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NEWPORT-MESA UNIFIED SCHOOL DISTRICT

SUPPLIER INFORMATION

Presented by Prudential Overall Supply

To: Jonathan Geiszler

Technical Proposal Summary

Prudential Overall Supply looks forward to providing the highest level of product and services to NEWPORT-MESA UNIFIED SCHOOL DISTRICT at a competitive price. We have outlined a detailed service plan that will meet or exceed the level of service you expect from a provider. We offer single-source management, the highest quality of products, proven service procedures, accountability at all levels of management, and over 89 years of experience.

Company Information

Official Company Name: Prudential Overall Supply

Corporate Address: 1661 Alton Parkway, Irvine, CA 92606-4877

Corporate Phone #: 949-250-4855

Corporate FAX #: 949-261-1947

Dun & Bradstreet: 02-857-9803

DUNS rating: 5A1

California Corporation #: A383239

Number of Prudential Overall Supply employees: 2,100

Year established and years of experience: Established 1932, 89 years of experience
KEY

CONTACT
Key Contact and Person Authorized to contractually bind Prudential Overall Supply

Samuel A. Ross
Sr. National Account Executive

SamR@pos-clean.com

1661 Alton Parkway
Irvine, CA 92606-4877
Phone: 949-237-0895
FAX: 949-261-1947

All information submitted within is true and correct.

Samuel A. Ross
Signature
FINANCIAL CAPACITY

&

BACKGROUND
Financials

<table>
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<th>Year</th>
<th>Gross Annual</th>
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<tr>
<td>2018</td>
<td>$198,191,566.00</td>
</tr>
<tr>
<td>2019</td>
<td>$211,187,232.00</td>
</tr>
<tr>
<td>2020</td>
<td>$225,451,552.00</td>
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Background

Prudential Overall Supply is a privately held company founded in 1932 in Los Angeles, CA by John D. Clark. Prudential Overall Supply is currently guided by 3rd generation leadership, John Clark, Chief Executive Officer. Prudential Overall Supply has 89 years of experience in the industrial laundry trade. Prudential has experienced tremendous growth over the past 45 years. In 1975, we had 6 plants, 1 Service Center and 600 employees. Today we have 38 Plants, 14 Service Centers, and approximately 1900 employees. Most of our growth has been organic.

• On April 11, 2021, Prudential Overall Supply will celebrate its 89th anniversary. Prudential Overall Supply is the largest family-owned and independently operated industrial laundry company in the US.

• Prudential’s cleanroom division, Prudential Cleanroom Services is internationally recognized as a leader in providing laundry delivery and processing services to customers manufacturing and operating in critical environments.

• Prudential’s Clean Green initiative is recognized as an industry-leading example of the benefits of reusable textile products versus disposables and On-Premise Laundries. This initiative aligns with our Company’s core values. Prudential has taken significant strides in resource conservation and meeting pollutant reduction goals through this process.

• Ultimately, Prudential operates under a clear mandate: “Tell the customer exactly what we can and cannot do. Then, do everything we have promised and expect a fair price for our services. If we all do this, we will grow, retain our customers and prosper.” John D. Clark, Founder, Prudential Overall Supply.
EXPERIENCE
&
CORPORATE CONTACT
Experience

Prudential Overall Supply is a privately held company founded in 1932 in Los Angeles, CA by John D. Clark. Prudential Overall Supply is currently guided by 3rd generation ownership, John Clark, CEO and his dad Dan Clark, is the Chairman of the Board. Prudential Overall Supply has 89 years of experience in the industrial laundry trade.

Prudential Overall Supply has over 44,000 customers receiving related products.

The following contacts for contract management are:

*Corporate Contacts*

Chris Welch
President
1661 Alton Parkway
Irvine, CA 92606-4877
949-250-4855

Jerry Martin
V.P. Of Sales & Marketing
1661 Alton Parkway
Irvine, CA 92606-4877
949-250-4855
Prudential Contract Administrators:

Jaime Miramontes
General Manager
16901 Ashton St.
Irvine, CA, 92606
(949) 250-1740

Eric Castellon
Sales & Service Manager
16901 Ashton St.
Irvine, CA, 92606
(949) 250-1740

Responsibilities

Working with each servicing plant, Eric will have overall responsibility for compliance with the Terms and Conditions of our agreement.

Examples of these responsibilities are:

1. Overall management and supervision of our agreement.
4. Complaint and corrective action compliance.
5. Management reports generation and issuance.
6. Monitoring processing quality and compliance.
7. Remaining flexible and sensitive to all NEWPORT-MESA UNIFIED SCHOOL DISTRICT requirements.
8. Single point of contact for NEWPORT MESA UNIFIED SCHOOL DISTRICT.
9. Transitioning Manager for NEWPORT-MESA UNIFIED SCHOOL DISTRICT Master Agreement.
Support Staff

➢ Prudential has a large support staff to support every route at each plant.
➢ Prudential has many layers of communication available to the customer.
➢ Prudential’s routes are supported the following personnel:
  ❑ **Customer Sales Representative** (delivers to the customer and manages the customers program).

