



# Off-the-Cuff



Happy Holidays

*Irvine, California Plant*

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December, 2014

To Our Friends,

As 2014 comes to an end and 2015 begins, much is the same yet much is very different. Life is constantly changing, not necessarily for better or worse, but changing. Sometimes how we adapt to this change will determine our success.

I would like to share some concepts I've learned that might make us better or our lives better.

1. If it's to be, it's up to me. We have to be proactive and accountable, we must take charge of our life, our situations.
2. Treat others like you want to be treated. Treat everyone with dignity and respect.
3. Have a servant's heart; be a servant to people.
4. Education is important, but remember education is a journey not a destination. One of the best forms of education is travel, which opens our minds to other cultures, languages and people. The best part of travel is coming home to the U S of A, realizing just how lucky we are to live here.
5. Communication is not easy. Make sure your communications are open, transparent, understandable and candid.
6. Realize that individual success is really accomplished with the help, support and teamwork of others. Forget I and me and concentrate on we.
7. There is a Japanese term "Kaizen" which means continuous improvement. We need to continually improve.
8. Change is inevitable, adapt for progress and sustainability.
9. Divergent ideas and opinions create better decisions and conclusions because there are more options.
10. We have been given much, give back. Reach out and help people or causes.

POS continues to grow thanks to our employees, suppliers and customers. We strive to give our customers good products and service and value for their dollar.

At this time of year I cherish the privilege of expressing the company's sincere thanks to each of our employees, customers, suppliers and friends for the meaningful things they have done for us in 2014, and to extend our heartfelt best wishes for 2015. It is my hope that we may keep the holiday spirit of faith, love and goodwill towards all alive throughout the year. May God grant each of you joy, peace and happiness in this holiday season and the coming year.

Merry Christmas to All!

Dan Clark  
Chairman of the Board



Dan Clark (09/23/68)

Warmest Wishes for a  
Wonderful Holiday and a  
Very Happy New Year!



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

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

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*About Prudential Overall Supply:*

*Family owned and operated since 1932, Prudential Overall Supply is dedicated to enhancing our customers' image at the best dollar value. By providing premium work wear uniforms, career apparel and casual wear, Prudential is able to outfit your entire organization. This on-time weekly service also addresses your facility's image and safety requirements by offering floor mats, wiping towels and restroom paper products and related supplies.*

*Prudential Cleanroom Services is a division of Prudential Overall Supply. Since 1960, Prudential Cleanroom Services is recognized as a world leader in cleanroom laundry processing services. Prudential's network of ISO 9001:2008 certified ISO Class 3 cleanroom laundry processing facilities extend service programs throughout North America and Puerto Rico.*



# 2014 Service Anniversaries

## 25 YEARS OR MORE

| Name       | Plant        | Job Title | Hire Date                |          |
|------------|--------------|-----------|--------------------------|----------|
| Lahn       | Donald C.    | 00        | Vice Chairman            | 08/28/67 |
| Clark      | J. Daniel    | 00        | Chairman of Board        | 09/23/68 |
| Dennis     | Juanita C.   | 02        | Office Manager           | 11/30/71 |
| Cabrera    | Manuela      | 15        | Production Employee      | 12/13/72 |
| Watts      | Thomas C.    | 00        | President                | 09/08/75 |
| De Leon    | Felisa       | 05        | Production Employee      | 10/16/75 |
| Verduzco   | Elpidia      | 15        | Stock Rm Supervisor      | 03/07/77 |
| Sanchez    | Francisco    | 06        | Laundry Worker           | 05/12/77 |
| Mora       | Yolanda      | 05        | Production Employee      | 07/26/77 |
| Mota       | Juan C.      | 22        | Washer                   | 08/09/77 |
| O'Leary    | Marc E.      | 00        | Regional Vice President  | 12/07/77 |
| Corral     | Maria M.     | 03        | Production Manager       | 07/31/78 |
| Martinez   | Ramon R.     | 02        | Washer                   | 10/26/78 |
| Sotolongo  | Jorge L.     | 00        | System Analyst Senior    | 11/13/78 |
| Corona     | Alberto B.   | 02        | Maint Mechanic           | 01/16/79 |
| Pelayo     | Ricardo R.   | 09        | Maintenance Supv         | 02/27/79 |
| Arce       | Antonia      | 06        | Laundry Worker           | 05/03/79 |
| Loredo     | Maria T.     | 10        | Garment Coordinator      | 06/26/79 |
| Lecair     | Laura A.     | 10        | Plant Superintendent     | 08/09/79 |
| Ruiz       | Modesta      | 06        | Laundry Worker           | 10/01/79 |
| Garcia     | Felipa       | 04        | Production Employee      | 04/07/80 |
| Torres     | Alicia       | 05        | Production Employee      | 04/07/80 |
| Reyes      | Juana        | 02        | Asst Supv                | 04/23/80 |
| Carrillo   | Javier H.    | 05        | Production Employee      | 04/30/80 |
| Mercado    | Adelaida     | 04        | Production Employee      | 05/12/80 |
| Rubio      | Francisco    | 05        | Washer                   | 05/12/80 |
| Cummins    | Mitch        | 21        | General Manager          | 07/21/80 |
| Stillwagon | Thomas       | 12        | Service Center Manager   | 07/28/80 |
| Olguin     | Francisco    | 02        | Asst Supv                | 08/08/80 |
| Freese     | Charles K.   | 00        | System Analyst Senior    | 09/29/80 |
| Garcia     | Teresa       | 04        | Production Employee      | 12/10/80 |
| Garcia     | Jose J.      | 05        | Customer Sales Rep.      | 05/11/81 |
| Blanco     | Juventino    | 06        | Laundry Worker           | 05/15/81 |
| Herrera    | Benigno C.   | 06        | Laundry Worker           | 08/12/81 |
| Robles     | Enrique      | 05        | Customer Sales Rep.      | 11/16/81 |
| Ortiz      | Miguel       | 06        | Service Attendant        | 01/25/82 |
| Geer       | Douglas E.   | 00        | Dir. of Fleet Operations | 02/01/83 |
| Balaam     | Robert Lee   | 00        | Controllor               | 03/28/83 |
| Maurer     | Dan R.       | 05        | Customer Sales Rep.      | 06/27/83 |
| Opon       | Maria        | 10        | Folder                   | 11/16/83 |
| Bielefeld  | Bret A.      | 00        | Director of Purchasing   | 02/06/84 |
| Boyer Jr.  | Jimmy        | 02        | Asst General Manager     | 02/07/84 |
| Valdez     | Magdalena    | 10        | Soil Sort                | 04/07/84 |
| Hoang      | Kim T.       | 00        | Accts Rec Clerk          | 05/02/84 |
| Blanco     | Martha A.    | 15        | Production Employee      | 05/21/84 |
| Herrera    | Rodolfo M.   | 05        | Washer                   | 08/08/84 |
| Perez      | Lomberto     | 04        | Production Employee      | 09/04/84 |
| Lopez      | Efrain N.    | 17        | Production Manager       | 11/05/84 |
| Soto       | Rachel       | 02        | Production Employee      | 11/12/84 |
| Bigler     | Marlan L.    | 00        | System Analyst           | 11/26/84 |
| Orcutt     | Charles E.   | 05        | Wholesale CSR            | 12/31/84 |
| Roque      | Noel         | 04        | Washer                   | 03/04/85 |
| Hernandes  | Jose F.      | 13        | Maint Mechanic           | 03/25/85 |
| Bernal     | Roselia      | 05        | Stock Room Manager       | 06/18/85 |
| Tamayo     | Jose F.      | 21        | Maintenance Supv         | 07/15/85 |
| Cesario    | Robert       | 02        | Sr. Sales & Service Mgr  | 10/07/85 |
| Escobar    | Ernesto R.   | 04        | Fleet Mechanic           | 11/04/85 |
| Kopiccka   | Karen L.     | 02        | Office Clerk             | 01/06/86 |
| Jimenez    | Antonio      | 04        | Customer Sales Rep.      | 01/21/86 |
| Cordova    | Irma         | 05        | Production Employee      | 02/07/86 |
| Ocegueda   | Maria G.     | 05        | Production Employee      | 02/14/86 |
| Dominguez  | Alberto M.   | 15        | Maint Mechanic           | 03/04/86 |
| Rodriguez  | Vicente A.   | 04        | Customer Sales Rep.      | 04/30/86 |
| Lopez      | Micaela      | 06        | Laundry Worker           | 05/27/86 |
| Sandoval   | Alma D.      | 15        | Production Employee      | 06/03/86 |
| Sanchez    | Maria T.     | 15        | Production Employee      | 08/04/86 |
| Murray     | James K.     | 00        | Secretary/Treasurer      | 09/02/86 |
| Uribe      | Humberto     | 04        | Plant Supervisor         | 09/02/86 |
| Lara       | Yolanda      | 05        | Production Employee      | 09/16/86 |
| Bickel     | Mark A.      | 06        | Sales & Service Manager  | 10/08/86 |
| Figueroa   | Rosa N.      | 15        | Production Employee      | 11/05/86 |
| Chavez     | Catalina     | 05        | Production Employee      | 11/13/86 |
| Estrada    | Regina       | 17        | Asst Supv                | 11/17/86 |
| Kekua      | Darren       | 04        | Customer Sales Rep.      | 11/24/86 |
| Burish     | Clarence     | 00        | Corp Prod Mgr            | 03/09/87 |
| Arellano   | Carmen       | 15        | Production Employee      | 05/19/87 |
| Davis      | Dean         | 06        | Customer Sales Rep.      | 07/15/87 |
| Fonseca    | Victoria     | 15        | Production Employee      | 08/18/87 |
| Garcia     | Michael      | 02        | Customer Sales Rep.      | 09/02/87 |
| Reyes      | Aurelio C.   | 04        | Production Employee      | 10/12/87 |
| Rennegarbe | Charles      | 02        | Office Clerk             | 10/26/87 |
| Ordaz      | Fabiola      | 02        | Production Employee      | 02/10/88 |
| Elberson   | Mark W.      | 02        | General Manager          | 02/16/88 |
| Brooks     | Gary L.      | 13        | Customer Sales Rep.      | 03/14/88 |
| Berruecos  | Ruth         | 05        | Production Employee      | 04/11/88 |
| Terry      | Lee D.       | 00        | Env & Safety Dir         | 05/09/88 |
| Ivester    | Katherine D. | 00        | Accts Rec Mgr            | 05/23/88 |

