daughter Tiana one and a half years old.



Rich Perry (04/30/07)
Senior Account Executive

— Sales & Service Manager —



Mike Randolph (09/18/04)
Sales & Service Manager

— Route Managers —



Keith Mann (04/16/07)
Route Manager



Arthur Grant (04/17/06)
Route Manager

— Garment Coordinators —



Joe Gemma (01/04/06)
Garment Coordinator Rhode Island



Jose Melendez (11/24/08) and **Miguel Delgado** (07/17/06)
Garment Coordinators Puerto Rico

Richmond Cleanroom

Production Supervisor



Tracey Hairston (06/07/99)
Production Supervisor

Plant Stock Room



Stock Room (*left to right*):
Tonika Martin (05/25/05) Stockroom Clerk, **Joyce Ford** Stockroom Supervisor (01/18/00),
Dominga Guardado (05/03/04) Stockroom Clerk, and **Sherl Rainey-Brown** (08/01/05) Mender

Richmond Cleanroom Plant Soil Sort



Janice Haskins
(09/11/00)
Soil Sort Supervisor



Soil Sorters (*left to right*):
Roeum Chea (08/07/06), **Ronchelle Randall** (02/20/06), **Delores Anderson** (07/02/01),
Erving Peterson (10/31/05), **Sheila White** (10/3/05), and **Mary Winfield** (4/29/04)



Soil Sorters (*left to right*):
Thelma Johnson (01/22/01),
Shelia Percy-Cotman (11/22/00),
Chinita Claiborne (03/13/01)

Richmond Cleanroom Plant Washers



Washers (left to right):

Calvin Sally (07/27/06), **Pearl McLean** (10/03/05), **Robert Felton** (06/22/09), and **Johnnie Pearsall** (09/14/09)

Richmond Cleanroom Plant Folders



Folders (left to right):

Malis Men (10/10/05), **Vilma Ramirez** (11/07/05), **Sonia Benavides** (11/07/05), **Maribel Linares** (02/20/06), and **Lucia Rodriguez** (10/13/08)



Folders (left to right):

Kim Sin (08/15/06), **Sokhin So** (04/26/04), **Sao Thin** (06/02/08), and **Eva Guardado** (05/03/04)



Folders (left to right):

Victoria Ruiz (04/19/06), **Soeum Kea** (08/16/06), **Charlien Oliver** (08/16/06), **Tarsha Green** (09/01/00) Folder Supervisor, and **Lashawn Peay** (06/10/08)

Richmond Cleanroom Plant Distributors



Distributors (*left to right*):
Bettie Tyler (06/07/99)
Distribution Supervisor, and
Sheila Horton (10/28/08)

Richmond Cleanroom Plant Quality Assurance Technician



Quality Assurance (*left to right*):
Carolyn Boyd (08/30/05) Quality Assurance Backup and
Monique Ho (09/02/08) Quality Assurance Technician

— Richmond Cleanroom Plant Customer Service Representatives —



Kenneth Lee (12/12/05)
Customer Service Representative



Andra Brown (09/12/08)
Customer Service Representative



Russell West (10/31/06)
Customer Service Representative

— Maintenance —



Lee Veng (02/23/04)
Maintenance Supervisor

Prudential Cleanroom Services' Featured Customer



About AMGEN

Amgen is a leading human therapeutics company in the biotechnology industry. For more than 25 years, the company has tapped the power of scientific discovery

and innovation to advance the practice of medicine.

Amgen pioneered the development of novel products based on advances in recombinant DNA and molecular biology and launched the biotechnology industry's first blockbuster medicines. Today, as a Fortune 500 company serving millions of patients, Amgen continues to be an entrepreneurial, science-driven enterprise dedicated to helping people fight serious illness.



“Amgen strives to serve patients by transforming the promise of science and biotechnology into therapies that have the power to restore health or even save lives. In everything we do, we aim to fulfill our mission to serve patients. And every step of the way, we are guided by the values that define us,” states Vaji Daumont Global Strategic Sourcing at Amgen's Rhode Island site.

Prudential Cleanroom Services has been a partner of Amgen's for the past five years and has just recently renewed our partnership for an additional five years. With locations in Rhode Island, Colorado, California and Puerto Rico Prudential continues to be a strategic partner.

“Amgen continues to view PCS as a go to supplier who has shown a consistent ability to go above and beyond in everyway for Amgen. By being responsive to our needs and meeting the requirements and strategic goals of Amgen, PCS has elevated themselves to a top tier supplier and thus has been rewarded an additional five years of business partnership with Amgen. We look forward to the bright future of Amgen along with our critical suppliers like Prudential Cleanroom Services” according to Vaji.

Our Mission and Values

AMGEN strives to serve patients by transforming the promise of science and biotechnology into therapies that have the power to restore health or even save lives. In everything we do, we aim to fulfill our mission to serve patients. And every step of the way, we are guided by the values that define us.

Our Mission:

To Serve Patients

Our Values:

- Be Science-Based
- Compete Intensely and Win
- Create Value for Patients, Staff and Stockholders
- Be Ethical
- Trust and Respect Each Other
- Ensure Quality
- Work in Teams
- Collaborate, Communicate and Be Accountable



Rich Perry (04/30/07) Prudential Cleanroom Services' Senior Account Executive, Richmond Plant and **Vaji Daumont** Global Strategic Sourcing at AMGEN's Rhode Island site.



UPDATE

Building **Blocks** towards environmental stewardship

Clean Green Company-Wide Rollout Program



REUSABLE TEXTILES

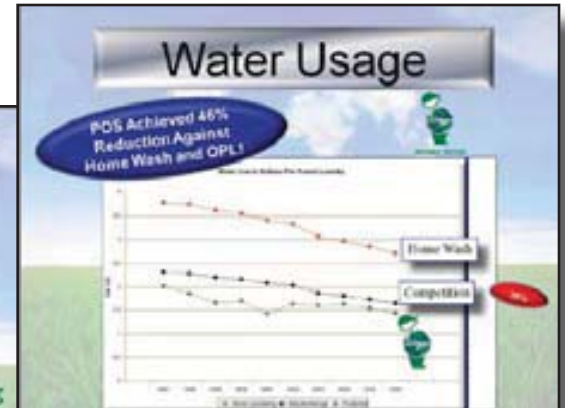
Prudential has been conducting all-employee meetings to present Prudential Overall Supply's Clean Green initiative.

This meeting has been presented by Steve Kallenbach from ADI who is in the process of helping Prudential roll this out to all Prudential plants and service center teams.

The Clean Green program highlights the many green benefits that our service extends to our customers versus home wash and/or disposable products.



Steve Kallenbach with American Dawn Inc. speaks to the team about promoting POS' Clean Green Initiatives.



POS Clean Green Vision

Prudential Overall Supply is committed to the clean green movement. Our core values align with the core values of being a greener company. We want to try to improve and do what's right in the long-term for the environment, our customers, our employees and the communities that we operate within. Prudential's clean green initiative provides a green solution compared to home wash and disposable products.