  ❑ **Route Managers** (manages the above and aids the customer).
  ❑ **Sales & Service Managers** (manages all above and aids the customer).
  ❑ **General Manager** (manages the entire operation and all of the above).
  ❑ **Regional Manager** (manages multiple plants and all of the above).
  ❑ **KAM/Key Account Manager** (manages the customer account on a national basis, is the single point of contact for all locations to NEWPORT-MESA UNIFIED SCHOOL DISTRICT corporate office. The KAM also works with all of the above).

➢ Prudential has more managers supporting each route vs. our competitors.
*Account Managers*

- Operations: Jeff Nelson, Director of Operations, (949) 250-4855.
- Account Accountability: Jaime Miramontes, General Manager, (949) 250-1740.
- Account Accountability: Anthony Frumusa, District Sales Manager, (949) 250-1740.
- Account Accountability: Eric Castellon, Sales & Service Manager, (949) 250-1740.
- Contract Administrator: Eric Castellon, Key Account Manager, (949) 250-1740.
- Quality: Valeria Bernal, Quality Assurance, (949) 250-1740.
- Implementation: Jaime Miramontes, District Sales Manager, (949) 250-1740.
- Implementation: Eric Castellon, Sales & Service Manager, (949) 250-1740.
- Fax number: (949) 261-2743
Prudential CSR are all equipped with hand-held TRAK PRO PDA's. The PDA's give the CSR's the power to make:

1. Onsite account adjustment.
2. Online account management.
3. Simplified invoicing.
4. Add employees within your account.
5. Increase / Decrease your product inventory.
6. Size changes, product changes and repairs.
7. Request samples.
8. View invoice details
9. Digitally capture your signature.
10. Invoice settlement.
11. No unauthorized changes verification alert.

The Prudential CSR is responsible for managing the pickup and delivery of merchandise to NEWPORT-MESA UNIFIED SCHOOL DISTRICT each week. The CSR support staff will be an additional layer of support to ensure that Prudential is managing NEWPORT-MESA UNIFIED SCHOOL DISTRICT at the highest service level possible.
SUPPLY CHAIN

MANAGEMENT
Work Service Plan

*Initial Account Establishment*

If awarded this contract, there would be no initial startup costs associated with installation. Preparation charges are waived for initial installation, and 30 days thereafter. (On proposed price and term)

When our agreement is executed, Eric (Working with Prudential General Manager) will establish and activate our “Prudential Exclusive” Transition Management Team (TMT). Our TMT’s have proven to save our customer’s time and money in the transition process. The following are highlights and responsibilities of these teams:

The Contract Administrator Eric Castellon will supervise the transition.

Prudential's Implementation Plan:

The implementation process will be initiated and monitored by a support team located at the corporate office in Irvine California. The Transition Management Team will consist of a NEWPORT-MESA UNIFIED SCHOOL DISTRICT employee designated as an Account Administrator, and a Prudential team of TMT Coordinator Specialists. Prudential will dedicate a Contract Administrator Eric Castellon to the NEWPORT-MESA UNIFIED SCHOOL DISTRICT account for the entire transition period and will be responsible for managing all Prudential and ASN serviced NEWPORT-MESA UNIFIED SCHOOL DISTRICT locations throughout the entire term of the service agreement. The function of the TMT will be to ensure a Zero-defect implementation with an emphasis on minimizing lost and damage charges by existing vendors.

A team of Prudential representatives will be assigned to each NEWPORT-MESA UNIFIED SCHOOL DISTRICT delivery point. The local TMT will consist of a Service Manager and a Route Manager and will be supported by a local
Customer Service Team. Each local TMT will contact and meet with their assigned NEWPORT-MESA UNIFIED SCHOOL DISTRICT location to implement the Rental Services Program and will continue the local business relationship after the installation.

Critical issues that will be addressed in the Transition Management Team process:

- Customizing the Implementation Process to NEWPORT-MESA UNIFIED SCHOOL DISTRICT unique situation.
- Communication of the NEWPORT-MESA UNIFIED SCHOOL DISTRICT Garment or Dust Control Services Program to NEWPORT-MESA UNIFIED SCHOOL DISTRICT and Prudential employees.
- Approval of personalized emblems and embroidery.
- Forecasting and building inventory for installations at all NEWPORT-MESA UNIFIED SCHOOL DISTRICT locations.
- Lead times for garments and other rental items.
- Establishing the date of installation/conversion for each location.
- Conducting individual location walk-throughs to identify areas to be serviced and determine the best methods to provide service.
- Defining key contacts for NEWPORT-MESA UNIFIED SCHOOL DISTRICT internal communication, status reports, and updates.

Prudential will adhere to the following steps to guarantee a smooth and successful implementation of your program at all NEWPORT-MESA UNIFIED SCHOOL DISTRICT locations.

1. Prudential’s NEWPORT-MESA UNIFIED SCHOOL DISTRICT Contract Administrator will meet with NEWPORT-MESA UNIFIED SCHOOL DISTRICT to discuss key issues and needs, establish direct links of communication between each location and Prudential management.
2. Implementation Plan will be presented to NEWPORT-MESA UNIFIED SCHOOL DISTRICT for approval.
3. Local TMT teams will be assigned to each NEWPORT-MESA UNIFIED SCHOOL DISTRICT location.
4. NEWPORT-MESA UNIFIED SCHOOL DISTRICT TMT packages will be sent to all involved Prudential personnel.
5. Customized Introduction Packages will be sent to key associates at each NEWPORT-MESA UNIFIED SCHOOL DISTRICT location.