## 25 YEARS OR MORE cont.

| Name      | Plant        | Job Title | Hire Date                 |          |
|-----------|--------------|-----------|---------------------------|----------|
| Flores    | Michael R.   | 13        | Customer Sales Rep.       | 06/13/88 |
| Mora      | Ana R.       | 15        | Production Employee       | 08/05/88 |
| Stoner    | William R.   | 00        | Cleanroom Purchasing Mgr. | 09/15/88 |
| Toler     | Desiree L.   | 21        | Plant Superintendent      | 10/12/88 |
| Valencia  | Lourdes      | 08        | Laundry Worker            | 10/24/88 |
| Virues    | Jose L.      | 02        | Washer                    | 11/21/88 |
| Cesario   | Eva M.       | 00        | Admin Asst                | 01/09/89 |
| Martinez  | Armando J.   | 06        | Customer Sales Rep.       | 01/09/89 |
| Jimenez   | Maria L.     | 04        | Production Employee       | 01/23/89 |
| Leza      | Alicia       | 10        | Folder                    | 02/13/89 |
| Guerrero  | Ampelia      | 02        | Production Employee       | 03/06/89 |
| Chan      | Tom          | 00        | Regional Maint. Engineer  | 03/23/89 |
| Kaur      | Tarsem       | 08        | Laundry Worker            | 03/27/89 |
| Hernandez | Maria A.     | 02        | Production Employee       | 03/29/89 |
| McKinney  | Michael E.   | 00        | Comp Support Spec         | 03/30/89 |
| Truax     | Karen D.     | 00        | Business System Analyst   | 04/10/89 |
| Cadenas   | Felisa F.    | 04        | Production Employee       | 06/19/89 |
| Aguirre   | Aurelia M.   | 06        | Laundry Worker            | 07/03/89 |
| Mata      | Saul         | 05        | Production Employee       | 07/27/89 |
| Nelson    | Jeffrey A.   | 00        | Regional Manager          | 08/08/89 |
| Martinez  | Audencio     | 05        | Production Employee       | 08/30/89 |
| Serrano   | Irma         | 04        | Production Employee       | 09/05/89 |
| Bustos    | Leticia Lara | 10        | Stock Rm Clerk            | 09/27/89 |
| Ruiz      | Imelda       | 10        | Folder                    | 10/04/89 |
| Palominos | Magdalena    | 13        | Production Supervisor     | 11/06/89 |
| Ramirez   | Diega        | 02        | Production Employee       | 11/08/89 |
| Cesario   | Dean         | 06        | Customer Sales Rep.       | 12/27/89 |
| Fitch     | Scott E.     | 21        | Customer Sales Rep.       | 12/29/89 |

## 20 YEARS

| Name       | Plant      | Job Title | Hire Date             |          |
|------------|------------|-----------|-----------------------|----------|
| Banuelos   | Maria E.   | 13        | Production Employee   | 02/02/94 |
| Salcedo    | Josefina   | 10        | Supervisor            | 02/09/94 |
| Valdez     | Carmen     | 22        | Lead Person           | 02/21/94 |
| Campos     | Alfonso B. | 10        | Customer Service Rep. | 03/19/94 |
| Zarate     | Guadalupe  | 21        | Production Employee   | 04/14/94 |
| Damitio    | Richard    | 21        | Maintenance Supv      | 05/31/94 |
| Smith      | Marty B.   | 04        | Production Employee   | 07/12/94 |
| Frasquillo | Maria      | 21        | Production Employee   | 08/04/94 |
| Cole       | R. Brian   | 04        | Corporate Sales Rep.  | 08/11/94 |
| Boothe     | Gloria     | 06        | Stock Rm Supervisor   | 09/06/94 |
| Baublitz   | Ronald     | 04        | General Manager       | 09/19/94 |
| Quezada    | Martha     | 02        | Production Employee   | 10/12/94 |
| Martinez   | Francisco  | 04        | Production Employee   | 10/13/94 |
| Hernandez  | Irineo     | 05        | Janitor               | 10/24/94 |

## 15 YEARS

| Name        | Plant         | Job Title | Hire Date               |          |
|-------------|---------------|-----------|-------------------------|----------|
| Miller      | Timothy L.    | 13        | Corporate Sales Rep.    | 01/05/99 |
| Sanchez     | Steve         | 05        | Customer Sales Rep.     | 01/11/99 |
| Beavers     | Troy K.       | 22        | Customer Sales Rep.     | 01/15/99 |
| Rodriguez   | Carlos A.     | 21        | Sales & Service Manager | 01/18/99 |
| Leija       | Enrique S.    | 05        | Customer Sales Rep.     | 01/18/99 |
| Zambrano    | Gloria Elvira | 15        | Production Employee     | 02/04/99 |
| Estrada     | Angelica      | 05        | Office Clerk            | 02/08/99 |
| Leon Avilez | Emma O.       | 23        | Folder                  | 02/15/99 |
| Wright Jr.  | Patrick J.    | 06        | Customer Sales Rep.     | 02/15/99 |
| Palafox     | Refugio G.    | 02        | Production Employee     | 02/18/99 |
| LeClair     | Eugene D.     | 03        | Corporate Sales Rep.    | 03/15/99 |
| Saldivar    | Melania       | 05        | Production Employee     | 04/01/99 |
| Contreras   | Maria L.      | 09        | Stock Rm Clerk          | 05/04/99 |
| Hairston    | Tracey L.     | 70        | Production Supervisor   | 06/07/99 |
| Tyler       | Bettie V.     | 70        | Distribution Suprv      | 06/07/99 |
| Mederos     | Rene          | 17        | Customer Sales Rep.     | 06/28/99 |
| Jacinto     | Jose          | 09        | Maint Mechanic          | 06/30/99 |
| Ortegon     | Guadalupe     | 02        | Production Employee     | 07/07/99 |
| Hernandez   | Francisca     | 13        | Production Employee     | 07/28/99 |
| Valle       | Maria G.      | 02        | Production Employee     | 08/02/99 |
| Hernandez   | Catalina R.   | 09        | Distributor             | 08/25/99 |
| DeLeon      | Olga L.       | 08        | Laundry Worker          | 08/26/99 |
| Compean     | Obdulia       | 23        | Folder                  | 08/30/99 |
| Sandoval    | Maria         | 05        | Production Employee     | 09/01/99 |
| Valle       | Elsa          | 10        | Folder                  | 09/07/99 |
| Avila       | Lidia C.      | 09        | Presser                 | 09/20/99 |
| Ruiz        | Rosalinda V   | 06        | Laundry Worker          | 09/21/99 |
| Villanueva  | Rebecca C.    | 10        | Distributor             | 09/21/99 |
| Boothe      | Scott         | 06        | Customer Sales Rep.     | 10/05/99 |
| Adame       | Manuela M.    | 02        | Production Employee     | 10/13/99 |
| Hernandez   | Maria Del C.  | 10        | Garment Coordinator     | 10/21/99 |
| Baron       | Josefina P.   | 15        | Production Employee     | 11/03/99 |
| Baron       | Maria         | 15        | Production Employee     | 11/16/99 |
| Shields     | Mike E.       | 06        | Customer Sales Rep.     | 11/29/99 |
| Jackson     | Adam L.       | 03        | Customer Sales Rep.     | 12/13/99 |
| Chafin      | Scott A.      | 13        | General Manager         | 12/13/99 |

## 10 YEARS

| Name                | Plant       | Job Title | Hire Date                 |          |
|---------------------|-------------|-----------|---------------------------|----------|
| Reukema             | Myles J.    | 00        | Dir of Cleanroom Sales    | 01/05/04 |
| Frederick           | Emmett J.   | 23        | Customer Service Rep.     | 01/26/04 |
| Kendrick            | Darrin J.   | 02        | Service Center Manager    | 02/02/04 |
| Quiroga             | Gerardo F.  | 21        | Customer Sales Rep.       | 02/09/04 |
| Lomba               | Steve       | 18        | Customer Sales Rep.       | 02/09/04 |
| Perez-Macias        | Raquel      | 02        | Production Employee       | 02/16/04 |
| Trujillo            | Francisco   | 15        | Customer Service Rep.     | 02/16/04 |
| Veng                | Lee C.      | 70        | Maintenance Supv          | 02/23/04 |
| Cuesta              | Alba I.     | 21        | Production Employee       | 02/24/04 |
| Pilgrim             | Linda L.    | 50        | Office Manager            | 02/25/04 |
| Flores              | Adolfo      | 02        | Auto Mechanic             | 03/15/04 |
| Dominguez           | Maria D.    | 02        | Production Employee       | 03/15/04 |
| Renteria            | Guadalupe   | 02        | Production Employee       | 03/22/04 |
| Rodriguez Jr.       | Jose        | 02        | Customer Sales Rep.       | 04/26/04 |
| White-Wingfield     | Mary D.     | 70        | Soil Sort                 | 04/29/04 |
| Guardado            | Eva M.      | 70        | Folder                    | 05/03/04 |
| Guardado            | Dominga     | 70        | Stock Rm Clerk            | 05/03/04 |
| Aguilar             | Donna S.    | 09        | Asst Plant Supt           | 05/06/04 |
| Baldvievz           | Roger       | 05        | Customer Sales Rep.       | 05/12/04 |
| King                | James N.    | 50        | Senior Account Exec       | 05/24/04 |
| Lopez               | Martha      | 13        | Production Employee       | 06/02/04 |
| De La Cruz          | Omar        | 50        | Washer                    | 06/08/04 |
| Young               | Sean E.     | 08        | Customer Sales Rep.       | 06/15/04 |
| Espinoza            | Liliana     | 04        | Office Clerk              | 07/13/04 |
| Ayala               | David       | 03        | Customer Sales Rep.       | 07/19/04 |
| Diego               | Lemuel I.   | 02        | Washer                    | 07/20/04 |
| Hussey              | Dana L.     | 17        | Accts Rec Clerk           | 07/26/04 |
| Willis              | Mark D.     | 05        | General Manager           | 08/09/04 |
| Figueroa            | Vicky       | 02        | Production Employee       | 08/09/04 |
| Locke               | Jonathan R. | 17        | General Manager           | 08/09/04 |
| Pena                | Consuelo L. | 21        | Production Employee       | 08/11/04 |
| Vega                | Magdalena   | 50        | Soil Sort                 | 08/14/04 |
| Merrill             | James       | 13        | Sales & Service Manager   | 09/02/04 |
| Sandoval            | Rosa A.     | 13        | Production Employee       | 09/07/04 |
| Knitter             | Dianne I.   | 00        | Dir. of Quality Assurance | 09/20/04 |
| Garduno De Olague   | Maria E.    | 50        | Soil Sort                 | 09/22/04 |
| Prescott            | Timothy C.  | 17        | Customer Sales Rep.       | 10/04/04 |
| Munoz               | Raul        | 22        | Route Manager             | 10/06/04 |
| Randolph            | Michael A.  | 70        | Sales & Service Manager   | 10/18/04 |
| Zulueta             | Alfredo M.  | 10        | Customer Service Rep.     | 10/21/04 |
| De-Anda             | Ruben       | 10        | Qual Assur Supervisor     | 10/27/04 |
| Rosales Martinez    | Sergio      | 13        | Production Employee       | 11/03/04 |
| Elkins              | Ronald R.   | 02        | Plant Superintendent      | 11/09/04 |
| Benitez De Espinosa | Maria D.    | 13        | Production Employee       | 11/15/04 |