Action Plan

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

As a Laundry ESP member, POS has dedicated significant efforts working to accomplish the program's resource conservation and pollutant reduction goals. The knowledge gained from this initiative will help us assist our customers in helping them achieve their environmental and business objectives.

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

POS Clean Green Logo Unveiled On Trucks



Prudential Overall Supply, an industry leader in reusable image work apparel and related textiles, announced that its Clean Green initiative is being reinforced by placing Clean Green logos on its fleet.

Dan Clark (09/23/68) Chairman of the Board, reinforces the company's commitment of being a greener solution for Prudential's customers through reusable textiles versus home wash and disposable products.



Doug Geer (02/01/83) Director of Fleet applies the company's first Clean Green Logo Decal.



Truck #843 showcasing the company's clean green logo decal.



Going green a sound business policy

By Mitch Cummins, General Manager, Tucson Plant
SPECIAL TO THE ARIZONA DAILY STAR

More companies are making a strong case that they are "green." It seems that every manufacturer is talking about how its processes and products are preserving our planet. You would think that business in general would have a better public image because of this. But people don't seem convinced.

Ask the public about the relationship between business and the environment and the two are always portrayed at odds. What is good for the environment is seen as bad for business. What is good for business is supposedly bad for the environment. In public debate after debate, executives are perceived as wishing to avoid spending to protect the environment, because this reduces their companies' profits.

Perhaps people have a general distrust of advertising. But I believe there's a bigger reason they don't believe. They simply don't understand that doing right by the environment is a sound business strategy. Resource conservation has always been a priority for companies, but historically, they have done a terrible job of publicizing this.

An Associated Press/Stanford University poll found that 65 percent of Americans felt that U.S. businesses harmed the environment at least "moderately." Some 44 percent of respondents said they disapproved of the way businesses handled issues involving the environment. Only 7 percent said business helped the environment "a lot" or "greatly"; 62 percent characterized this support as little to none.

It is time these perceptions change. Every executive I know wants to reduce corporate energy and water usage costs so those dollars can be used to grow the business. And everyone wants a clean, safe community in which to live and work.

All businesses must become more efficient in their use of water and energy. They must examine the wide-ranging impacts of their production on the environment. If they don't, their expenses will rise dramatically. They need to cut operating costs and invest those monies in new opportunities to increase competitiveness.

This is nothing new. It's fundamental to a free-market economy. What's new is "green marketing," which needs to improve its credibility. To do this, instead of just pointing out why they are green, companies should lead consumers by example. They should model best environmental practices the public can adopt.

For instance, in our business, commercial laundry, it is a science to build the largest wash loads possible. It is a big job to match fabrics, colors, types of goods, etc. But we do it, because it makes efficient use of resources. In home laundering, these stakes are high, too. EPA estimates that washing full loads saves a family of four more than 3,400 gallons of water each year.

Postponing washing clothes at home until there are enough to build a full load can be inconvenient. But as we have seen in our business, "going green" is rarely easy. In the long run, though, at work or home, it helps save the planet and our money.



Mitch Cummins
(07/21/88)
General Manager,
Tucson Plant

Cleaning the right way to be green

By Rick Ponce, General Manager, Fresno Plant
FRESNO BEE, November 7, 2009

What is good for the environment is bad for business. What is good for business is bad for the environment. At least those arguments are often heard.

An Associated Press/Stanford University poll found that 65% of Americans felt that U.S. businesses harmed the environment at least "moderately."

Some 44% of respondents said they disapproved of the way businesses handled issues involving the environment. Only 7% said business helped the environment "a lot" or "greatly;" 62% characterized this support as little to none.

It is time these perceptions change. Doing right by the environment is a sound business strategy. Every executive wants to reduce corporate energy and water usage costs so those dollars can be used to grow the business. And everyone wants a clean, safe community in which to live and work.

This is nothing new. The textile rental industry, in which I work, has helped many industries reduce solid waste for years. We rent and launder cloth products (with pickup/delivery service) that help keep businesses clean and neat.

For example, grocery stores put our reusable towels to work in their meat, produce and bakery areas; restaurants use them for kitchens and dining rooms. These towels are long-lasting alternatives to paper wipers with short lives that quickly end up in landfills.

Because we do so much laundry for so many businesses, we provide huge economies of scale in the use of water, electricity, and detergent. Rental work uniform service epitomizes this benefit.

Businesses that rent these garments for their staffs do not require employees to wash these work clothes at home. This really helps conserve water; according to the federal Environmental Protection Agency, clothes washers account for almost 22% of home water use.

In addition, we are reducing strain on the environment by using more efficient plant equipment. In 1999, our industry pledged to the federal EPA that we would reduce by 10% the amount of energy (natural gas plus electricity) and water needed to clean a pound of laundry.

Over the intervening 10 years, the industry achieved 14% and 28% drops, respectively. My company, Prudential Overall Supply, had 25% and 33% reductions. POS operates in seven states.

Here in Fresno, our facility reduced its fresh water intake by 30%. Natural gas use fell 23% and electricity, 13%.

More businesses need to publicize their similar achievements and lead by example, not to show off, but to model best environmental practices the public can also adopt.

For example, in our industry, commercial laundry, setting proper wash load sizes is a key to profitability. We need to do the largest loads possible to make the most efficient use of water, gas, electricity and soaps.

You can conserve, too, in the way you launder at home. How often do you wash a small load?

According to Waterwise, the U.K. conservation nonprofit, some half-loads use almost as much water as a full load. Two half-loads can use more water and energy than a full one. Washing full loads saves a family of four more than 3,400 gallons of water each year, EPA says.

Perhaps you use a new washer that requires less water than conventional machines for partial loads. If you do not have this technology, I hope you postpone household laundry until you can completely fill your machine.

"Going green" is often inconvenient and does not come cheaply. But in the long run, it saves the planet and your money.



Rick Ponce
(05/27/98)
General Manager,
Fresno Plant



What Would Happen If Shop Towels Disappeared?

No, that's not a hypothetical question. It could happen. With only a few slight changes to the official government definition of solid waste, shop towels' demise could become reality. If this were to happen, a longstanding and profitable line of business would end.

Many in our industry cannot imagine a chain of events that would spell the end of shop towels. However, before anyone assumes there is no need to worry, it might make sense to check on what's presently occurring in Washington D.C. The Environmental Protection Agency (EPA) recently circulated a request for comments on what should constitute the official Definition of Solid Waste (DSW).

The potential to "open up" a debate over this definition could lead almost anywhere. That's why TRSA was quick to jump into the fray. Your association weighed in with EPA and explained that the conditional solid-waste exclusion for "industrial wipes," or shop towels, absolutely needs to continue or better yet, be made permanent.

For those of you who have followed the circuitous route of the shop towel rule since its inception in 2003, this is a new chapter in an old book. The shop towel rule excludes shop towels from the solid waste definition, not just the solvents on towels. TRSA and its members have long supported making this conditional exclusion permanent.