6. TMT members will coordinate all TMT logistics with assigned NEWPORT-MESA UNIFIED SCHOOL DISTRICT representatives and Prudential’s NEWPORT-MESA UNIFIED SCHOOL DISTRICT Contract Administrator.

7. Prudential teams will contact local management and discuss key issues and confirm dates for installation.

8. Local TMT members will complete garment and dust control walk-thru and location set-up.

9. Prudential’s NEWPORT-MESA UNIFIED SCHOOL DISTRICT Contract Administrator will follow-up with local Customer Service Centers and Prudential manufacturing facilities to assure all orders are placed, received, and shipped.

10. Each local TMT will complete and forward a final implementation checklist to Prudential’s NEWPORT-MESA UNIFIED SCHOOL DISTRICT Contract Administrator.

11. Each NEWPORT-MESA UNIFIED SCHOOL DISTRICT location will be contacted by local TMT a minimum of ten (10) days prior to installation.

12. Local TMT members will inventory existing vendor inventories and forward results to TMT Chairman who will review with Primary NEWPORT-MESA UNIFIED SCHOOL DISTRICT contact. This will occur at weeks one (1) and two (2). The purpose of the inventory is to verify and document existing inventories for the purpose of eliminating undocumented loss and damage charges from existing vendors.

13. Prudential’s NEWPORT-MESA UNIFIED SCHOOL DISTRICT Contract Administrator will hold a final conference call with all local implementation teams to discuss any remaining issues.


15. Local TMT Teams will conduct a twenty-four (24) hour and one (1) week follow-up survey with local NEWPORT-MESA UNIFIED SCHOOL DISTRICT employees at each location.

16. Locally assigned TMT members will remain local NEWPORT-MESA UNIFIED SCHOOL DISTRICT facilities' point of contact.
SERVICE

QUALIFICATION
*Service Qualifications*

Prudential Overall Supply possesses the financial, technical, industrial cleaning background, organizational and managerial resources to successfully execute a contract of this size and scope for the existing NEWPORT-MESA UNIFIED SCHOOL DISTRICT geographic areas that align with Prudential’s service area. Prudential will service all locations direct.

a. Prudential currently serves more than 44,000 customers.

b. Prudential employs a national account management strategy to handle customers with multiple site requirements for delivery, billing, communication, and measurement (customer satisfaction surveys and continuous improvement for quality, billing, and satisfaction).

2. Prudential’s national account management team employs processes and supporting technology tools to achieve our customer's supply chain management objectives in the areas of process improvements and reduction in the total cost of ownership (TCO).

3. Prudential can work with NEWPORT-MESA UNIFIED SCHOOL DISTRICT to complement any web-based purchasing platform to identify a standardized range of rental items within each category group to identify category groups for side-by-side product comparisons.

4. Prudential can provide NEWPORT-MESA UNIFIED SCHOOL DISTRICT reports that at a minimum contain the following information: facility name, complete ship address, product category group code, and quantity shipped.
COST

AVOIDANCE
*Cost Avoidance*

Prudential has implemented and continues to offer our customers creative cost avoidance/cost reduction programs for national customers. For example:

- Prudential has numerous value-added services and products we offer at no charge our customer. In services, we offer advice, recommendations, and technical expertise in solving problems, assisting with solutions, and/or improving efficiency.

- In products, we offer the highest quality products available in our industry. Maintaining quality and availability for Prudential Overall Supply’s pipeline of rental merchandise was the driving influence in Prudential’s partnering with VF Image wear as our primary provider of image uniforms. We provide a higher quality, longer-lasting shirt, and pant than is available elsewhere in the marketplace, it benefits both our customer and Prudential.

- We offer all cabinets and tools needed to use the rental merchandise at no charge. If we rent NEWPORT-MESA UNIFIED SCHOOL DISTRICT dust mop, we provide the handle. If we rent a wet mop, we provide the handle, etc. We sleeve the dust mop on the frame prior to delivering the product. This saves NEWPORT-MESA UNIFIED SCHOOL DISTRICT employees time and money in doing so themselves. The following are other value-added services offered at no charge.

Prudential currently runs an analysis report for national customers. This report lists the cost of the current product by location and employee if applicable. It also lists any ancillary charges; it highlights newly-approved items or employees. Prudential is then able to use this historical data to provide the customer with a month to month analysis so that we can adjust inventory to actual need instead of a fixed amount.
• Customized Logos: We design and manufacture your logos, embroidered, or silk screened, to enhance your company image.

• Direct Service: Our facilities are strategically located to provide fast, efficient, quality service.

• Cost Control: Our primary tool in the weekly management of your garment inventory is our Garment Control List (GCL). Our GCL is an exclusive Prudential Overall Supply document that is generated for each garment delivery for all NEWPORT-MESA UNIFIED SCHOOL DISTRICT delivery locations. The GCL contains all route information identifying each location by Prudential Route, Servicing Plant, Day of Delivery, and NEWPORT MESA UNIFIED SCHOOL DISTRICT delivery location.

• The GCL lists all employees by name and man #. If the garment is being delivered in bulk, it can list the man item by a description of the product. The GCL will match the weekly delivery invoice’s Man#, Name, Product, etc.