## 5 YEARS

| Name               | Plant         | Job Title | Hire Date               |          |
|--------------------|---------------|-----------|-------------------------|----------|
| Mevissen           | Eric P.       | 26        | Customer Sales Rep.     | 01/06/09 |
| Chute              | Calvin Edward | 00        | Staff Engineer          | 01/14/09 |
| Dominguez          | Ruben         | 45        | Mat Loader              | 01/19/09 |
| De La Fuente       | Alejandro     | 51        | Customer Sales Rep.     | 01/19/09 |
| Sauceda De Rojo    | Guadalupe     | 05        | Production Employee     | 02/09/09 |
| Rojo Gastelum      | Filiberto     | 05        | Production Employee     | 02/10/09 |
| Isovic             | Adnan         | 18        | Customer Sales Rep.     | 02/16/09 |
| Frumusa            | Anthony A.    | 00        | District Sales Manager  | 03/02/09 |
| Velazquez Munoz    | Gil J.        | 09        | Folder                  | 03/02/09 |
| Esqueda Sanchez    | Carmen        | 13        | Production Employee     | 03/04/09 |
| Lemus De Ochoa     | Lus M.        | 13        | Production Employee     | 03/05/09 |
| Dressler           | Andrew Brent  | 75        | Route Manager           | 03/09/09 |
| Guevara            | Margarita     | 13        | Production Employee     | 03/23/09 |
| Gonzalez Hernandez | Laura         | 13        | Production Employee     | 03/30/09 |
| Tabares            | Gilberto E.   | 02        | Customer Sales Rep.     | 03/31/09 |
| Padilla            | Isidra        | 13        | Production Employee     | 04/01/09 |
| Stowers            | Geoffrey Kyle | 50        | Customer Service Rep.   | 04/06/09 |
| Cardenas Rivera    | Paloma V.     | 23        | Folder                  | 04/20/09 |
| Chavira            | Manuela       | 23        | Soil Sort               | 04/20/09 |
| Gutierrez          | Elsa N.       | 23        | Folder Lead             | 04/20/09 |
| Hinojos            | Concepcion    | 23        | Folder Lead             | 04/20/09 |
| Holguin            | Rita          | 23        | Soil Sort               | 04/27/09 |
| Ruan               | Arnold Rene   | 22        | Customer Sales Rep.     | 05/11/09 |
| Ballaw             | Aaron P.      | 30        | Route Manager           | 05/11/09 |
| Redwood            | Peter         | 50        | Sr. Sales & Service Mgr | 05/12/09 |
| Mayotte            | Owen Travis   | 26        | Customer Sales Rep.     | 05/18/09 |
| Miranda            | DoraMay       | 05        | Production Employee     | 06/02/09 |
| Estrada            | Alfredo       | 15        | Production Employee     | 06/10/09 |
| Lopez              | Flor Juliana  | 23        | Office Manager          | 06/10/09 |
| Rennegarbe         | Kristin M.    | 02        | Office Clerk            | 06/29/09 |
| Herrera            | Margie        | 02        | Office Clerk            | 07/06/09 |
| Castillo           | Carlos        | 06        | Sales & Service Manager | 07/06/09 |
| Ryan               | Marc M.       | 70        | General Manager         | 07/06/09 |
| Johnson            | Michael L.    | 13        | Customer Sales Rep.     | 07/08/09 |
| Lewis              | Joshua Daniel | 26        | Customer Sales Rep.     | 07/29/09 |
| Palmer             | Nicole Rose   | 08        | General Manager         | 08/19/09 |

## 5 YEARS cont.

| Name               | Plant          | Job Title | Hire Date                |          |
|--------------------|----------------|-----------|--------------------------|----------|
| Camacho            | Magdalena M.   | 10        | Soil Sort                | 08/28/09 |
| Osorio             | Jaime S.       | 02        | Customer Sales Rep.      | 08/31/09 |
| Clark              | John D.        | 06        | General Manager          | 08/31/09 |
| Agüero             | Maribel        | 50        | Stock Rm Supervisor      | 09/08/09 |
| Yanez C.           | Jose Juan      | 21        | Production Employee      | 09/14/09 |
| Stucky             | Jeffrey K.     | 50        | Route Manager            | 09/28/09 |
| Meza Barraza       | Efren          | 10        | Lead Washer              | 09/29/09 |
| Munoz              | Adan           | 50        | Washer                   | 09/29/09 |
| Delgado            | Robert Frank   | 55        | Customer Sales Rep.      | 10/05/09 |
| Angell             | Mark C.        | 45        | Customer Sales Rep.      | 10/19/09 |
| Ramirez Trejo      | Flor           | 23        | Soil Sort                | 10/20/09 |
| Gassoway           | Tracey         | 70        | Distribution Lead Person | 10/20/09 |
| Houngsun           | Bounmy         | 70        | Folder                   | 10/21/09 |
| Berrelleza         | Carmen         | 00        | Senior HR Manager        | 10/26/09 |
| Zamora             | Maria D.       | 10        | Distributor              | 10/26/09 |
| Gonzalez Lopez     | Petra          | 23        | Soil Sort                | 10/26/09 |
| Arias              | Mark           | 02        | Customer Sales Rep.      | 11/02/09 |
| Estrada Hernandez  | Nidia Judith   | 70        | Distributor              | 11/03/09 |
| Horm               | Tuy Yi         | 70        | Folder                   | 11/03/09 |
| Lawson             | Priscilla M.   | 70        | Soil Sort                | 11/03/09 |
| Milner             | Ruth Monroe    | 70        | Stock Rm Clerk           | 11/03/09 |
| Parker             | Mary L.        | 70        | Soil Sort                | 11/03/09 |
| Arroyo             | Ma Dolores     | 10        | Folder                   | 11/06/09 |
| Villagran          | Maria          | 23        | Stock Rm Clerk           | 11/06/09 |
| Escobar            | Xiomara        | 09        | Soil Sort                | 11/11/09 |
| Arevalo            | Alba L.        | 10        | Folder                   | 11/11/09 |
| Heredia            | Guillermina    | 10        | Stock Rm Clerk           | 11/11/09 |
| Lopez              | Socorro        | 10        | Folder                   | 11/16/09 |
| Martinez Gil       | Maria C.       | 10        | Soil Sort                | 11/16/09 |
| Ruiz               | Leticia P.     | 10        | Garment Coordinator      | 11/16/09 |
| Gonzalez           | Beatriz        | 15        | Production Employee      | 11/16/09 |
| Garcia Escorihuela | Maria          | 22        | Towel Folder             | 11/16/09 |
| Michel             | Edelmira       | 23        | Folder                   | 11/16/09 |
| Lavoie             | Michael Paul   | 71        | Line Driver              | 11/21/09 |
| Baca               | Jose           | 02        | Customer Sales Rep.      | 11/23/09 |
| Alcantar           | Jesus          | 15        | Production Employee      | 11/23/09 |
| Hernandez          | Guillermo      | 15        | Production Employee      | 11/24/09 |
| Herrera            | Jose M.        | 23        | Line Driver              | 11/30/09 |
| Marshall           | Ralph D.       | 71        | Asst General Manager     | 11/30/09 |
| Juarez             | Janet          | 17        | Office Manager           | 12/07/09 |
| Sanchez            | Rafael R.      | 30        | Asst General Manager     | 12/07/09 |
| Bedard             | Robert Marcel  | 71        | Garment Coordinator      | 12/07/09 |
| O'Neill            | John           | 71        | Garment Coordinator      | 12/08/09 |
| Navarro Rios       | Leonor         | 23        | Distributor              | 12/09/09 |
| Gonzalez Rios      | Martha Beatriz | 23        | Soil Sort                | 12/10/09 |
| Reynozo Ortega     | Maria D.C.     | 09        | Production Supervisor    | 12/12/09 |
| Garcia             | Rafael Joveres | 10        | Garment Coord. Superv    | 12/12/09 |
| Harvey             | Cecilia P.     | 10        | Garment Coordinator      | 12/12/09 |
| Henrriquez         | Francisco J.   | 10        | Customer Service Rep.    | 12/12/09 |
| Hurtado            | Michael S.     | 10        | Customer Service Rep.    | 12/12/09 |
| Melero Carrasco    | Angelica       | 10        | Supervisor               | 12/12/09 |
| Sanchez            | Daisy E.       | 10        | Distributor              | 12/12/09 |
| Sandoval Frias     | Emilia         | 10        | Garment Coordinator      | 12/12/09 |
| Villanueva         | Laura Angelica | 10        | Soil Sort                | 12/12/09 |
| Castellanos        | Rocelia G.     | 23        | Folder                   | 12/14/09 |
| Garcia             | Olivia         | 23        | Folder                   | 12/14/09 |
| Mendivil Acosta    | Daysi Y.       | 23        | Folder                   | 12/14/09 |
| Ogle               | George Stephen | 30        | Customer Service Rep.    | 12/14/09 |
| Ortiz              | Adelayda       | 30        | Garment Coordinator      | 12/14/09 |
| Biron              | Matthew F.     | 71        | Customer Service Rep.    | 12/14/09 |
| De La Paz          | Agustina       | 50        | Soil Sort                | 12/16/09 |
| Richer             | Darrin T.      | 71        | Customer Service Rep.    | 12/21/09 |
| Carrillo           | Silvia         | 23        | Soil Sort                | 12/28/09 |
| Rodriguez          | Maria Socorro  | 23        | Production Supervisor    | 12/28/09 |

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



# Meet the Irvine Team



**JOHN CLARK** (08/31/09) General Manager  
 John is happily married to his wife Amanda. During his spare time he enjoys hiking mountains and collecting beer bottle caps. John hitch-hiked over 2000 miles through Alaska one summer and made it to the Arctic Circle. And he almost became a bear's lunch. John has recently received his MBA from UCI and has also been promoted to Regional Manager. Congratulations!

| <u>History of the Irvine Plant</u> |      |
|------------------------------------|------|
| Year Opened:                       | 1976 |
| Current Number of Employees:       | 78   |
| Current Number of Routes:          | 16   |

## Sales & Service Managers



**MARK A. BICKEL**  
 (10/08/86)  
 Senior Sales & Service Manager,  
 District 1

During Mark's spare time he likes to golf and listen to Hank Williams Jr and watch John Wayne movies. (As you can see by his picture). He is a Tampa Bay Buccaneer fan since 1976. He is married to his lifelong partner Jan for 29 years and they have one son by the name of Cody. Mark's family took in a young man after Hurricane Katrina, who is now doing well and is working on the oil rigs in New Orleans.