If shop towels were labeled solid waste, their entire regulatory status would change overnight. The prognosis would be dim for their continued commercial viability. Once again we must restate the obvious. Because shop towels are recycled, they are not discarded.

In comments TRSA submitted to EPA last week, we pointed out that the shop towel rule was created because shop towels are reusable – that means they are not part of our country's waste-disposal problem. In fact, we provided a litany of reasons why EPA should not change the definition of solid waste that would catch shop towels in the ensuing dragnet and eliminate their use. Specifically, we said that using shop towels:

- Decreases natural resource consumption
- Saves energy
- Provides effective pollution management
- Reduces the volume of waste that goes to landfills or incinerators; and
- Offers a more environmentally sound alternative than disposables.



When a product significantly reduces strain on our environment, you would think our government would want to do everything it can to support its continued use, and even encourage more widespread use.

Even the state of California recognized that "reusable textiles ... are in essence a piece of industrial equipment, and when soiled, are no more waste material than a dull cutting tool." We agree. There is no justification for categorizing shop towels as solid waste. In fact to make such a declaration is counterproductive to recent environmental protection progress.

We also had to address a related topic, which in Washington jargon is commonly referred to as TAR, "toxics along for the ride." This reference deserves hall-of-fame acronym status. In simple terms, we want EPA to recognize that there may be trace levels of items like metals or solvents in products that are legitimately recycled. That should not be a reason to lump shop towels in the hazardous waste category when there are no adverse environmental or health effects associated with the use of recyclable shop towels.

The time has come for EPA to finalize the shop towel rule so that recycled, reusable shop towels can continue playing their critical role in helping improve our environment. Putting companies out of business because they are doing right by our environment does not make sense. EPA has the right definition of solid waste on the books now. When something works ... and shop towels work, leave well enough alone! TRSA plans to continue the fight to preserve shop towels at every turn.

Source: *Textile Rental Weekly*, August 24, 2009, Volume 5 Issue 5

Prudential's Clean Green Movement Eliminates Waste By Removing Garment Tie-Out

1. Eliminating twist ties is the "green" thing to do. Customers will understand this as it reduces waste and we must "walk the talk" if we are to truly become a "green" company ourselves.
2. Reduces the possibility of wrist injuries due to repetitive motion.
3. Improves production efficiency.

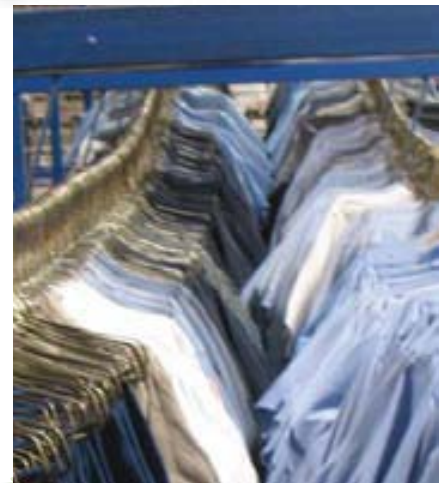
The Chula Vista plant has been successfully delivering garments without twist ties for a number of years now. I understand that change is difficult, but our customers will understand that we are eliminating unnecessary waste, improving efficiency, and reducing injuries.

The biggest obstacle will be ourselves. Our management team and CSR's are all used to doing things a certain way. When we convince ourselves that the above is in the best interest of our customers, our employees, and the earth, we will have arrived. Please work with your General Manager in gaining the cooperation of the Sales & Service Department.

I was at the LA plant today and the CSR's have just finished their first day delivering garments minus the standard twist ties. Good job Alex and Mark getting your team on board and moving the plant forward.

The above is effective immediately.

Best,
Marc O'Leary (12/07/77) Regional Vice President



Prudential Overall Supply recognized as a 2009 Texas Water Wise Partner

In addition to Prudential using about 19,000 gallons a month on irrigation for their landscape, they also reuse water inside their laundry facility to maximize water and monetary savings.

The Water Wise Program is a voluntary program effective each summer watering season, May 1st thru September 30th, during which time our partners agree to follow the summer watering schedule and not waste water. With customer support, water conservation is a city-wide effort and a community value!

The City encourages businesses, multifamily properties, and institutions to join our efforts to promote water conservation. If you would like to participate, please download the Water Wise Agreement on their website at www.roundrocktexas.gov.

Source: Article found at <http://www.roundrocktexas.gov/home/index.asp?page=1274>



We are now official partners with the City of Round Rock's water wise program. This program simply says we will only water our landscape twice a week and that the conservation rep can come out and inspect our sprinkler timers. They came and made sure our sprinkler heads worked correctly and timers were set correct and we are now partners in the program.

The rep was excited because we are officially the first business to sign-up for this new program. We have a sign in the front of the plant acknowledging we are a Water Wise partner, they are posting a photo of the plant on the city website soon, and I asked the rep if they would post our photo in the monthly newsletter that goes out with the water bills. I figure if anything, most customers, tours, or the general public will see that Prudential (a laundry company) is voluntarily practicing water conservation during this period of drought.

Thanks,
Brad Schacherl (04/08/99)
Plant Superintendent
Austin Plant

Brad:

Congratulations to you and the Austin team for taking the initiative and showing leadership within the community by being recognized as the very first business in the Round Rock to partner with the city on this very important initiative. In addition, this is just another example of the GREEN progress within our company.

Nice work Bradley, I appreciate you.

Marc O'Leary (12/07/77) Regional Vice President



— Carson Plant: GREEN Accomplishments —

Proudly, our Carson Plant was recognized for its GREEN accomplishments by the County of Los Angeles this past July. The Carson Plant was one of only 408 companies (out of hundreds of thousands of businesses in L.A. County) to be given this distinguished award. Further, the Carson Plant is one of only 71 companies to receive this distinction for 5 or more consecutive years.

Cerritos Plant and Commerce Plant also received this award in July!

Jeff Snow (06/28/04)
Regional Manager



— Cerritos Plant: Good Corporate Citizen —

I am pleased to share that our Cerritos Plant has once again been honored as a "Good Corporate Citizen" by the County of Los Angeles for its GREEN leadership within the Los Angeles community. Out of more than 1,000,000 businesses in Los Angeles County; only 408 firms were recognized with this prestigious honor for 2008.

Last year, our Carson and Commerce Plants also earned this distinction. While award notifications are still being made, we expect that all of our Los Angeles County Plants will again be awarded "Good Corporate Citizens" for 2008.

Prudential Overall Supply's CLEAN GREEN initiative demonstrates our commitment to reducing our carbon footprint; and this award demonstrates that we are walking the talk!

Please join me in congratulating our Cerritos Plant!