• The GCL is primarily used as a tool for counting and inspection of each garment. It also provides a record of any needed repairs, replacements, physical garment inventories, size changes, and upgrades. Upon arrival at a NEWPORT-MESA UNIFIED SCHOOL DISTRICT location, the Customer Sales Representative (CSR) will check in with the appropriate manager to verify any changes for the week (added wearers, cancellations, transfers, change in the product, etc.).

• Before departing the site, the location manager or designated representative will be briefed on the contents of the pickup, and a copy of the GCL will be available for the location manager. The original GCL will return to Prudential to accompany and track the garments through the processing cycle for the next week’s delivery.
• Prudential will look at historical data of the customer usage and determine if adjustments need to be made. These adjustments can result in cost savings or an increase to better serve and meet the customer’s actual needs.

• To allow for consistent weekly billing, Prudential’s BPP or Budget Protection Program will eliminate the need to ever have to pay for any ancillary charges. This all-inclusive program that covers all lettering fees, preparations fees, lost and damaged uniforms.

• Our Total towel delivery program to maintain towel inventories will also reduce invoice fluctuations by building in an agreed loss and damage percentage.

Prudential plans to pass on cost savings to NEWPORT-MESA UNIFIED SCHOOL DISTRICT through our Supply Chain management and our Value-Add services. For example, Prudential has invested heavily in technology over the past six years: Oracle computing platform, ABS route accounting software, CSR handheld devices that run ABS software, Sage SLX CRM software, Universal Tracking route tracking software, Route Solutions route optimization software, and ABS customer portal software. All IT upgrades designed to make Prudential a leader which translates into increased customer satisfaction and cost reduction.
KEY ACCOUNT MANAGEMENT
*Key Account Management*

Prudential’s management of key accounts consists of a combination of personnel from our various processing plants and our corporate national accounts’ section. Management of the NEWPORT-MESA UNIFIED SCHOOL DISTRICT accounts that we are proposing in this response would be accomplished utilizing our long-time established Major Account Management Program. This program is structured as follows:

Your account would be designated a Multi 1 account internally within Prudential Overall Supply, and we would designate a single Contract Administrator for all your locations. This designation as a Multi 1 account would activate the following internal actions at all your locations:

1. Standardize all pricing and merchandise at all locations in accordance with our agreement.
2. It would automatically prohibit any pricing change, or the addition of any merchandise not listed on the agreement at the local service area.
3. It would automatically generate a requirement for a quarterly on-site management visitation from our servicing plant's management team.

The responsibility highlights of Prudential’s Contract Administrator are:

1. The Contract Administrator would be NEWPORT-MESA UNIFIED SCHOOL DISTRICT corporate primary point of contact for contractual or service issues.
2. Is responsible for the overall management of all NEWPORT-MESA UNIFIED SCHOOL DISTRICT locations.
3. Will work directly with NEWPORT-MESA UNIFIED SCHOOL DISTRICT corporate Account Administrator.
4. Is responsible for providing any requested management monthly reports to NEWPORT-MESA UNIFIED SCHOOL DISTRICT corporate.
5. Will make sure Prudential always complies.
INVENTORY

DAY TO DAY OPERATIONS

TOWEL MAINTENANCE CONTROL
*Inventory*

The Prudential service personnel will be available to assist in establishing or validating your inventory requirements. Inventory will be established based on the number of workdays per week or number needed each day. Merchandise can be ordered weekly through the Customer Service Representative during service visits, by phone to Prudential management, or by email to Prudential management. New orders are delivered one to two weeks from the date of order. Outsizes may take longer. Outsizes are 6XL+ in shirts and coats. 56+ in pants.

*Day-to-Day Operations*

**Delivery**

Deliveries will be made direct, via Prudential truck, by a certified Customer Service Representative.

**Towel Maintenance Control**

Automatic Inventory Maintenance is utilized to maintain inventory levels and account for lost and damaged towels. A predetermined and agreed to percentage of towel inventory, usually 3%-6% will be charged weekly of the towel total inventory to account for loss and damage. No additional charges will occur beyond this.

Prudential is proposing a 1% towel maintenance fee to NEWPORT MESA UNIFIED SCHOOL DISTRICT.
CHEMICAL WASH PROCESS

&

SOIL COLLECTION PROCESS
The chart above displays how Prudential washes and processes its soiled merchandise that is collected from the customer. Every wash cycle has a specific formula, a certain temperature, water level. This process ensures that the merchandise that is returned to the customer is the cleanest in the industry. All the chemicals used are hypoallergenic. This process is used to clean uniforms, mats, aprons, towels, mops, etc.

Soil Collection Point

Each soil collection area will contain an “Eye Opener” chart in the garment storage area. This is a unique feature developed by Prudential to establish a direct line of communication between NEWPORT-MESA UNIFIED SCHOOL DISTRICT employees and our Customer Sales Representatives (CSR). It involves service tags, and instructions both in English and Spanish used to alert the CSR to garments requiring repairs, replacements, or other significant information.

The system works as follows:
• Charts, with tags, are provided at each location. Employees are briefed on how to use them.

• An employee completes a tag whenever there is a service request, and attaches it to the garment(s), needing service.