**CARLOS CASTILLO**  
 (07/06/09)  
 Sales & Service Manager, District 2

Carlos recently transferred from the Vista plant (What's Up Vista!!) He enjoys spending time with his three beautiful children and significant other. He recently visited Alaska with his son to do one of his favorite hobbies which is fishing. He also enjoys running and spending time at the beach.



**MICHAEL WARN**  
 (01/07/08)  
 Sales & Service Manager, District 3

Michael was recently married to his beautiful wife Erin on July 26, 2014. During his spare time he enjoys playing golf. Michael is a fan of Fantasy Football and a true Colts fan.

## Office Staff



**JENY DAYANIRA GIL**  
(11/12/12)  
Office Manager

Jeny has been happily married to her junior high school sweetheart Gil for 20 years. They have 3 amazing children: Andrew, Vanessa and Anthony. Mrs. Gil graduated from Cal Poly Pomona with a BA in Spanish Education and a minor in Human Resources. Before joining POS, Jeny worked for a large retail company. During her spare time she enjoys hiking, cooking, Zumba dancing and spending as much quality time with her family. Jeny is a devoted San Francisco 49er's and Team Mexico fan.



**MEAGHEN BETH BALAAM**  
(08/29/11)  
Office Clerk, District 1

Meaghen claims that she is a real clown at heart but dislikes anything that may deal with clowns. She has a beautiful daughter by the name of Jayden. She believes she is a good team player and works hard. She enjoys the company and all of her co-workers. During her spare time she enjoys photography, scrap booking, creating fairy gardens and online shopping.



**YESENIA RIVAS TOVAR**  
(10/08/13)  
Office Clerk, District 2

Yessie recently got married to her high school sweetheart Raul on September 13, 2014. She enjoys listening to music and going to the movies as well as traveling. Before joining POS she was a Pre-School teacher and is currently going to school to pursue her degree in Nursing.



**SANDRA QUEZADA**  
(12/01/97)  
Office Clerk, District 3

Sandra has been with Prudential for 17 years. During her spare time she enjoys cooking but hates the clean up process. Sandra loves to read fiction when she has time for fun. She also likes to spend time with her niece and nephew and play Loteria with her family and friends.

## Corporate Sales



**ANTHONY FRUMUSA**  
(03/05/09)  
District Sales Manager

Anthony started off as a Customer Sales Representative at the Vista plant working his way to the "G Team". While working his way up the ladder he was promoted to Corporate Sales Representative and soon after promoted to his now current position. During his spare time he enjoys spending time with his family, two Boxers and attending San Diego Charger football games.



**JERRY CARRILLO**  
(02/04/14)  
Corporate Sales Representative

During Jerry's spare time he enjoys working out and cheering on both of his favorite teams the Lakers and Dodger blue. Along with his busy lifestyle, he always makes time to spend as much time as he can with his family. Mr. Carrillo won a look alike contest in high school. Can you guess who? If you guessed Oscar De La Hoya, you are correct.



**TONY J. SANTOYO**  
(07/07/14)  
Corporate Sales Representative

Tony enjoys spending time with his family. Before joining the Prudential team, Tony had been in the laundry business for 15 years.

## Route Manager



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

Cameron is a proud father of twin boys and a daughter. He lives and breathes them. He recently got engaged to a truly amazing woman. His passions are Dodger baseball and San Diego Chargers football.



## Plant Superintendent



**GARY DE VINE**  
(04/30/10)  
Plant Superintendent

Gary is a native of New Jersey, who has lived in Southern California for the past 37 years. Prior to Prudential he worked at the Los Angeles Times for 32 years, managing the pressroom nightside production. He has been married to his beautiful and creative wife, Judy, for 21 years. They have two children, Wyatt, 18, and Zoe, 15. He also has a son from a previous marriage, Garrison, 27. Gary holds a Bachelor's Degree in Business Administration and Management from the University of Redlands. Gary is also a recognized Certified Professional Laundry Manager from TRSA. He enjoys traveling with his family and camping.

## Plant Supervisor



**JAIME RUIZ**  
(02/10/03)  
Plant Supervisor

Jaime is the Plant Supervisor at the Irvine Plant. He enjoys spending time with his god daughter Dulce. He also enjoys playing soccer, and watching international soccer especially when favorite team Mexico plays. He enjoys nature walks and loves to eat Italian food. He joined the POS family right out of high school and has been here ever since because he enjoys the people he works with on a daily basis. He has 3 sisters and 2 brothers and he is the youngest out of the boys.

## Customer Sales Representatives



**SCOTT BOOTHE**  
(10/05/99)



**BRANDON T. DECKER**  
(03/18/13)



**DAVID ANTONY MORIEL SR.**  
(06/07/10)



**FRANK DIOGOSTINE**  
(03/28/05)



**ALEXANDER S. SUAZO-GARCIA**  
(7/25/13)



**OSVALDO "OZZY" BENITEZ**  
(12/30/13)



**DEAN CESARIO**  
(12/27/89)



**DEAN DAVIS**  
(07/15/87)



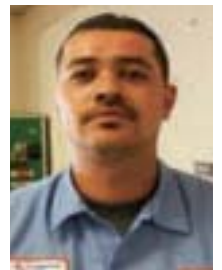
**JAMES C. GREEN**  
(10/15/07)



**MIKE E. SHIELDS**  
(11/29/99)



**EDGAR TEJEDA**  
(06/03/13)



**JASON MORENO**  
(09/26/11)



**JOHN GONZALEZ**  
(04/12/10)



**PATRICK J. WRIGHT JR.**  
(02/15/99)



**STEVEN A. WHITSON**  
(03/18/96)



**PHILIP LOPEZ**  
(09/02/14)



**PRUDENCIO "JR." QUINTANA**  
(04/27/12)



**ARMANDO "MARTY" MARTINEZ**  
(01/09/89)



## Stockroom



**GLORIA BOOTHE**  
(09/06/94)  
Stockroom Supervisor

Gloria is the Stockroom Supervisor. During her spare time she enjoys watching Laker games. She also enjoys listening to music and spending as much time with her family. She has been with the POS family for approximately 20 years. She has learned that good customer service should be offered with politeness, respect and understanding. A positive attitude is core to Customer Service. I always say "Your attitude is your best friend or your worst enemy".



**MARISA RODRIGUEZ**  
(09/26/00)  
Receives the daily orders for all new and existing accounts.



**MAYTE LOPEZ**  
(06/20/13)  
Works on receiving and daily tasks.



**KARINA RODRIGUEZ**  
(11/01/13)  
Sews on emblems for new accounts.

## Production



**MARIA MUNGUIA**  
(05/14/96)  
Works at the tunnel.



**MICAELA LOPEZ**  
(05/27/86)  
Final Distribution.



**AURELIA AGUIRRE**  
(07/03/89)  
Production employee with 25 years of service at POS.



**IMELDA ORTIZ**  
(08/23/06)  
Distribution of uniforms.



Napkin Area Employees  
(front to back):  
**ELEAZAR ROBLES**  
(8-18-2014)  
**THUSUONG T. NGUYEN**  
(5-30-2006)  
**JAIME RUIZ** (2-10-2003)



**ROBERTO RUVALCABA**  
(09/17/14)  
Operates the forklift safely.



**JAVIER GARCIA MORENO**  
(07/24/13)  
Soil Sorter

# Maintenance Department



**LUIS GUILLERMO GONZALEZ**  
(04/30/12)  
Maintenance Supervisor



**MARK A. MATHEWS**  
(10/03/11)  
Maintenance Mechanic



**MIGUEL ORTIZ**  
(01/25/82)  
Service Attendant



**JUAN BALTAZAR**  
(04/21/98)  
Janitor

Luis is a Veteran of the United States Armed Forces. He served in the US Marine Corps from 1990 to 1994. He is a proud father to three amazing children: Ariel, Clarissa and Justin. During his spare time he coaches his son's baseball team and travels frequently to Mazatlan Mexico. He enjoys watching and playing football and baseball. He is a true die hard Dodger Blue fan.

## TRSA ARTICLE ABOUT THE IRVINE PLANT

**PLANT TOUR**

# Blue-Sky Solution— Prudential, Irvine, CA

*Prudential expanded virtually while its plant became next generation's efficient, high capacity.*

By Jack Morgan

Nearly five years ago, Prudential Overall Supply encountered a challenge common to operators of laundry plants located in areas where additional land for expansion is unavailable.

Due to steady growth, the plant had essentially reached its capacity for productivity gains using its semi-automated wash side. A creative fix was needed that could enable the facility to "know where it was planted," so to speak.

After consulting internally and with vendors, in 2009 plant management and JEN-BEN USA representatives devised a solution that called for raising the roof in a small section of the 40,000-square-foot building. This would make room for an automated wash side, with direct input from the washer-extractor. The system included a series of conveyors, drums and a vacuum system that moves clean wet goods from the washer-extractor to the drums with minimal manual labor. Each drum is directly connected to the plant's recovery system.

**SYSTEM IMPACT**

This investment in raising its wash side is yielding ROI for Prudential by expanding productivity, saving labor and reducing consistency in loading, water and chemical use, says Plant Superintendent Gary DeVito. "The beauty of this is—at other plants, the height and the

chemistry in the wash process varies. Here, it's automatic. They know what the load is. This optimizes the wash process. It makes sure the customer gets what they need."

Enhanced precision in washing means better quality and less waste of water and the chemicals that are provided through an EcoLab chemical injection system. "There's very little reworking or underloading with this system," says DeVito, a New Jersey-born California transplant who's worked for Prudential for five years. "What you see is consistency in the wash process. The water helps us."

John Clark, the plant's general manager and son of Prudential CEO Don Clark, adds that the system's ability to deliver high quality is a key asset, along with expanding throughput. "I think it's a combination of all of them. It really is the fire and insurance quality is important for us. It has only increased it."

DeVito adds that increased automation, "despite its reputation for high maintenance, is going to be put in for wash loads. There's better consistency if you have an underloaded washer, you don't have enough mechanical action in the washer to clean.

Given the plant's limited footprint, Clark says raising the roof and installing the new wash side has provided the solution. Prudential was

**Quality is important and the automation and the reduction in cost does help. As you can see, we have a limited size here in our plant. And we're growing our base. So with that growth, the question becomes, how do we do more with less?**

**Quality is important and the automation and the reduction in cost does help. As you can see, we have a limited size here in our plant. And we're growing our base. So with that growth, the question becomes, how do we do more with less?**

As you can see, we have a limited size here in our plant. And we're growing our base. So with that growth, the question becomes, how do we do more with less?