Jeff Snow (06/28/04)
Regional Manager



Prudential Employees Benefit from the Company's Employee Welfare Benefit Plan

The Company originally went to self-insurance in 1975 as an economic decision and to give better claim service to our employees. Our carrier at the time wanted a big rate increase and even though we searched the market we could not find a less expensive plan. We had claims data from the past so that we could market the coverage and therefore knew what the costs had been. Our costs were below what the average plan had experienced but they would not consider that in setting the rates for the future.

After some research, we learned about IRC Section 401c(9) which allowed a trust to be created as a separate entity and operated like an insurance company. Payments into the trust were deductible by the company at the time of payment. Benefits to the employee were non-taxable. In addition, funds in the trust that had not yet been paid in benefits could be invested and the earnings were tax free to the trust--further reducing the net cost. Sounded like a good deal.

In order to protect against any unusual large claim, the trust was permitted to purchase reinsurance. To further reduce the cost the plan was allowed to pay its own claims. Not many people did that but we were willing to take on that aspect. We originally used the level of benefits that we previously had through our carrier and made payments to the trust in the amount that the insurance company previously charged. That way we avoided a rate increase but maintained the same level of coverage. By paying claims ourselves we greatly increased the efficiency and gave better claim service.

The program has saved the company a huge amount of money over the years--and also the participants since they now pay a part of the cost. It was a great decision to originally set up the plan but Dale Bain (03/21/60) Personnel Director is the one that made it work all this time.

Don Lahn (08/28/67)
Vice Chariman

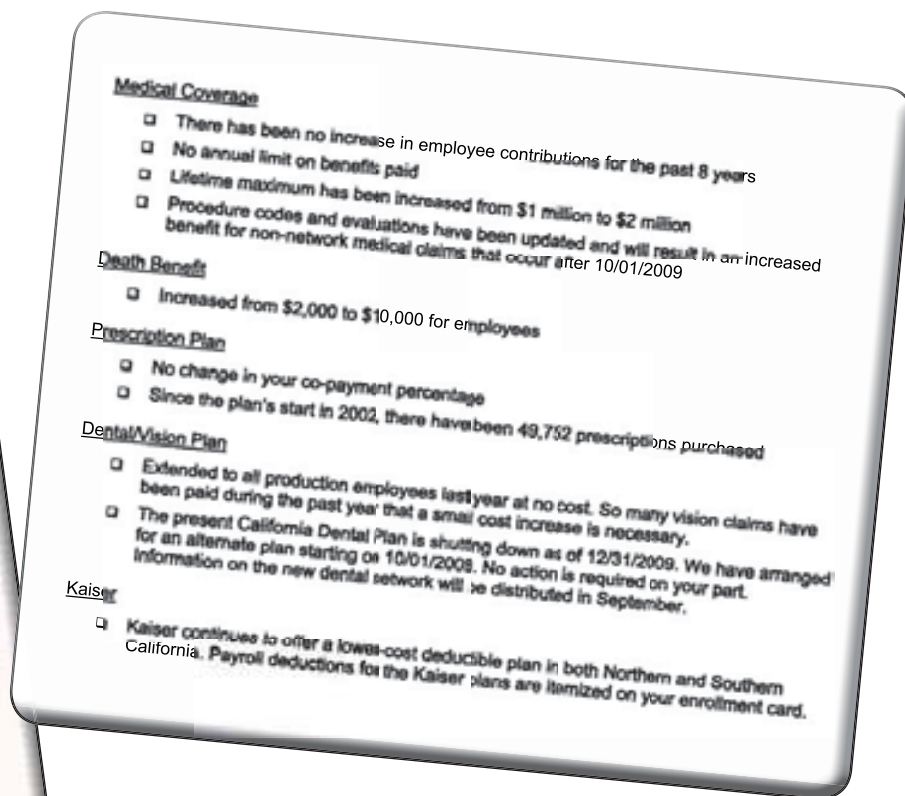
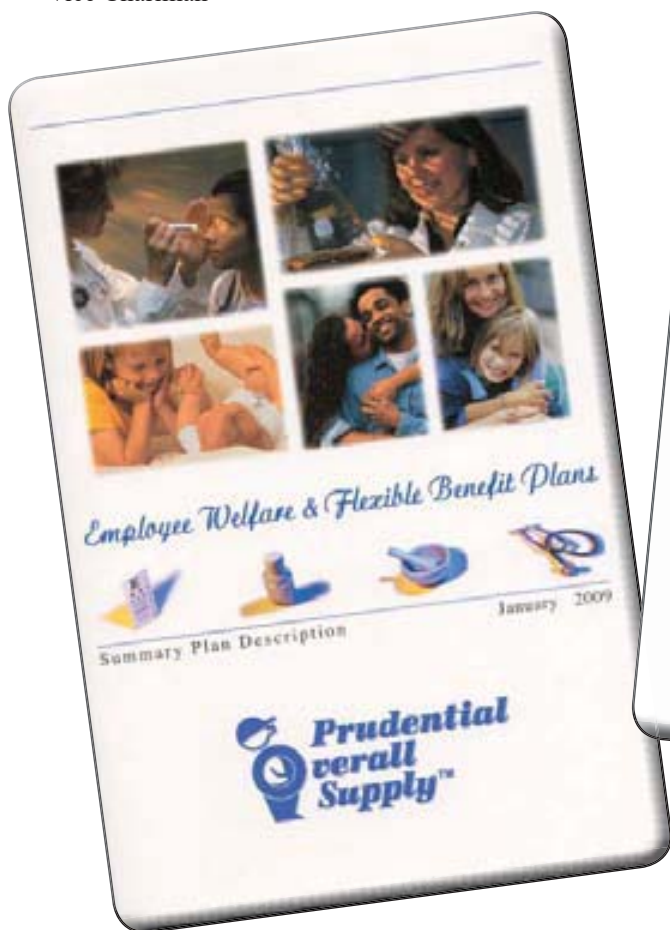


Left to right:

John Thompson (02/16/93) Vice President of Finance,
Dale Bain (03/21/60) Personnel Director,
Omar Hurtado (07/17/06) Personnel Manager,
Tuoi Tran (01/04/93) Personnel Clerk,
Lina Tobon (02/25/08) Benefit Clerk,
Nikki Jones (11/06/07) Payroll Clerk



Evelyn McCamment
(12/15/97) Senior Programmer
Evelyn has supported the Employee Welfare Benefit Plan for several years with her professional programming skills, squeezing time between her regular assignments. She has developed or improved interfaces for tax reporting, processing enrollment cards, ID cards, financial statements, detection of duplicate claims, eligibility verification, Cobra receipts, prescription invoices and a host of other modifications to make it a full-fledged Windows application.



Prudential Cleanroom Services Receives ISO 9001:2000 Re-Certification

Prudential Cleanroom Services, a world leader in cleanroom laundry service systems, announced that it has completed ISO 9001:2000 re-certification through TÜV SÜD America, Inc. Prudential has implemented a Quality Management System in accordance with: ISO 9001:2000. 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 this Quality Management System includes providing cleanroom apparel and other contamination control products and services for use in controlled environments.