• The tag is permanently attached to the garment during the processing cycle. This tag routes the garment to mending, or another action department, where the service action is completed (In-Line Repair).

• The garment repair is verified by the CSR when the clean delivery is made.

There are many advantages to this system; hard to locate repairs are found, individual communication is established without the requirement of being physically present, eliminates late pieces and shortages, and makes your employees aware that Prudential cares!

Soil Sort, Inspection, and Repairs

All garments and accessories will be visually inspected during soil sort before washing. Any garment showing signs of damage such as fading, discoloration, missing snaps, rips, tears, or holes will be set aside for repair and re-washing. Repairs are made on the soiled side after soil separation at the processing facility. All loads are segregated by garment type.

Garments will be replaced when they become “Beyond Repair” as established by NEWPORT-MESA UNIFIED SCHOOL DISTRICT guidelines. Typically, a damaged beyond repair garment is a garment that has been damaged in such a manner that it no longer meets the established criteria for the purpose intended. Prudential Overall Supply will review all beyond repair (BR) garments with designated NEWPORT-MESA UNIFIED SCHOOL DISTRICT personnel and your designated manager will make the final decision on the continued use of questioned garments. Garments damaged beyond repair will be returned to your designated representative.

Garments that require replacement due to normal wear will be replaced at no charge to NEWPORT MESA UNIFIED SCHOOL DISTRICT.
Garments damaged by NEWPORT-MESA UNIFIED SCHOOL DISTRICT employees requiring replacement will be replaced and billed to NEWPORT-MESA UNIFIED SCHOOL DISTRICT at the listed replacement value. NEWPORT-MESA UNIFIED SCHOOL DISTRICT management will verify damage fee prior to being billed.

Prudential Overall Supply is one of the few companies in our industry to physically hand count all uniforms. We record all uniform counts on our Garment Control List (GCL). A copy of the list is provided to our customer and copies are kept on file at the Prudential Servicing plant. In the event of a shortage, copies of the GCL can be audited to see if and where the loss occurred. If it is agreed that a loss has occurred and it's been traced to the customer, it will be communicated to our customer ahead of the next week’s invoice that a loss charge will occur.

Prudential Overall Supply Budget Protection Program programs mentioned above in the cost avoidance section will eliminate all charges for damaged garments. In return for a slightly higher rental rate, all charges for damaged uniforms are covered. This is a great program that allows for consistent week-to-week billing and eliminated excessive fluctuations in weekly invoices due to damaged uniforms.
Since 1982, Prudential continues to employ our QIP (Quality Improvement Process) system. The QIP provides an opportunity for all employees to participate in Prudential’s quality process. The QIP emphasis is on improvement opportunity identification, implementation, communications, measurement and prevention at every location.

QIT (Quality Improvement Team). It is the policy of Prudential that every location has a Quality Improvement Team. Meetings are held monthly. QIT members can include any member within the location organization.

CAT (Corrective Action Team). It is the responsibility of the QIT to determine areas for improvement and to appoint a CAT to provide the investigation and to make recommendations regarding a specific area for improvement.

OFI (Opportunity for Improvement). This program provides all Prudential employees with an opportunity to submit ideas for improvement. The OFI form lists the types of ideas that can be submitted, such as: improve quality, reduce costs, reduce waste, improve safety, save energy, improve the environment, improve morale, save time, improve production, improve service, improve methods, increase sales, customer satisfaction or any other issue. Each manager is responsible to review all OFI’s on a timely basis and take appropriate action.

In addition, Prudential’s top-level management is deeply involved in the QIP program and conduct program reviews twice each year. Not all topics need be addressed at all meetings, provided all topics are covered at least once each calendar year. Meeting attendees will include the Senior Vice President, Regional Vice President-Prudential Cleanroom Services and Quality Assurance Manager. Other individuals may be invited.
to attend, depending upon the required input and expertise from the various departments. These invitees (and their functional areas) include: Vice President of Human Resources – Training (training), Director of Human Resources (HR issues), Director of Purchasing (purchasing), Vice President of Sales & Marketing (customer requirements). Other standing invitees include but are not limited to: Chairman of the Board and the President and Vice President of Finance. These final three invitees need not be present but will be copied on all minutes of Management Review of the Quality System. Minimum topics that must be covered are: The Quality Policy, Customer Retention, ISO Certification Status of Cleanroom Plants, Overview of Individual Plant Operational Reviews, Overview of Training Topics and Hours, Summary of Internal Audits, Summary of Nonconformities, Corrective Action Summaries and the Review of Resource Needs.
UNIFORM CLASSIFICATION

&

NEW HIRES
**Uniform Classification:**

Class 1 - Perfect: Perfect garments, which may or may not be new. No stains, mends, repairs or discoloration. Used for those customers who meet the public, supervisory personnel and those who are in general manufacturing and allied industries where the risk of damage would be slight. Example: Service writers, route drivers, supervisors, and small business owners. Exceptions must be approved by General Manager.

Class 2 - Stock; Stock garments. Light stains, light mend. No spots noticeable from more than 5 feet, no repairs greater than one inch in length, no more than 3 small repairs per pair. Minimal color loss through age and may have lost somebody or shape. Use for those customers who do average work where the rate of wear and tear, and the risk of damage will be normal. For customers who do not work with permanent soiling materials such as glues, resin or paints. Example: Service station attendants, general factory employees.