**IN THE PLANT**

Our well-to-do line of five-line plant begins at the end area, where trucks from the plant's 21 routes come to drop off their wet goods at the loading dock. Clark and DeVito point to five large metal bins where uniforms, coats, shirts and other products are collected. The water at an on-plant drop zone is one of the bins. "When the system determines that the weight of the water has reached 105 lbs., the goods move via a conveyor belt to a drier. The water then moves over a Permatex overhead rail system.

along the interior ceiling to a "pinning" drum. There, they are dried with other wet goods that later will go to one of three 60-in. L-flow washer/extractors. "The idea is we use just a few minutes a year during our visit around 3 a.m. Driers usually come in around 1 p.m. with solid loads that are out of them 1-4 p.m. The Irvine plant processes a ton of goods, including about 400 industrial and healthcare garments, 200 towels, shirts and bar towels, 100 coats, 400 lbs. wet dry bags, 100 "reusable," i.e., mop, restroom paper, etc., plus other reusable items including cloth supplies.

It's dry up to an electric corder that drops the drier cord up for washing. If you press the button or button at any of the drier, it will show various details about the load, including the type of product and weight. They also are marked by number and color.

As the system calls up drier for washing, they move via rail over to the washer/extractor. The drier is cooled automatically with a cold air as it moves back up onto the rail system. The transfer moves onto another conveyor, which sends around to a loading station. The water then up to

Read the entire article on our website at [www.PrudentialUniforms.com](http://www.PrudentialUniforms.com)



# B.R.A.K.E.S.

## Irvine Plant Safety Team



### Irvine, CA Plant B.R.A.K.E.S. Team

(Becoming Responsible Associates Keeping Each other Safe)

This committee was Prudential's first safety committee.

Their name properly recognizes the group's contributions and values, while their actions lead them toward becoming VPP STAR.



### ERGONOMICS TEAM - IRVINE

(left to right)

**Javier Garcia Moreno** (07/24/13),  
**Francisco Sanchez** (05/12/77),  
**Beningo C. Herrera** (08/12/81),  
**Imelda R. Ortiz** (08/02/06),  
**Jaime Ruiz** (02/10/03),  
**Marisa Rodriguez** (09/26/00),  
**Arturo Leon** (03/13/90),  
**Lidia Rodriguez** (05/30/98),  
**Rosa Cortez** (08/21/96),  
**Nelson Bonilla** (07/23/14),  
**Juventino Blanco** (05/15/81),  
**Adrian Molina** (09/08/14),  
**Aurelia M. Aguirre** (07/03/89),  
**Roberto Ruvalcaba** (09/15/14),  
**Modesta Ruiz** (10/01/79),  
**Maria Munguia** (05/14/96).



### FIRE, EMERGENCY & PPE TEAM - IRVINE

(left to right)

**Sergio Gonzalez** (04/28/14),  
**Bernabe L. Rosiles** (04/25/11),  
**Emilio Vasquez** (05/08/07),  
**Felipe Soto** (02/27/90),  
**Yolanda P. Torres** (03/20/00),  
**Maria E. Ruiz** (02/13/96),  
**Cynthia Izquierdo** (10/29/13),  
**Juan Baltazar** (04/21/98),  
**Rosalinda V. Ruiz** (09/21/99),  
**Maria Z. Orozco-Sepulveda** (07/17/00),  
**Micaela Lopez** (05/27/86).



### RULES & PROCEDURES TEAM - IRVINE

(left to right)

**Eliazar Robles Jr.** (08/18/14),  
**Cesar Hernandez Lopez** (09/02/14),  
**Mayte Lopez** (06/20/13),  
**Juan B. Ramos Camberos** (06/14/11),  
**Meaghen Beth Balaam** (08/29/11),  
**Thusuong T. Nguyen "Suzy"** (05/30/06),  
**Sandra Quezada** (12/01/97),  
**Yesenia Rivas Tovar** (10/08/13).



# Irvine Plant's Featured Customer

**NUTRILITE®**

Amway



## **NUTRILITE**

5600 Beach Blvd.

Buena Park, CA 90622

800-253-6500 [www.amway.com/nutrition/nutrilite](http://www.amway.com/nutrition/nutrilite)



## **WHY NUTRILITE**

Nutrilite® is the only global vitamin and mineral brand to grow, harvest, and process plants on our own organic farms.

Nutrilite is a vitamin, mineral and dietary supplement brand that provides a complete array of supplements for a range of needs, including general nutrition, heart health, weight management, and children's nutrition.

Nutrilite sources natural, organic plant concentrates, many grown on our own farms, and highly purified vitamins and minerals from around the world to meet our exacting quality standards. All ingredients used in NUTRILITE® products are extensively researched, tested and formulated to provide a product that meets the nutritional needs of people on their way to optimal health.



## **UNIQUE NATURAL FARMING PROCESSES**

NUTRILITE® is the only global vitamin and mineral brand to grow, harvest and process plants on our own certified organic farms. All our farms – over 6311 acres in California, Washington State, Mexico and Brazil – replenish the soil and avoid synthetic pesticides, herbicides and fertilizers. They are also global good neighbors dedicated to giving back to the community.



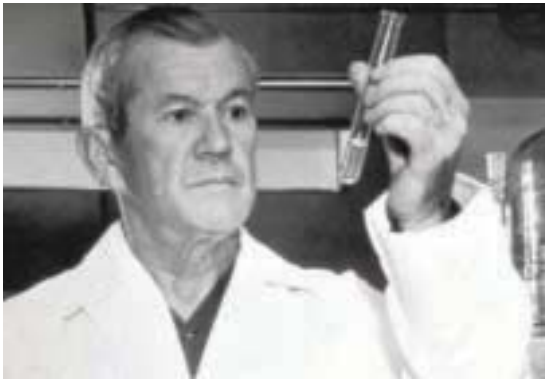
## **WE NEVER COMPROMISE ON QUALITY**

Our insistence on the highest manufacturing standards is important to our success... and your health. Our top-flight quality experts perform over 15,000 tests a month using our specialized equipment in state-of-the-art facilities dedicated to extracting nature's richest nutrients, which are then carefully tested, measured, compressed, inspected and sealed for you.



## **THE BEST COMBINATION: SCIENCE AND NATURE**

Like our founder, Carl Rehnberg, our scientists around the world use cutting-edge methods and technology to evaluate new ingredients, and to find better ways to maximize the health benefits of our crops. In our self-contained, highly automated manufacturing facilities, we use innovative, patented processing methods to ensure formulation potency and accuracy.



**Carl Rehnborg**  
Nutrilite Founder

1915 - While in China from 1915 until 1927, Carl observes the poor health of the people and makes a correlation between nutrition, health and lifestyle.

1919 - Before returning to China, Carl spends time learning the nutritional value of milk. At Carnation's research facility, he notes that dairy cattle thrive when fed exclusively on alfalfa. He believes alfalfa is an ideal food source and seeks a way to make it digestible in the human body.

1927 - Carl, at the age of 40, leaves China and arrives in San Pedro, California with only \$24 in his pocket. Years later he said, "I was flat on my back and broke, but I was rich because I had a dream I was going to pursue at all costs."

1939 - Nutrilite opens the Slauson Avenue processing facility in central Los Angeles, its first full manufacturing operation. As business expands, the company begins packaging and shipping a few blocks away on South Hoover Street.



Standing next to history at Nutrilite. (left to right)  
**John Clark** (08/31/09), General Manager, Irvine Plant  
**Michelle Singleterry**, Amway Senior Secretary  
**Statue of Carl Rehnborg**, Nutrilite Founder  
**Edgar Tejada** (06/03/13), Customer Sales Representative, Irvine Plant  
**David Curry** (01/17/07), Key Account Manager, Corporate Office



**Edgar Tejada** (06/03/13), Customer Sales Representative, Irvine Plant making his normal delivery of labcoats, frocks and uniforms to one of the many employee lockers at Nutrilite. POS also services mats and towels to various departments within Nutrilite.



Paying tribute to 80 years in business. (left to right)  
**Edgar Tejada** (06/03/13), Customer Sales Representative, Irvine Plant, **John Clark** (08/31/09), General Manager, Irvine Plant, **Michelle Singleterry**, Amway Senior Secretary and **David Curry** (01/17/07), Key Account Manager, Corporate Office.



Our truck in front of the beautiful Nutrilite Office.



## New Service Center Opened in Jacksonville, Florida



**Casey Starr** (03/19/12) has taken the reins as the Service Center Manager at the new Jacksonville, Florida Service Center.

Casey joined the Prudential family as an MPTP and completed the bulk of his training in the Richmond plant while also spending time in both Boston and Vista rounding out his 1st year training. Upon completion of his MPTP training Casey was hired as a Route Manager at the Richmond plant in March of 2013 where he continued learning and growing in our industry.

**Andy Dressler** (03/09/09) has transferred from Prudential's Chula Vista location to become the Route Manager at the new Jacksonville, Florida Service Center.

Andy started with Prudential in March of 2009 when he was hired in Chula Vista as CSR Utility. He has held several positions including, Route Manger, SSM Trainee, Plant Liaison between Vista and Chula Vista, Line Truck Driver / Trainer, Plant Superintendent Assistant, Maintenance Mechanic Assistant, Garment Coordinator and Account Manager for the San Diego Zoo.

### **PCS Expands National Reach to Better Serve Customers.**

Prudential Cleanroom Services, a world leader in cleanroom laundry service systems, announced the recent opening of its newest service center location in Jacksonville Florida. The new service location helps Prudential better serve customers throughout the Southeast.

Tom Watts, President of Prudential Overall Supply, says, "We are excited to offer our customers the best possible service solutions. The depth and experience of our service team along with our product and service offering will help us meet this goal."

Tom continued, "by being a conservatively held and debt free Company, it has put Prudential in a position to capitalize on these types of opportunities as they present themselves."





# Portland, Oregon Service Center Updates



It seems unreal that it has been 11 months since we added the Portland Cleanroom to the Prudential Family. We are currently 40 employees strong, and 14 of the 40 have been on our team since the inception of the plant. In appreciation of our team, we opened our doors to their families this past month. We wanted to take the opportunity to thank everyone who directly or indirectly supported the plant over the last 11 months. The employees enjoyed the event and it was a lot of fun to meet everyone's families.



Many prizes to win and enjoy!



**Patricia Waymire** (09/20/13) Laundry Worker and **Phillip Kramer** (10/21/13) Assistant General Manager enjoying the party!



Children had fun with the piñata!

# Clean Green Updates

**UPDATE:** Prudential Overall Supply Empowers Customers - To Promote Their Choice to Use a Clean Green Certified Supplier and Reusable Textiles



**Jaime Quinonez** (12/02/13) Customer Sales Representative at the Carson Plant points to the Clean Green sticker at one of the Carson Plant customer locations.