"The entire organization is extremely proud of the cleanroom division's ISO 9001:2000 re-certification. This reinforces Prudential's ongoing commitment to providing Best-in-Class quality products and services," comments 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.



Dianne Knitter
(09/20/04)
Quality Assurance Director



Work Progresses on POS' Construction of its new Prescott, AZ Service Center

“10170 East Valley Road”



Stefan Schurter (10/26/92)
Senior Vice President

Year End Completion Date Expected.

August 12, 2009 Photos



Prudential arched entry



Inside of northwest wall



Roof deck material

October 29, 2009 Photos



— Prudential Acquires Cintas' Albuquerque, NM Customer Base —

Prudential Overall Supply, an industry leader in image work apparel, today announced that it has acquired Cintas' Albuquerque, NM customer base.

Tom Watts, President of Prudential Overall Supply, says, “We are excited to offer Cintas' Albuquerque area customers the best possible service experience. The depth and experience of our service

team along with our product and service offering will help us meet this goal.”

Mr. Watts continued, “by being a conservatively held and debt free Company, it has put Prudential in a position to capitalize on acquisition opportunities as they present themselves.”



Prudential Featured in Textile Rental Magazine

Prudential Overall Supply, an industry leader in reusable image work apparel and related textiles, today announced that it was featured in Textile Rental magazine. The magazine produces articles that focus on management and service trends in the reusable textile rental industry; uniforms, linen supply, health care and dust control.

The May 2009 edition for Textile Rental magazine included an interview with Prudential Overall Supply's president, **Mr. Tom Watts** (09/08/75), and a tour of Prudential's Vista, CA laundry processing plant. The article focused on how Prudential strives to achieve operational excellence and environmental stewardship while pursuing growth despite the economic slowdown.

A quote from the article sums-up Prudential's approach to business, "Considering POS' approach to safety management, improving efficiency, environmental conservation, providing customers with outstanding products and services, and much else, it's clear that this company has a passion for excellence," states Jack Morgan, editor of Textile Rental.



A nine-foot bronze statue of John Wayne greets visitors to the eponymously named airport that's located near Prudential Overall Supply's corporate headquarters in Irvine, CA. Inset is POS President Tom Watts. (l-r) Vista, CA, plant GM Scott Chafin, Dir. of Production Martin Pharis, and POS VP Sales and Marketing Jerry Martin.

Prudential— A Passion for Excellence!

An industrial company seeks growth by upgrading systems and supporting the people who operate them

By Jack Morgan

John D. Clark, an Iowa native who founded Prudential Overall Supply in Los Angeles in 1932, had a straightforward outlook on business: "If a job's worth doing, it's worth doing right." That was an adage of Clark's that his son Dan recalled during a 1991 memorial service for his father. Prudential, commonly known as "POS," is now in its second generation of family ownership. The company has grown from a one-man operation laundering industrial uniforms (mainly by hand), to today's large company that serves thousands of customers with industrial uniforms and related textile services in Arizona, California, Nevada, New Mexico, Oregon, Texas and Washington; plus Cleanroom services throughout North America, Puerto Rico and Malaysia.

Textile Rental recently paid a visit to Prudential, we toured the company's Vista, CA, uniform plant and stopped by the corporate office in Irvine, CA, for an interview with Tom Watts, POS' sec-

ond nonfamily president. A veteran POS manager, Watts rose through the ranks over 34 years from customer service representative (CSR) through various route, plant and corporate managerial posts until he was named to the top executive job in 1999. Dan Clark, the former president of POS, still serves as chairman of the board.

After seeing the Vista plant, I came away convinced that the spirit of enterprise that the founder brought to his company is thriving amid the focus and commitment that today's POS applies both to customers and staff. A job worth doing is indeed worth doing right. And that includes not only taking care of customers with outstanding service and quality products, but also doing your utmost to ensure safe working conditions for employees. It also means embracing environmental stewardship by dealing with laundry wastes in a 'prudential' fashion, if you will. POS does all these things and more. And although the recession has exacerbated a

Management Assignments



Marc Ryan (07/06/09) General Manager, Richmond Cleanroom Plant. Marc comes to POS with extensive industry experience after 10 years with AlSCO. He then gained additional skills in the manufacturing and distribution field for the past 5 years.



Mark Stanton (07/13/92) has transferred to the District Sales Manager position for the Company's market centers in Moorpark & Sacramento.



Kelly Anderson (08/17/09) has been hired as the District Sales Manager for the Company's Texas market centers in Austin and El Paso, and Albuquerque, NM.



Chris Kalert (03/23/90) has accepted the position of Manager of ABS Systems.



Scott Richards (01/31/06) has been promoted to Senior Sales & Service Manager at the Vista Plant



Carlos Castillo (07/06/09) has been hired as Sales & Service Manager at the Vista Plant.



Adam Luchsinger (10/02/06) has been promoted to Service Center Manager at the Sacramento Service Center.



Julio Aguilar (11/03/05) has been promoted to Service Center Manager at the Las Vegas Service Center.



Gerald Magbulos (08/27/07) transferred from Plant Superintendent to Sales & Service Manager at the Los Angeles Plant.



Alex Silva (12/04/07) Plant Superintendent transferred from the Van Nuys Plant to the Los Angeles Plant.



Joel Horn (07/08/09) has been promoted to Plant Superintendent at the Vista Plant.



Marisol Marchan (03/30/05) was promoted from Supply Clerk to Supply Supervisor at the Vista Plant.



Leo Maldonado (08/28/07) was promoted to Route Manager of the Victorville Service Center.



Brian Vallone (08/24/09) has been hired as the National Account Executive based out of the Corporate Office.

Training Programs

**2009 Plant Superintendant's Meeting
held at Corporate Office in Irvine, CA
June 2nd - 4th, 2009**



Front Row (left to right):

Desi Toler (10/12/88) Plant Superintendant, Tucson Plant
Nena Corral (07/31/78) Plant Superintendant, Chula Vista Plant
Elpidia Verduzco (03/07/77) Plant Superintendant, Carson Plant
Lupe Acosta (09/11/95) Plant Superintendant, Albuquerque Plant
Alex Silva (12/04/07) Plant Superintendant, Los Angeles Plant
Rob Elkins (11/09/04) Superintendant, Riverside Plant

Middle Row (Left To Right):

Gina Estrada (11/17/86) Assistant Supervisor, Moorpark Plant
Eddie Ferguson (06/02/09) Former Employee
Manny De La Rosa (07/26/94) Plant Superintendant, Irvine Plant
Laurie Lecair (08/09/79) Plant Superintendant, Milpitas Industrial and Cleanroom Plants
John Kinsella (09/21/98) Plant Superintendant, Phoenix Plant
Stefan Schurter (10/26/92) Senior Vice President, Corporate Office
Lee Terry (05/09/88) Director of Environmental Affairs, Corporate Office
Ray Stockdale (03/04/85) Former Employee
Mike Blazer (07/30/92) Plant Superintendant, Richmond Cleanroom Plant

Back Row (Left To Right):

Chuck Burish (03/09/87) Corporate Production Manager, Corporate Office
Leonard Mcallister (08/06/07) Senior Director of Engineering and Production, Corporate Office
Doug Geer (02/01/83) Director of Fleet Operations, Corporate Office
Martin Pharis (07/21/68) Director of Production, Corporate Office

Training Programs continued

English as Second Language (ESL) Graduation

At Prudential, our people are our greatest resource. Recently, the Carson, Fresno and Milpitas Plants 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.