Class 3 - Utility: Utility garments. Color of utility garments is not guaranteed. Stains and mends little life left. Repairs up to 3 inches in length. May have permanent stains. Used for those customers where the risk of damage would be great, and no damage responsibility is established. Example: Radiator and plating shops, acid plants, steel plants, roofers, carpet layers, and tire shop personnel.

**New Hires**

The Customer Service Representative will size new employees during the weekly servicing of each location. New employees sizes can be called in to Prudential management or emailed. New employee can also be sized at their corresponding Prudential's plant locations.

**Services:**

**Rental:**

- Prudential’s rental program is a “full service” program with the following benefits:

  - Prudential provides all rental items with no initial investment.

  - Prudential assumes inventory management responsibility and absorbs inventory requirement fluctuations.

  - Prudential makes weekly pick-up and deliveries as scheduled with.
Prudential performs all rental program maintenance requirements during the term of agreement to include new employee garment size measurements and issue, size changes, cleaning, inspection, repairs and replacements (at no charge due to normal wear).

Prudential returns to stock items no longer needed and re-issues those serviceable items when possible. This will save valuable storage space and will prevent from becoming a garment issue and recovery warehouse.

All rental inventory items are managed, monitored and remain the property of Prudential Overall Supply. This allows Prudential to monitor usage, replacements, repairs, etc. and quickly make inventory adjustments based on need.

**Lease:**

Prudential provides all lease items with no initial investment.

Like our Rental Program, this offers huge benefits when there are large quantities of garments involved.

Prudential assumes inventory management responsibility and absorbs inventory requirement fluctuations.

Prudential makes weekly pick-ups and deliveries as scheduled with. These pick-ups and deliveries include new employee measurement and issue, size changes, inspection, repairs and replacements (at no charge due to normal wear).

Prudential “Returns to Stock” those items no longer needed and re-issues those serviceable items when possible. This saves valuable storage space and prevents the customer from becoming a garment issue and recovery warehouse.

All leased inventory items remain the property of Prudential Overall Supply.

**Direct Purchase:**

Prudential’s on-line store provides a full range of direct purchase options.

Prudential will distribute the uniforms and accessories to your employees.

Prudential is capable of setting-up direct sale purchase programs with our distributors on a site by site basis to supplement the full rental or lease programs.

NEWPORT-MESA UNIFIED SCHOOL DISTRICT owns the merchandise and is responsible for inventory investment.
VALUE ADDS
Value Adds

Prudential has numerous value-added services and products we offer at no charge our customer. In services, we offer advice, recommendations, and technical expertise in solving problems, assisting with solutions, and/or improving efficiency.

In products, we offer the highest quality products available in our industry. Maintaining quality and availability for Prudential Overall Supply’s pipeline of rental merchandise was the driving influence in Prudential’s partnering with VF Image wear as our primary provider of image uniforms. We provide a higher quality, longer-lasting shirt and pant than is available elsewhere in the marketplace, it benefits both our customer and Prudential.

We offer all cabinets and tools needed to use the rental merchandise at no charge. If we rent NEWPORT-MESA UNIFIED SCHOOL DISTRICT dust mop, we provide the handle. If we rent a wet mop, we provide the handle, etc. We sleeve the dust mop on the frame prior to delivering the product. This saves NEWPORT-MESA UNIFIED SCHOOL DISTRICT employees time and money in doing so themselves. The following are other value-added services offered at no charge. Shirts and Pants Pressed: Prudential presses all shirts and executive pants.

Inspection and Repair: Ongoing inspection throughout the processing cycle ensures consistency in cleaning, finishing, mending and replacement.

Garment Replacement: Garments are replaced as needed, not when convenient or at specific intervals.

Customized Logos: We design and manufacture your logos, embroidered or silk screened, to enhance your company image.

Direct Service: Our facilities are strategically located to provide fast, efficient, quality service.
QUALITY OF PRODUCTS
&
EXPERTISE
To allow for consistent weekly billing, Prudential's Budget Protection Program will eliminate the need to ever have to pay for a lost or damaged uniform.

Our Total towel delivery program is designed to maintain towel inventories and will also reduce invoice fluctuations by building in an agreed loss and damage percentage.

The primary benefit of Prudential Overall Supply and our ASN network is the fact that we are customer-focused, not shareholder focused. This is how we can make a difference in the service that our customers receive.

*Quality of Products & Expertise*

Prudential Overall Supply and VF Image wear have a strategic partnership that enables us the ability provides our customers with the highest quality uniforms in the uniform industry. VF Image wear is a part of VF Corporation, the largest apparel company in the world

VF retail brands include Wrangler®, The North Face®, Lee®, Nautica®, Vans® ....

VF Image wear industrial brands include Red Kapp®, Bulwark® Protective apparel, and others…

80+ years of leadership in work apparel.
ACCOUNTABILITY
Prudential employs two (2) route accounting software packages. 1st: measures route efficiencies; stem time, engine idle time, acceleration, braking, speed and related measurements. All are set with acceptable ranges, and if out of acceptable range exception reports are flagged and proper action is taken. 2nd: route optimization software enhances route density which saves on the number of required routes, eliminates routing crossover and ultimately saves on fuel as well as enables routes to be better positioned to have more time with customers.