New account "New York Buffalo Wings and Ribs" is a proud customer of Prudential. **Natalee Jones** (02/17/14) Corporate Sales Representative at the Chula Vista Service Center showing off the new sticker in their window!



The Phoenix plant has a proud customer "Tavern Greek Grill" located in Flagstaff, Arizona who are excited to have the new clean green sticker posted in their window.

Prudential Overall Supply, popular supplier of high quality work uniforms and textile rental programs, is Clean Green Certified by the Textile Rental Service Association (TRSA), the leading international organization representing commercial textile services. The certification highlights Prudential's commitment to the conservation of natural resources and sustainability through best management practices. This recognition places the company above and beyond the industry's standards, and sends a clear message to consumers seeking the benefits of utilizing reusable textile solutions, including reduced environmental impact, lower costs, and more.

Demand for environmentally conscientious companies is on the rise as people increasingly look to green solutions to solve the growing problems of rapidly depleting natural resources and rising energy costs. States like California and Texas are currently experiencing severe droughts that many experts predict will only become worse over time. Water conservation is more important

than ever before, making companies dedicated to sustainability, like Prudential Overall Supply, crucial to America's economic future. Businesses can expect to benefit from using Clean Green Certified services, especially as consumers choose to frequent explicitly water and energy efficient establishments.

Prudential Overall Supply is proud of their Clean Green certification and their continued pledge to minimizing their environmental impact. They encourage people to look for their exclusive Clean Green window stickers and tabletop message tents displayed by companies around the nation.

Customers can receive Clean Green stickers and table tops simply by asking their route service representative. Visit their website today, [www.prudentialuniforms.com](http://www.prudentialuniforms.com), to learn more about their commitment to sustainability.

To learn more about their commitment to sustainability visit [www.prudentialuniforms.com/about/clean-green-movement](http://www.prudentialuniforms.com/about/clean-green-movement)



# Clean Green Updates



**Chuck Burish** (03/09/87) Corporate Production Manager, Corporate Office.



Congratulations to the Albuquerque Plant on getting the Gold from the City of Albuquerque on compliance efforts for treating the wastewater discharge to consistent discharge quality. The official list shows Prudential as a prominent member of the community for your efforts in 2013 and 2014.

## Water and Energy Sustainability



The Los Angeles Industrial Plant has received the certificate of recognition from the City of Los Angeles for complying with Industrial wastewater discharge limits and requirements.



The Carson Plant has received the certificate of recognition from the City of Carson for complying with Industrial wastewater discharge limits and requirements.





# Aaron's Safety Corner



Aaron M. Elbersson  
(02/07/11)  
Customer Sales Representative  
Safety Coordinator

Happy Holidays from the Corporate Safety Department. The Safety Department would like to wish all Prudential Overall Supply employees a safe and happy Holiday Season. As another year comes to a close we would like to commend all POS employees for striving to improve the safety in their plants and continuing to commit to an incident free workplace. 2014 is on pace to be one of the safest years at POS, ever.

2014 witnessed some exciting events. Two new plants adopted the POS Safety Process this year. Fresno's Safe Work Is First Task (S.W.I.F.T) and Portland Cleanroom's Heroes of Prudential Safety (H.O.P.S.) all initiated their safety processes this year. We are eager and excited to see the development of these two new committees.

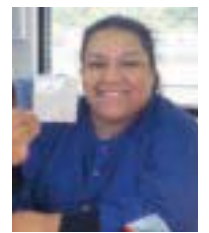
The Riverside plant initiated its pursuit of VPP STAR certification. In June, the STOP Committee with the help of the Riverside subcommittees relaunched the safety process by rolling out three new subcommittees and celebrating 100 days without a recordable incident. BY the end of 2015, Riverside hopes to join Phoenix as a VPP STAR certified workplace. We are confident, with a lot of hard work and dedication, the Riverside team will achieve their goal.

The Safety Department would like to wish all POS employees a wonderful and safe holiday season, and a prosperous New Year.

## Milpitas Went 200 Days Accident Free!



Congratulations Milpitas Cleanroom Safety Progress Always Reinforcing Knowledge (S.P.A.R.K.) team on your 200 days incident free. Keep it going! We are all very proud of your accomplishment.



## Austin Went 200 Days Accident Free!



Safety BBQ at the Austin Plant celebrating 150 days without an accident. The plant is now over 200 days without an accident. Way to go Guardians of Prudential for Safety (GPS) Safety Committee!

# Safety Training



## Mesa's Annual Maintenance Seminar

May 8 & 9<sup>th</sup> 2014 Prudential facilitated their Annual Maintenance Seminar at the Mesa Cleanroom location.

We would like to thank our utility partner Salt River Project (SRP) for providing training sessions for our Maintenance Engineers in Arch Flash safety, Demand charge/Usage, and providing knowledge on energy rebate possibilities by installing efficient equipment. All information was extremely helpful and informative for our team.

Prudential Mesa, AZ is in the process of benefiting from the SRP rebate programs offered for lighting and air conditioning.

SRP is truly a model company. They care about their customers and are involved with their community. They share Prudential's philosophy of continuous improvement by focusing on customer service and soliciting business and residential in community for ideas on how to provide better service to their customers. Their mission speaks for itself "Delivering more that power".

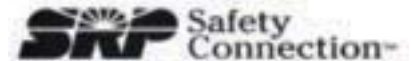
Thank you SRP for your continued partnership, **Juan Johnson** (01/26/98) General Manager, **Rebecca Koury** (06/24/91) Plant Superintendent, and Prudential team.



Netoya Evans SRP Business Account Manager covered "Demand Charges", how utility charges are billed, and how to minimize your charges through start up processes and equipment efficiencies.



Joseph Degraft- Johnson Energy Efficiency/Savings & Rebate Incentives



Michael Runzo – Safety Specialist: Arch Flash Safety



The Industrial Maintenance and management guests were able to gown up in Cleanroom attire and look into the world of a Cleanroom facility.

### "What is your Contribution to Prudential?"

**Carmen Berrelleza** (10/26/09) Senior Human Resources Manager performed the course 7-Basic Habits of Highly Effective Managers for the Mesa Cleanroom team. Each team member stated what their contribution was to make the Prudential Mesa team be the best they can be.

The framed statements are posted at the facility for all team members to see and to serve as a reminder of the team's commitment to the team.





# Training Programs

## PSS Training Session 12

September 16 - 18, 2014 - San Antonio, Texas

PSS - Professional Sales Skills' Achieve - Global Training Program & Certification  
For All Corporate Sales Representatives (CoSR) and Account Executives (AE).



Left to right:

**Juan Vasquez** (07/14/14) Corporate Sales Representative, Los Angeles Plant  
**Bill Evans** (08/20/07) District Sales Manager, Corporate Office  
**Tony Santoyo** (07/07/14) Corporate Sales Representative, Irvine Plant  
**Mark Keller** (07/14/14) National Account Executive, Corporate Office  
**Jaime Carrasco** (08/03/14) Corporate Sales Representative, El Paso Service Center  
**Sean Michot** (07/28/14) District Sales Manager, San Antonio Service Center  
**Keith Timmons** (06/16/14) Corporate Sales Representative, Las Vegas Service Center  
**Raymond Perea** (09/02/08) Sales & Service Manager, Albuquerque Plant  
**Dean Killion** (03/06/95) Director of Sales, Corporate Office.

## English as a Second Language (ESL)



**Luis Pineda de la Paz** (02/27/14) Washer at the Austin Plant utilized the company's Tuition Reimbursement Benefit to take English as a second language class. He got an "A"!

## Tuition Reimbursement Reminder

### **Purpose:**

*People are our most important asset. As part of our Mission Statement, we are committed to excellence in "Developing all employees to achieve their full potential." The Tuition Reimbursement Program assists individual employees in their development.*

- Must be full time regular employee
- Employees regularly scheduled to work 30 hours or more per week are considered full time employees for the purpose of this policy.
- Must have six months continuous employment prior to the start of the course or training.

### **Eligible Expenses:**

- Tuition fees, registration, enrollment fee, books, materials, etc.

### **Dollar Limit:**

- There is a limit of \$4,000 per year.

### **Encouragement:**

- Employees should be encouraged to take classes or tests for high school graduation or the GED.
- Employees should be encouraged to take English as a Second Language classes.

### **Advance Approval Required:**

- The employee must apply to the General Manager and have the application to the Vice President of Human Resources at the Corporate Office at least two weeks prior to the first day of any course or training.

### **Application:**

- Complete Application for Tuition Reimbursement, Form 10064.
- Refer to CPP 24.10 for full details.

## New Assignments & Promotions in the Company



**John Clark** (08/31/09) has been promoted to Regional Manager at the Corporate Office.

As John continues to gain knowledge, understanding and experience at Prudential as well as in the laundry industry, his next step will be to assume a Regional Manager's role. John will take on the responsibilities for a newly created region effective in January of 2015.



**Mark Elbersen** (02/16/88) has assumed the General Manager position for the Riverside Plant and its service centers. Mark has been highly successful at the plants that he has run and his assignment to Riverside will help that plant continue to grow and prosper as well as develop our employees for the future.



**Zach Guilds** (08/27/07) has transferred from the Albuquerque Plant to Phoenix as the new General Manager. Zach has been with Prudential for 7 years now and has developed the skills to take on this larger plant and its service center.



**Jon Locke** (08/09/04) will assume the responsibilities of the General Manager at the Irvine plant at the end of the year. Jon has been with Prudential for 10 years and successfully worked his way through the organization. His success at the Moorpark facility and his ongoing master's degree education has given him the experience to take on a larger role within the organization and the Irvine plant is a perfect fit for him and the company.



**Jason Sills** (10/27/14) has been hired as the General Manager at the Albuquerque Plant. Jason comes to Prudential with 10 years of laundry experience. He enjoys time with his wife and three daughters.



**David Ruiz** (10/20/14) is our new General Manager at the Distribution Center. David comes to us with over 14 years of experience as the General Manager of another laundry company. David's background also includes 28 years of experience in managing garment manufacturing and garment distribution operations. He has earned his B.S. in Industrial Engineering from the National Polytechnic Institute in Mexico City.



**Rosa Vasquez** (01/28/08) has been promoted to the Moorpark Service Center as the Assistant General Manager. Rosa has extensive laundry industry experience for over six years before starting with Prudential as an Account Executive at the Los Angeles Cleanroom in 2008.



**Phillip Kramer** (10/21/13) is the new Assistant General Manager at the Portland Cleanroom Plant. Phillip originally joined Prudential in 2009 as Sales & Service Manager supporting the Portland Service Center.