Carson Plant Graduation



Left to right:

Daisy Solorio (10/08/07) Human Resources Manager,
Dolores Bentacourt (01/05/81) Janitor,
Irma Serrano (09/05/89) Alterations,
Maria Jimenez (01/23/89) Alterations,
Rosa Zepeda (05/08/89) Distributor,
Lomberto Perez (09/04/84) Washer

Fresno Plant Graduation



Left to right:

Maria Ramos (06/27/06) Folder,
Eva Briseno (05/08/91) Distributor Lead,
Martha Jaramillo (03/20/06) Distributor,
Yolanda Jaramillo (05/26/05) Towel Folder,
Sylvia Gutierrez (Instructor) (03/20/02) Office Manager,
Maria Ramirez (06/16/93) Presser,
Maria Villalobos (09/13/00) Stockroom Clerk,
Diudermine Trujillo (08/30/00) Stockroom Clerk

Milpitas Cleanroom Plant Graduation



Abigail Solorio (05/21/85) Stock Room Clerk, **Imelda Ruiz** (10/04/89) Cleanroom Lead, **Josefina Salcedo** (02/09/94) Production Supervisor, **Magdalena Valdez** (04/07/84) Soil Sort, **Alfonso Campos** (03/19/94) Customer Service Representative, **Ruben De Anda** (10/27/04) Quality Assurance Technician, (Instructor), **Leticia Bustos** (09/27/89) Stock Room Clerk, **Matilda Estrada** (07/18/95) Distributor, **Guadalupe Sanroman** (09/22/97) Folder, **Maria Duran** (06/29/98) Presser

Coveted Award Finds New Home

The highly coveted traveling A\R plaque was wrested away from its place of prideful display in Mike Trujillo's office at the Moorpark Plant recently. Michael grit his teeth and tears began welling up as he watched it being removed; vowing all along that it would return to him soon.

After a short 80 mile trip - made very long by L.A. traffic - the plaque was presented amidst great fanfare to the Irvine Plant's power Service Leadership Team of **Robert Luna** (10/02/06) Sales and Service Manager and **Frank Diogistine** (03/28/05) Route Manager who finished May with a blistering 1.9%. No, that's not a typo - one point nine percent. Robert and Frank's achievement not only earned them best in the Region, but was Best in The Company for Industrial Sales and Service Districts. BOOYAH to you both Robert & Frank! Since Accounts Receivable success is a team effort, the glory of this achievement was shared by Robert and Frank with the key members of the Irvine Accounts Receivable Team. **Jennifer Hulings** (02/14/00) Accounts Receivable Clerk, **Sandra Quezada** (12/01/97) Office Manager, **Mark Bickel** (10/08/86) Senior Sales & Service Manager, and **Mark Elberson** (02/16/88) General Manager are all deserving of our highest congratulations!



Robert Luna (10/02/06) Sales & Service Manager at the Irvine Plant accepts the traveling plaque for May 2009 from **Jeff Snow** (06/28/04) Regional Manager, left, and **Mark Bickel** (10/08/86) Senior Sales & Service Manager, right.



Jeff Snow (06/28/04) Regional Manager presents **Robert Luna** (10/02/06) Sales & Service Manager and **Sandra Quezada** (12/01/97) Office Manager at the Irvine Plant the Accounts Receivable award plaque.

"Proud Father"



Erica Curry, the daughter of **David Curry** (01/17/07) Key Account Manager, dives her way to the CIF championships in Fountain Valley! Congrats!



David Curry (01/17/07) Key Account Manager is the proud father!

Rewarding Honesty & Integrity



Rob Elkins (11/09/04) Plant Superintendent, Riverside Plant, is shown presenting **Rosa Garibay** (02/23/05) with a small token of appreciation for returning a customer's wallet that she found while pressing his pants. The customer was extremely grateful and we are also grateful that Rosa did the right thing.

Company News Briefs!

"Sudden Death Safety Bowl"



Left to right:
Jon Locke (08/09/04) General Manager, Moorpark Plant,
Hal Bush (03/10/03) Customer Sales Representative
Jeff Snow (06/28/04) Regional Manager



Left to right: **Jason Bogar** (10/02/00) Sales & Service Manager, **Mark Rasmussen** (04/13/09) General Manager, **Rene Ruan** (05/11/09) Customer Sales Representative **Randy Schmucker** (05/29/97) Sales & Service Manager, **Brandon Castellano** (09/24/07) Route Manager



Mitch Cummins (07/21/88) General Manager, Tucson Plant is presenting the check award to **Chris Northey** (06/15/09) Customer Sales Representative at the El Paso Plant.

Congratulations on helping stem the tide of mat erosion and actually showing a positive gain during the mat contest growth period. We are now again headed in the right direction for this critical product category!

The final Plant breakdown results are attached as well as the final CSR region grand prize winners and the list of qualifiers that showed a great effort, but didn't have quite enough to knock off the top region winners.

Now the fun part: Congratulations to the top Plants (% of Net Mat Growth Revenue Goal @ \$100 per CSR):

- 1) Austin – 140% (Product Champion, Paul Turney)
- 2) Portland – 117% (Product Champion, Carlos De La Cruz)
- 3) El Paso – 100% (Product Champion, Genaro Ruvalcaba)

Congratulations to the CSR Grand Prize Winners (#1 by region):

- Northern region: CSR, **Hal Bush**, P-17, Moorpark
- Middle Region: CSR, **Rene Ruan**, P-22, Phoenix
- Southern Region: **Chris Northey**, P-51, El Paso

Thanks again to Milliken for helping support this campaign.

Jerry Martin (04/20/92)
Vice President of Sales & Marketing



Top Pro & Clean Pro Award Winners



Tim Ellis (08/11/08) Corporate Sales Representative at the Victorville Service Center receives his plaque from **Jay Boyer** (02/07/84) General Manager, Riverside Plant.



Nate King (05/24/04) Senior Account Executive at the Austin Cleanroom Plant receives his plaque from **Mike Blazek** (05/21/90) General Manager, Austin Cleanroom Plant.

Did you Hear the News?

Retirement Congratulations!



Ramiro Aviles (03/01/99) Washer at the Tucson Plant has retired. Thank you for your service. Ramiro receives his certificate and gifts from **Mitch Cummins** (07/21/80) General Manager, Tucson Plant.

Retirement Congratulations!



Jim Rover (04/04/94) Customer Sales Representative has retired from the Riverside Plant. Jim is looking forward to doing a lot of camping and relaxing.