Garments are visually inspected to determine wear and tear. Garments are also inspected to meet the customer criteria set by the customer using the “Customer Inspection Requirement Instruction” form. Garments not meeting either criterion are replaced.
REFERENCES

&

SERVICES PROVIDED
PRUDENTIAL OVERALL SUPPLY
REFERENCES PREPARED
FOR
SNEPORT MESA UNIFIED SCHOOL DISTRICT

Arnel Management
SeleneNgov
Contract Administration
Tel:(714) 481-5000
sngov@arnel.com

Avon Protection
Nina Lacap
Supply Chain Manager
Tel: (949) 293-0541
Nina.Lacap@avon-protection.com

Service Champions
Gary Arita
Project Manager
Tel: (714) 453-1234

BJ’s Restuarants
Dianna Vickers
Sr. Director Supply Chain
Tel: (714).500-2467
dvickers@bjsrestaurants.com

Rock & Brews
Nicole Orchard
Dir. Of Operations
Tel: (415) 298-4270
nicole.orchard@rockandbrews.com

Overview of Services:
Towels, Mops, Micro-fiber Towels, Mats, Mask, Gloves and Consumable Paper & Soap Products. Ordering Process:
Orders are placed via CSR at time of delivery, or through email / phone call to Prudential service management. Purchased uniforms are ordered via website.
CUSTOMER VISITATION
*Customer Visitation and Program Review*

User satisfaction will be ensured via Prudential’s Customer Visitation Program, quarterly on-site visits, complaint receipt and resolution management program and senior management satisfaction surveys.

Prudential Overall Supply, through our Customer Visitation process, conducts periodic reviews of up to 5 areas of the service that we provide. Here is a summary:

Management Communication (Customer Visitation)

Quarterly, Prudential’s local Sales and Service manager will make an appointment and meet with each NEWPORT-MESA UNIFIED SCHOOL DISTRICT location manager in his/her service area. The purpose of this meeting will be to conduct a formal survey of Prudential’s service. Prudential management will use a Prudential Customer Visitation (CV) form to conduct this survey. The CV form covers the following topics:

1. How would you rate your service provided by Prudential Overall Supply?
2. How would you rate the quality of the merchandise?
3. How would you rate the billing system?
4. How would you rate your overall satisfaction with Prudential Overall Supply?
5. What can we do better?

Results for all locations will be consolidated and as part of our quarterly visitation by our Key Account Manager, Eric Castellon, they will be discussed. Based on the results of this meeting action plans would be developed if needed.
INVOICING & PAYMENT
*Invoicing and Payment*

Prudential Overall Supply accounting system is an Oracle based system that offers the latest in invoicing and accounting technology.

Current methods of payment are:


EDI

Prudential supports the following EDI transactions and has the capability of supporting other transactions upon request:
Prudential accepts corporate credit cards such as Visa and MasterCard, Level II. Prudential also accepts the American Express Corporate Purchasing System.

Monthly invoices may be set up by individual location or for all locations. They may be customized dependent upon your desires.
CUSTOMER PORTAL & REPORTING
*Customer Portal & Reporting*

Prudential's Online Customer Portal offers customers the ability to view the following functions online:

1. Search and View Wearers Inventory.
2. View all Wearers.
3. View Scanned items Reports.
4. Financial Reports.
5. Invoice Accessibility.

![Web Enabled Reporting](image-url)
# Garments Per Wearer

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## Web Enabled Reporting

### Extended Scan Report Per Wearer

### Garments Per Wearer

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Reporting

Prudential employs Oracle as its ERP, ABS as its route accounting software and Sales Logix as its CRM. Through Prudential’s in-house IT department, Crystal or other reports can be easily generated to meet NEWPORT MESA UNIFIED SCHOOL DISTRICT reporting requirements. Through our Key Account Manager, POS has a range of reports available to NEWPORT-MESA UNIFIED SCHOOL DISTRICT and can create Queries as needed at a local level if there is specific information needed. Some of the reports that can be requested are:

1. Invoices + Monthly Statements: Audit for active personnel and accurate billing.
2. Garment Control Log-Hand Count Records for all garments picked up and delivered weekly.
3. Replacement investment - POS can provide a report of total garment investment and replacement’s applied to the NEWPORT-MESA UNIFIED SCHOOL DISTRICT accounts by department.

4. Our Route Accounting Software ABS has over 100 reporting options depending on your specific requirements.

5. Spend reports by location, company and timeframe.

6. Prudential can tailor a report to meet the needs of NEWPORT MESA UNIFIED SCHOOL DISTRICT specification. Reports are generated monthly, quarterly and annually.
EXCEPTION

REPORTS
Exception Reports

To ensure accurate billing and no unauthorized changes, Prudential Exception Reports is a weekly voluntary audit that will list any conflicts against agreement terms and conditions: rental rates, replacement rates, delivery frequency and any unauthorized product. Customers consider this Proactive approach by Prudential a great value add. Per invoice Exception reports that trigger audits to specific invoices for products, pricing or terms that do not comply with the Service Rental Agreement.

Email triggered to Key Account Manager (KAM) and to serving facility GM. Requires entry to clear non-compliance alert.