**Miguel Delgado** (07/17/06) has been promoted to District Manager in Puerto Rico.



## New Assignments & Promotions in the Company



**Sean Michot** (07/28/14) was hired as the District Sales Manager for the company's San Antonio Service Center. Sean will oversee the growth in this city so that we can eventually build a plant there.



We are happy to welcome back **Mark Keller** (07/14/14) to the Prudential family to the role of National Account Executive.



**Robert (Tony) Azevedo** (09/08/14) has been hired as the Plant Superintendent at the Fresno Plant.



**Shaylendra Nair** (12/01/97) has been promoted to the Plant Superintendent position at the Carson Plant.



**Miguel Bernal** (09/16/14) has been hired as the Plant Superintendent at the Vista Plant.



**Desiray G. Yarbrough-Shaffer** (11/10/14) has been hired as the new Office Manager at the Riverside Plant.



**David Nieto** (10/11/10) has been promoted to the Office Manager position at the Fresno Plant.



**Ron Flores** (06/16/14) has been hired as the new Sales & Service Manager at the Los Angeles Industrial Plant.



**Keith Ortega** (09/24/12) has been promoted to the new Sales & Service Manager at the Milpitas Industrial Plant.

## New Assignments & Promotions in the Company



**Erikha Phan** (07/05/11) has been promoted to the Sales & Service Manager position for Milpitas Cleanroom Plant.



**Rick Valdez** (06/11/91) has been promoted to the position of Sales & Service Manager at the Vista Plant.



**Wendi Chadwick** (09/26/13) has been promoted from MPTP in Austin to the Sales & Service Manager at the West Sacramento Service Center.



**Steve Dalley** (07/22/13) has been promoted from MPTP to the Sales & Service Manager position at the Mesa Cleanroom Plant.



**Roger Toxey** (02/13/12) has been promoted to the position of Sales & Service Manager at the San Antonio, Texas Service Center.



**Sean McGourty** (08/18/14) has been hired as a Route Manager at the Milpitas Industrial Plant.



**John Uribe** (04/08/14) has been hired as a Route Manager at the Milpitas Industrial Plant.



**Clayton Hossie Jr.** (09/08/14) has been hired as the Maintenance Supervisor at the Los Angeles Cleanroom Plant.



**Herbert Gutierrez** (06/30/14) has been hired as the Maintenance Supervisor at the Austin Cleanroom Plant.



# New Assignments & Promotions in the Company



**Brian Peterson** (4/21/14) is our new Quality Assurance Supervisor at the Austin Cleanroom Plant.



**Mike Davis** (03/06/12) has been promoted as the Lead Garment Coordinator in Rhode Island.



**Rita Guerra** (08/26/14) has been hired in the Accounts Receivable Department as a Accounts Receivable Clerk at the Corporate Office.



**Chad Novak** (10/13/14) has been hired as an MPTP at the Los Angeles Cleanroom Plant.

## --- REFER-A-FRIEND ---



SERIAL GRILLERS PIZZA SHOP  
520-546-2160  
5737 E. Speedway Blvd. - Speedway/Craycroft

One of our Top Refer-A-Friend accounts "Serial Griller's Pizza Shop" with **Jose Montes** (02/19/01) Corporate Sales Representative at the Tucson Plant.

Thank you for providing a lead to us...your friend is our friend! We tip our hat to you!

It pays to have friends with "Refer-a-Friend" from Prudential Overall Supply.

Simply provide your friend's contact information the next time you see your Prudential Representative.

We'll take it from there. If they decide to take advantage of Prudential's services, "Refer-a-Friend" will pay you an amount equal to one week of their full rental service charges.

"Refer-a-Friend" isn't just for your friends in uniform. Prudential's restroom services and professional floor mat programs can benefit virtually any business or organization.

We thank you for your business, and value the trust you place in us with your friends.



## Did You Hear the News?

### “Riverside BBQ”



**Sergio Lopez** (07/24/06) Sales & Service Manager at the Riverside Plant, doing a solid by cooking up some dogs, burgers, and chicken for the Customer Sales Representatives and the PM Production crew.



Employees enjoying the BBQ and relaxing during the break.

### “Riverside Halloween”



A real spooky Halloween was held at the Riverside plant! Great costumes!!!!

## Los Angeles Cleanroom Holds a Rodeo Party for Their Families!

Fun was had by all who joined in at the family rodeo and open house.



## Coats For Kids!

Help celebrate 20 years of keeping Valley children warm! Every winter thousands of children across the valley go without a warm jacket. Our Fresno Plant is joining KSEE24, KISS Country, the Salvation Army and other generous sponsors and donate a new or used coat to Coats for Kids.



**Nicole Palmer** (08/19/09) General Manager, Fresno Plant, was the voice over for a radio commercial that will run 25 times a week for 3 weeks on Kiss Country, the most popular country station in the Valley. The Fresno plant will be picking up the coats people leave at designated spots and dropping them off at the salvation army. Great job Fresno Plant Team!



# Did You Hear the News?

## Austin Plant Recognizes Employees with Perfect Attendance for 2013!



Left side, back to front:

**Kyle Stowers** (04/06/09) Customer Service Representative,  
**Brad Schacherl** (05/07/12) Assistance General Manager,  
**Mike Blazek** (05/21/90) General Manager,  
**Roberto Flores** (06/08/98) Production Supervisor,

Right side, back to front:

**Elaine Corvea** (02/01/10) Folder,  
**Maria Estrada** (09/08/05) Mender,  
**Augustina De La Paz** (12/16/09) Soil Sort,  
**Virginia Aguero** (09/23/97) Folder,  
**Martha Juarez** (02/25/08) Garment Coordinator.



Plant Superintendents **Rebecca Koury** (06/24/91) and **Sandra Sepulveda** (09/21/11) recently competed in a 5K run during Cinco de Mayo.

## OAA "Take Two"



"Here is Los Angeles Cleanroom's OAA picture that should have been included in the last OTC. Sorry for the error and Congrats to the team again!"

- **Sandra Lieu** (07/11/11) General Manager, Los Angeles Cleanroom

## Halloween Party at the Corporate Office



Cowgirl, Maleficent, Peacock and the Three Amigos all came to join in on the fun!



**Doug Geer** (02/01/83)  
Director of Fleet,  
First Place Winner of the  
Costume Contest.

## In Memoriam

Long time Corporate office employee, **Theresa "Tee" Langevin** recently passed away at age 85. Tee worked in Personnel as well as secretary to John D. Clark, Don Clark and Dan Clark!



# In Memoriam Dallas Dale

## "Mr. Bain"

### 1927 - 2014

**Bain, Dallas Dale**, passed away on Thursday, August 14, 2014 in Tustin, CA. Dale was born in Fagus, Missouri on June 10, 1927 and graduated from Southeast Missouri State College in Cape Girardeau, MO in 1950 with a B.S. in Education. He served in the U.S. Navy and was on board the U.S.S. Missouri when the Treaty for WWII was signed. Dale married Alice Jean Kershaw in 1963 in Santa Barbara, CA. He worked for Prudential Overall Supply for over 50 years, first as private pilot to the company owner and then as Personnel Director. He was still working for Prudential until the day before his death at the age of 87. Dale was an airplane pilot and instructor, a teacher who taught classes in mathematics, accounting and shorthand, was a talented photographer who graduated from the New York Institute of Photography, and a self-taught tailor who sewed many of the family's clothes. He is survived by his wife, Alice Jean Bain; son, John Dale Bain; and grandson, Stephen Dallas Kish. He was preceded in death by his daughter, Katrina Jean Kish in 2006. Mr. Bain was buried with honors at the Riverside National Cemetery. Memorial contributions may be made to Air Medical Memorial, P.O. Box 842, Castle Rock, CO 80104 in honor of his daughter Katrina, a flight nurse who died in an air medical crash.

- See more at: <http://www.legacy.com/obituaries/orangecounty/obituary.aspx?n=Dallas-Bain&pid=172181861#sthash.Rq4Jx7W3.dpuf>

*1960 cont. Longest Serving Employee*



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

| <b>Dale Bain Personnel Card</b> |                          |           |
|---------------------------------|--------------------------|-----------|
| 08/05/59                        | Assistant to President   | Corporate |
| 02/12/60                        | Left Company             |           |
| 03/21/60                        | Administrative Assistant | Corporate |
| 11/18/68                        | Personnel Director       | Corporate |

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

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

*Another great experience was doing nearly all of the original photography for the very successful "Route to Success" training program which is still in use today. I wore out two new cameras and put over 100,000 miles on a Datsun B-210.*

*I went back to college in the 1980's to learn the basics of computer programming and used this knowledge to convert our company's hand written personnel records to a state-of-the-art system. One of my assignments at Irvine Valley College was to write a program to determine how much vacation time each employee has. With improvements in PCs and networks, this program now computes the vacation eligibility and accrual for all POS employees in less than five seconds. When first used, it took 30 minutes with several interruptions to change floppy disks.*

Source: Off-The-Cuff Issue - 2007, Vol. #48, No. 1

We were informed that Dale Bain passed away in his sleep. John Thompson, Omar Hurtado, Dan Clark and Tom Watts had just taken him to lunch a short while ago to celebrate his 55 years of service with POS. Dale was working part time from home to assist Omar and the personnel department and was mentally as sharp as ever but his physical capabilities were really starting to give him problems.

- **Tom Watts** (09/08/75) President, Corporate Office

*Thank you  
Mr. Bain for being a pioneer at  
Prudential and for your  
dedication through the years.  
You are in our hearts and  
may you rest in peace.*



# Did You Hear the News?

## --- ANNIVERSARIES ---



**Lauri Lecair** (08/09/79) Plant Superintendent at the Milpitas Cleanroom is presented her 35th anniversary certificate by **Joe Sharma** (09/04/06) General Manager at the Milpitas Cleanroom Plant.



**Maria T. Loredo** (06/26/79) Garment Coordinator for 35 years at the Milpitas Cleanroom Plant.



**Modesta Ruiz** (10/01/79) laundry Worker at the Irvine Plant celebrates 35 years with **John Clark** (08/31/09) General Manager, **Gary De Vine** (04/30/10) Plant Superintendent, **Jon Locke** (08/09/04) General Manager and **Jaime Ruiz** (02/10/03) Plant Supervisor.



**Marlan Bigler** (11/26/84) System Analyst at the Corporate Office receives his 30th Anniversary watch from **John Thompson** (02/16/93) Vice President of Finance at the Corporate Office.



**Martha Blanco** (05/21/84) Production Employee celebrates her 30th Anniversary at the Los Angeles Cleanroom Plant.



**Lomberto Perez** (09/04/84) Production Employee at the Carson Plant received his 30th anniversary certificate and gift from **Ron Baublitz** (09/19/94) General Manager at the Carson Plant.



**Mike McKinney** (03/30/89) Computer Support Specialist at the Corporate Office celebrated his 25th anniversary with Prudential!