Congratulations on 37 Years of Service!



Sam Corona (05/01/72) Assistant Supervisor has celebrated his 37th anniversary with POS at the Riverside Plant.

Congratulations on 29 Years of Service!



Juana Reyes (04/23/80) Assistant Supervisor has celebrated her 29th anniversary with POS at the Riverside Plant.

Congratulations on 25 Years of Service!



Bill Reel (06/15/84) Maintenance Mechanic has celebrated his 25th anniversary with POS at the Riverside Plant.

Congratulations on 25 Years of Service!



Rob Elkins (11/09/04) Plant Superintendent at the Riverside Plant presents **Rachel Soto** (11/12/84) Distributor with her 25th anniversary watch.

Two New U.S. Citizen! We are very proud!



Javier Valdes (03/04/08) Customer Sales Representative immigrated to America from Cuba in 1993 at the age of 21. He has been a permanent resident since then but on August 28th, 2009, at a ceremony in Miami, FL, he officially became a U.S. Citizen. Javier came to work for POS as a relief CSR in March of 2008 after selling the restaurant he had owned for several years. He had been a customer of ours for several years and wanted to come and work for POS after talking with our Customer Sales Representative, **Stacey Kohlman**, (04/13/98) over the years and seeing how much she liked working for POS. In July of 2008 he took over his own route in Albuquerque, NM and he currently has the highest CSR sales average in the company.
- **Cris Sheirer** (02/08/05) General Manager, Albuquerque Plant



Doat (David) Nguyen (07/10/06) Customer Sales Representative in Phoenix. David was born in Vietnam and moved to the US when he was 10 years old. All of us at Phoenix plant 22 were very excited on 9-18-09 when David became a U.S. Citizen!!!! David's hobby is karaoke and his other hobby is karaoke...he is a karaoke machine! We are all very proud and excited for David.
- **Mark Rassmusen** (04/13/09) General Manager at the Phoenix Plant

Congratulations!



Chinita Claiborne (03/13/01) Soil Sorter at the Richmond Cleanroom Plant was recently inducted into the Athletics Hall of Fame at the North Carolina School for the Deaf. "What a great achievement and we are proud of her". - **Marc Ryan** (07/06/09) General Manager at the Richmond Cleanroom Plant

Alex's Safety Corner



Alex Navarro (12/03/07)
Safety Manager

Vista's ALERT Kicks Off New Safety Journey

The members of Vista's Always Learning through Education, Responsibility and Teamwork (ALERT) safety committee held their official safety kick-off October 21, 2009. The special day highlighted the team's efforts to significantly elevate safety by empowering our associates through education, training and management support. The event was successful in taking Vista a step closer to becoming a world-class safety organization by recruiting a large number of associates to become members of various safety subcommittees. The ALERT members also made the occasion memorable and fun by putting on a dynamic presentation complete with safety games and a hearty meal for all. Among those lending their support to the Vista team was Tom Watts, President of Prudential Overall supply who gave kudos to the team for their outstanding effort to make safety a part of our corporate culture.



Erika Valadez, (03/31/08) Office Clerk, ALERT Chairperson, briefs the visitors and guests attending the ALERT Safety Kick-Off at the Vista Plant.

Los Angeles Cleanroom S.W.A.T. (Safety Workers as an Active Team) Safety Committee officially kicked off their new safety journey at the Los Angeles Cleanroom Plant on September 15, 2009.

Since beginning their safety journey back in the Spring of 2009, the S.W.A.T. has undergone a rigorous safety training and education regimen to develop their skills in identifying safety discrepancies, performing incident investigations and audits, and recommending preventive measures to reduce the potential for mishaps and injuries. Their recent kick-off was held to not only celebrate their noteworthy accomplishments thus far, but also to allow

the rest of the plant to participate in the new safety process through the creation of three new safety subcommittees. The event was a huge success--over 75% of the plant's personnel were inspired to sign up and join a safety subcommittee. The event included a formal presentation of the S.W.A.T. team as well as safety games designed to be fun and informative and a meal. Look for the S.W.A.T. team to be there to make a positive impact whenever safety needs to be enforced!



Lenin Sandoval (9/11/89) Washer, **Lilia Villaneuva** (5/5/93) Distributor, SWAT Vice-Chairperson, **Paola Carrillo** (7/11/06) J.R. Quality Assurance Technician, SWAT Vice-Chairperson, **Martha Munoz** (7/15/02) Folder, **Yolanda Buenrostro** (5/9/07) Folder, **Herlinda Peace** (7/24/06) Soil Sort, **Flora Prado** (10/8/96) Senior QA, SWAT Safety Champion, **Roberto Rodriguez** (10/6/2008) Route Manager, SWAT Coach/Sponsor, **Celina Trigueros** (1/19/98) Stock Room Clerk, **Karla Buenrostro** (5/7/2007) Head Distributor, SWAT Recorder, **Maria Rojas** (9/1/2000) Soil Sort, **Abel Valencia**, (9/10/90) Customer Service Representative, SWAT Chairperson

Los Angeles Plant Industrial's Safety Team is no PUSH-Over!

The members of our L.A. Industrial Plant, Prudential Utilizing Safety Habits (PUSH) also made their mark by officially kicking-off their new safety journey in September. The members worked diligently to put on an exceptional presentation that highlighted their commitment to making safety a true core value at Prudential Overall Supply. They shared valuable information regarding their safety mission and goals and fostered genuine support for safety by showing people why safety is important to everyone (managers, supervisors and associates alike) and inspiring a large part of the plant population to sign up for the newly established CSR and Rules and Procedures Subcommittees. Those in attendance were thoroughly impressed by their exceptional presentation and devotion to making safety the highest priority in everything they do.



Back Row (left to right):
Enrique Leija (11/16/81) Customer Sales Representative, PUSH Chairperson
Nora Copado (11/19/07) Production Supervisor, PUSH Safety Champion
Pat Hernandez (11/08/79) Stock Room Supervisor, PUSH Coach/Sponsor
Carla Sanchez (10/30/85) Distributor, PUSH Member
Melanie Saldivar (04/01/99) Stock Room Clerk, PUSH Member
Chelsea Lemus (08/10/09) Office Clerk, PUSH Recorder
Front Row (left to right):
Audencio Martinez (08/30/89) Presser, PUSH Member
Ronnie Lemus (06/30/86) Maintenance Mechanic, PUSH Member
Rudy Herrera (08/08/84) Washroom Utility, PUSH Vice-Chairperson

From the Prudential Mail Bag...

Both of these letters came from Sutter Amador Hospital out of the Sacramento service area. The letter is a thank you and commendation for our Corporate Sales Representative **Tony Salinas** (03/20/06). The cards are to the Customer Sales Representative who services the account, **Adnan Isovich** (02/16/09). The thank you cards are signed by the entire Environmental Services staff at the hospital as well as one from the hospital's executive management team. The hospital credits the CSR as well as Prudential Overall Supply with their ability to keep the hospital performing at a world class level.

 Sutter Amador Hospital
A BETH DAVID COMPANY

Mailing Address:
500 Illinois Blvd
Yuba City, CA 95902-2764
(916) 839-7300

To whom it may concern:

Prudential Overall Supply
Tony Salinas, Corporate Sales Representative

I confirm that I have dealt with Prudential Overall Supply, since July 2009, during which time they have provided Sutter Amador Hospital with excellent support in the areas of laundry services. I am pleased with the services they provide. Their work has insured that needed items are always available.

At all times I have found Tony Salinas to be honest and dependable. He is courteous, returns phone calls promptly and is always available for problem solving.

I can confidently recommend Prudential Overall Supply as a solid and reliable supplier and experts in their field.

Yours Sincerely,
Lynn Williams
Lynn Williams
Manager Environmental Services

Happy Environmental Services Week!

Thanks for all of the great work you do that keeps us running smoothly and looking like the great hospital we are. Last week, we were visited by the National Advisory Committee on Rural Health and Human Services out of Washington, DC. They toured Sutter Amador. The very first comment we heard from the Committee was how well maintained the hospital section is for being a 10-year old facility. That's a direct reflection of the great work you do everyday. Thanks!

Service Mgmt Team,
Arlis, Brett, Paul, Denise, Nikki

You all do a mean job. I need with your limited resources. Denise P

We LOVE YOU! Thank you! Kaye & Erik

Thanks for keeping us squeaky clean! You are appreciated! Christy & Erik

Thank you! You do a great job making this place clean! Kasey & Vicki

Thank you for all the work & support you provide from budget! Michelle

WE LOVE U! MICHELLE

Muchas gracias!

Thank you for all your hard work. You keep our ER clean! We really appreciate it. Amy

You guys do a great job! THANKS SO MUCH! [Signature]

THANK YOU! THANK YOU! THANK YOU! YOU ARE WONDERFUL! Graci

Thank you for all you do - it shows! Jon Kruger

Thank You So Much! [Signature]

You guys are awesome! Thank you for all you do for all [Signature]

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

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



-----Original Message-----

From: John Martin
Sent: Monday, October 19, 2009 2:29 PM
To: Adam Luchsinger (P18)
Cc: Dan Clark
Subject: RE: **Steve Lomba**

Adam,

I would like to take a moment and this opportunity to commend one of your drivers, **Steve Lomba**. He is by far a shining example of your company's best. His Customer Service and interaction with our Management and employees exceeds the norm. His attention to detail, personality and get it down attitude makes him a stand out in our eyes as he sets the bar. He has worked many of our different locations and every time it is the same outcome; excellent service, resolved issues and just an overall better experience. We appreciate the job he does and just wanted to bring it to your attention.

Sincerely,

John Martin
Break-Masters
Sacramento Area Manager

Steve Lomba (02/09/04) Customer Sales Representative, Sacramento Service Center

-----Original Message-----

Web Form Complete Results:

Posted on 10.27.2009
Form name: Contact (CNTC)
Current customer: Y
Account Number: 4-18-64-407
Contact Name: Ryan Huckins
Title: Freight Operations Manager
Company Name: Conway Freight
Address: 5475 S. Airport way
City: Stockton State/Province: CA Zip Code: 95206
What does your company do?: Transportation company
Total number of employees: 75

Would like to send in a commendation for our driver **Adnan Isovich** for being the best driver we have ever seen. He is always cheerful and in a good mood. He always goes above and beyond the call of duty. Very helpful and makes sure everything is taken care of each week. He should be recognized by your company in some kind of way. Outstanding choice in hiring him for that position.

Adnan Isovich (02/16/09) Customer Sales Representative, Sacramento Service Center

From: Dianne Reynolds, Tucson Medical Center
Sent: Wednesday, July 15, 2009 11:32 AM
To: Paul Obert (P21)
Subject: **Tobias**

Paul,

It seems the only time I contact you is when something is not exactly right. Not today.

I just want to tell you what a nice, professional person Tobias is. He always has a smile on his face, looks you in the eye and calls you by your name. He follows up on changes that are made and provides excellent customer service. I don't know if **Tobias** reports to you but would appreciate you forwarding this message to his manager.

Thanks, Dianne Reynolds, Tucson Medical Center

Tobias Trujillo (10/19/06)
Customer Service Representative, Tucson Plant



From: Brian.E.Tansey
Sent: Tuesday, October 20, 2009 9:25 AM
To: Jerry Martin
Subject: Johnson Controls Account with **Sherrie Lowe & Team (John & Jon)**

Hello Jerry -

My name is Brian Tansey - Service Manager for the San Francisco Bay Area.

I wanted to let you know that **Sherrie Lowe** and her team - **John Robinson** and **Jon Martz** - have been a true partner with the Johnson Controls San Francisco Metro Branch.

They want to make sure they do it the right way and I feel that they genuinely care about our satisfaction with your service.

Your team has exceeded my expectations - for example -

* We are on the COG program and your team is going to provide a JCI rack in the local shop so we can store our extra uniforms; plus they have offered to help size my mechanics when uniforms are required - I just have to send them over to the shop

* Helped process a T-shirt order that was very well received by the branch

Please recognize **Sherrie, John** and **Jon** for their outstanding customer service. We appreciate it.

Regards, Brian

Brian Tansey
South Bay Service Manager
Johnson Controls

Riverside Plant



Sherrie Lowe (11/07/06) Key Account Manager, Phoenix Plant,
John Robinson (04/01/91) General Manager, Milpitas Plant and
Jon Marts (05/30/00) Sales & Service Manager, Milpitas Plant

Be better prepared for flu season!

Protect yourself with

Instant Hand Sanitizer & Antibacterial Soap from Prudential Overall Supply.

NOTICE:

Prudential's Hand Sanitizer provides a bacterial kill rate at **99.9%** effectiveness that lasts **30 seconds vs. 15 seconds** provided by Alcohol Based products.

Tips on Preventing the Flu:

Good Health Habits Can Help Stop Germs

Based on medical opinions, 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.

- **Avoid close contact.**
Avoid close contact with people who are sick. When you are sick, keep your distance from others to protect them from getting sick too.
- **Stay home when you are sick.**
If possible, stay home when you are sick. You will help prevent others from catching your illness.
- **Cover your mouth and nose.**
Cover your mouth and nose with a tissue when coughing or sneezing. It may prevent those around you from getting sick.
- **Clean your hands.**
Washing your hands often will help protect you from germs. When washing hands is not an option use instant hand sanitizer.
- **Avoid touching your eyes, nose or mouth.**
Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose, or mouth.
- **Practice other good health habits.**
Get plenty of sleep, be physically active, manage your stress, drink plenty of fluids, and eat nutritious food.

Visit our website www.pos-clean.com
to see our locations and to
view our restroom products.



Prudential's alcohol free sanitizers
are safe and non- flammable vs.
alcohol based sanitizers.



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