**Irma Serrano** (09/04/89) Production Employee at the Carson Plant received her 30th anniversary certificate and gift from **Ron Baublitz** (09/19/94) General Manager at the Carson Plant.



**Felisa Cadenas** (06-19/89) Production Employee at the Carson Plant received her 30th anniversary certificate and gift from **Ron Baublitz** (09/19/94) General Manager at the Carson Plant.



**Alicia Leza** (02/13/89) Folder at the Milpitas Cleanroom is presented her 25th anniversary certificate by **Joe Sharma** (09/04/06) General Manager at the Milpitas Cleanroom Plant.



**Leticia Bustos** (09/27/89) Stockroom Clerk at the Milpitas Cleanroom is presented her 25th anniversary certificate and watch by **Joe Sharma** (09/04/06) General Manager at the Milpitas Cleanroom Plant.



**Imelda Ruiz** (10/04/89) Folder at the Milpitas Cleanroom is presented her 25th anniversary certificate and watch by **Joe Sharma** (09/04/06) General Manager at the Milpitas Cleanroom Plant.

# Did You Hear the News?

## - - - - RETIREMENTS - - - -



### CARSON PLANT

On Friday, May 30th the Carson Plant celebrated **Joe Davis'** (09/04/90) Customer Sales Representative's retirement. After 24 plus years with Prudential Joe has decided to hang up his boots and let his RV do the traveling as he plans to travel the states and enjoy the time with his wife.



### TUCSON PLANT

After 26 years with Prudential, **Art Delgado** (06/06/88) Assistant General Manager decided it was time to retire and move to Ecuador and live on the beach. Art spent most of his years working at the Tucson Plant and at his retirement party was presented with a fantastic luncheon and airline vouchers for travel to and from his new home by **Mitch Cummins** (07/21/80) General Manager, Tucson Plant.



### TUCSON PLANT

On Friday August 15th the Tucson Plant celebrated the retirement of one of our employees **Eva Gradias** (09/29/90) Stockroom Clerk with **Mitch Cummins** (07/21/80) General Manager, Tucson Plant. Wishing you the best Eva!



### VF IMAGEWEAR - RED KAP

VF announced during our last meeting with them that Jon Heavin will be retiring from VF on September 30th, 2014. Jon was instrumental in helping Prudential transition from our in-house garment manufacturing plant to outsourcing to VF. His replacement for managing the Prudential account is Brad Mehaffey who most of you have met. We are happy to have Brad trained and ready to help move the relationship forward through this transition period. Prudential appreciates the work Jon has done on our behalf, and respect the many years of impeccable service he has performed for us.

### A NOTE FROM JON HEAVIN:

*Dear All my Friends,  
I appreciate Jerry letting everyone know of my plans and upcoming retirement on September 30 and after 45 years of service with Red Kap. It was a tough decision to make but I felt the time was right to let new, young blood grow in both of our organizations. Unfortunately, I doubt there will be time to get around to see all of you before final date. The friendships and relationships, these past 13 years, working with my Prudential family has been very rewarding and much appreciated. I have enjoyed working with each of you and will miss our visits. During the past year, most of you have had the opportunity to meet or talk with Brad Mahaffey. Brad will be taking over my role and have the responsibility to help you grow in the future. Please thank your teams for they have done to make my job easier, for your continued support, and for all the business. Best wishes and good health to each of you.  
Sincerely, Jon Heavin, Merchandising Manager, National Accounts*



# Prudential's Mail Bag

Entry Date: August 28, 2014 at 8:17 pm  
Form Name: New Testimonial

First Name: Ann  
City: Mountain View  
State: CA

Comment:

I called POS this afternoon and within hour, Winson returned my call. I then called him back, explained my dire situation (being out of clean towels). The person who laundered my towels, commercially, quit and we were in dire straits. I couldn't wait until Tuesday, the day after Labor Day for towels. So what did Winson do?

Winson exceed my expectations when he turned his car around (while enroute to Menlo Park) and headed back to Milpitas to pick up towels for me, that minute. Then he stopped by my biz in Mtn View; towels in hand, smiling and polite.

Of course I was surprised that he would do this for me; I hadn't even met him before. He had sympathy for my situation and wanted to give me service. A true humanitarian.

Thank you Winson and thank you POS for employing wonderful people who care for others and go above and beyond for their clients.

Thank you so very much!

Sincerely, Ann

**Winson Wong** (08/11/97) Corporate Sales Representative, Milpitas Industrial Plant.

Just another example to all of us how you earned Prudential's most recent Gold Star Award.

Thank you for your ongoing sales leadership and most importantly, your 110% commitment to customer service.

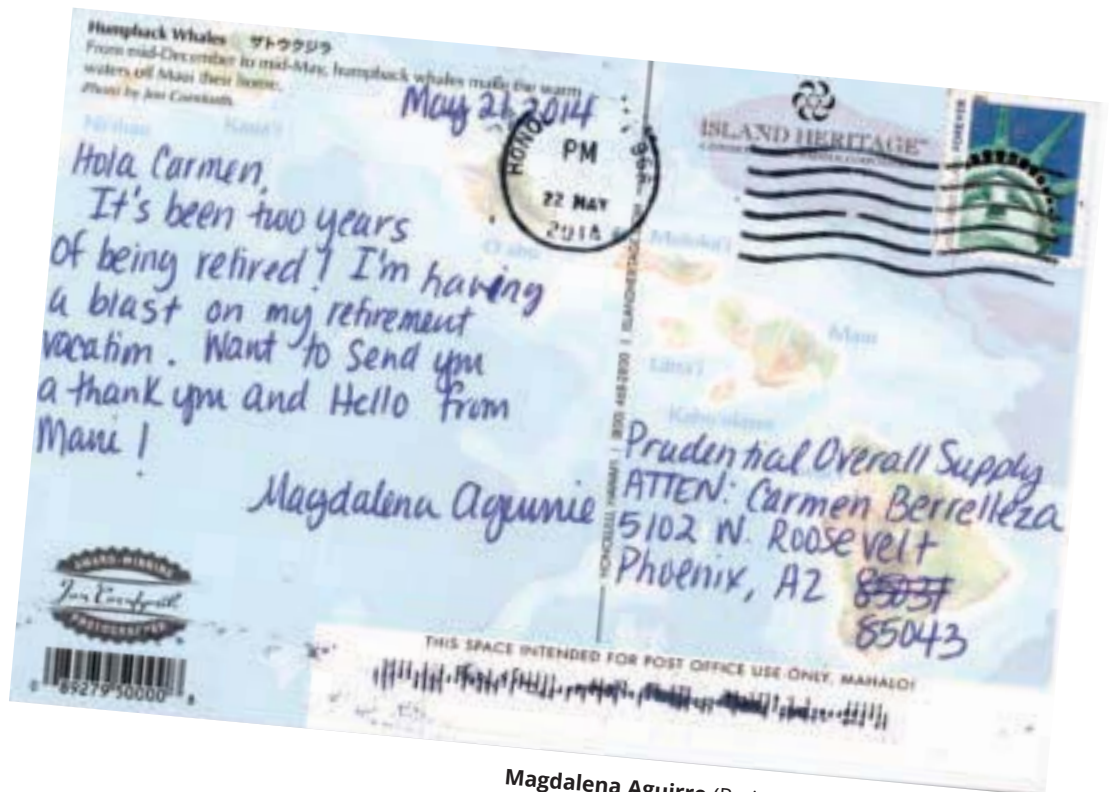
**Marc O'Leary** (12/07/77)  
Regional Vice President  
at the Corporate Office

Great job Winson! We all go above and beyond to support our customers and potential customers. This is what keeps Prudential STRONG and differentiates us in the marketplace. I am glad to be a part of such a family. Again, great job Winson and keep up the great work TEAM.

**Bruce Arola** (12/04/97) Corporate Sales Representative at the Milpitas Industrial Plant

I will like to share this testimonial that POS received from a potential customer yesterday, 8/28/2014 for Winson Wong. I have always mentioned to you all that the best thing that we have going here in Milpitas and Sacramento are the people that we work with and Winson is one of the example of going the extra mile for a potential customer. Great Job Winson! Thank you.

**Kwangee Lee** (09/16/02)  
General Manager  
at the Milpitas Industrial Plant



**Magdalena Aguirre** (Retired 08/31/12) Phoenix Plant.

# Prudential's Mail Bag

From: Service Dept  
Sent: Wednesday, November 05, 2014 9:37 AM  
To: James Merrill (P13)  
Subject: Copycare Thanks Ben Hernandez for Excellent Customer Service!

Hello:

I am continually impressed by the pro-customer attitude from Ben Hernandez that I felt compelled to write you.

Ben arrives with a smile and accommodates any special requests with an extremely warm and professional demeanor.

I appreciate the great customer service he provides.

Respectfully,  
Wendy Sue, Service Dispatch, Copycare of San Diego

**Ben Hernandez** (05/06/13)  
Customer Sales Representative  
Vista Plant

Prudential Overall Supply,

This is a letter regarding one of your drivers. Les Klinger has been taking care of Ferrari of Denver for the past two years, he has always been punctual, polite, helpful and a pleasure to have around us. He has a friendly demeanor which has allowed us to create a professional and social relationship in which we look forward to him coming by weekly. He has always been sincere and never turns away from lending out a helping hand. We appreciate the time and effort you as a company have put into the hiring of your employees.

Sincerely,

Jeff Hocker

Parts and Service Director-Ferrari of Denver



**Les Klinger** (11/12/12) Customer Service Representative, Colorado Service Center.

From: Terri Gerber  
Sent: Friday, May 09, 2014 9:37 AM  
To: Rafael Sanchez (P30)  
Subject: Les Klinger

Hi Rafael,  
I want to share with you the outstanding customer service we get from Les. He is personable, capable, professional and accommodating. He never fails to make absolutely sure we have what we need and offers suggestions for better service whenever he sees an opportunity. It is extremely helpful for us to have a service person who always does the most possible rather than the least required. Top notch guy. Thank you.

Terri Gerber  
Sr. Buyer  
REG, Inc.

**Les Klinger** (11/12/12) Customer Service Representative, Colorado Service Center.

## THANK YOU FOR YOUR KIND LETTERS!

Remember if you have a testimonial go to our website and let us know how we are doing. We love hearing from our fantastic customers!





Since 1932, Prudential Overall Supply continues to provide best-in-class solutions for businesses for uniforms and textile rental programs.

**UNIFORM AND RELATED SERVICE PROGRAMS INCLUDE:**

RENTAL LEASE PURCHASE

*Prudential is grateful for the exceptional work produced by our industry-best tenured employees, and to our exceptional customer patronage.*

It is this connection that enables Prudential to provide our customers with the best possible products and service at a fair price, today and into the future.