A PROMISE IS KEPT

- Ensures that all of your locations will be handled per the terms and conditions of your service program.
- Exception report will list any conflicts against Agreement terms and conditions: Rental Rates, Replacement Rates, Delivery Frequency, Etc.
- Report will only show exceptions (anything correct will not show).
- Each business day the contract compliance system queries all customer locations and corresponding account numbers to search for any exceptions.

[Image: Exception Report Example]
POS Clean Green Program (green sustainability program) 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. Building Blocks towards environmental stewardship As a Laundry ESP (Environmental Stewardship Program) member, POS has dedicated significant efforts working to accomplish the program's resource conservation and pollutant reduction goals.

Prudential Overall Supply follows the following BMP’s (Best Management Practices) to help accomplish the Company’s Clean Green goals:

- Waste Minimization, Reuse and Recycling
- Recycling Program
  - Pallets
  - Plastics
  - Hanger Reclamation
- Energy Efficient Equipment
  - Washers
  - Dryers
  - Ironer
  - Heat Reclaimer
- Energy Efficient Lighting
  - Sensor Timers Lighting
  - Sky Lights
- Preventative Maintenance for Equipment
  - Annual Air Leak Inspections for Boilers
  - Boiler Tune-ups o Meter Calibrations
- Management of Freshwater Resources
  - Water Reuse Systems o Wastewater Management
  - Minimal Chlorinated-Chemical Use
  - POTW Discharge Compliance (where applicable)
- Efficiency o Route Optimization
PRUDENTIAL

CLEAN GREEN

CERTIFICATION
Prudential Overall Supply

Earned the Clean Green Certification that is valid from

8/2021 - 8/2024

TRSA Clean Green Certification recognizes companies that demonstrate responsible leadership in sustainability and conservation to protect the environment. The program acknowledges a textile service company’s continuing commitment to improving efficiencies in water and energy conservation and adoption of best management practices for reusing, reclaiming, and recycling resources.

Noel P. Richardson
Chief

Joseph Ricci
President 8/2021
Clean Green Certification

Prudential Overall Supply is First Industrial Laundry Chain Worldwide to Earn TRSA Clean Green Certification

IRVINE, Ca. June 4, 2012—Prudential Overall Supply’s commitment to environmental protection practices throughout its entire operation has won unique recognition from TRSA, which is leading the textile services industry to new heights in sustainability. Prudential’s Company-wide industrial laundry processing facilities have been distinguished as the first multi-location laundry operation that TRSA has certified to its Clean Green international standard. The Prudential chain has met TRSA’s requirements for achieving efficiencies in water and energy conservation and adopting best management practices for reusing, reclaiming and recycling resources.

The certification gives Prudential’s customers third-party verification that the uniforms, floor mats, towels, mops and other reusable textiles that they get from Prudential are laundered in an environmentally friendly manner.

“Contracting with Prudential for textile services is a statement of conscientiousness about natural resources and a commitment to sustainability,” stated Joseph Ricci, TRSA president and CEO. “Choosing a Clean Green laundry is part of managing a supply chain with maximum environmental protection in mind.”

More business owners and operators are modifying their production technologies, processes and work habits to improve efficiency and conserve our natural resources, Ricci observed. “Clean Green prompts them to consider how their choices of outsourced functions such as laundry affect their total environmental impact,” he added.

Businesses that choose work uniform rental service and linen supply from textile services companies—as opposed to requiring employees to wash work clothes at home or using smaller on-premises or commercial, non-Clean Green laundries for linens—have chosen the superior route for minimizing natural resources depletion.

TRSA’s new certification helps organizations find the best choices in this respect. Laundry facilities such as Prudential’s with the highest-speed, largest-capacity equipment is most likely to exceed Clean Green standards due to such machinery’s energy and water efficiencies. Just as important, because these industrial-scale laundries have hundreds or even thousands of customers, these facilities are large enough to economically deploy the latest technologies for removing pollutants, recovering heat, reusing rinse water and other resource-saving functions.

Tom Watts, President of Prudential Overall Supply, states, “Prudential is committed to the Clean Green movement. Our core values align with the core values of being a greener company. We want to try to improve and do what’s right in the long-term for the environment, our customers, our employees and the communities we operate within. The TRSA Clean Green international certification only reinforces Prudential’s commitment to environmental stewardship.”

About Prudential Overall Supply: Family owned and operated since 1932, Prudential Overall Supply has been providing reusable textile products for businesses. Prudential now serves over 25,000 businesses through a network of 27 locations in eight states (Arizona, California, Colorado, Massachusetts, Nevada, New Mexico, Texas & Virginia). Prudential is dedicated to enhancing our customers’ image for the best dollar value. By providing premium work uniforms, career apparel and casual wear, Prudential can 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 products and related supplies.

About TRSA and the Textile Services Industry: Based in Alexandria, Va., TRSA represents the $16-billion textile services industry that employs nearly 200,000 people at more than 2,000 facilities nationwide. These companies provide laundered textiles and other products and services that help businesses project a clean and attractive public image.
The industry reaches every major business and industrial region, Congressional district and city in the country. Most Americans benefit at least once a week from the cleanliness and safety provided by the industry—through its laundering and delivery of reusable linens, uniforms, towels, mats and other products for the healthcare, hospitality and industrial/manufacturing sectors. TRSA member companies’ services minimize environmental impacts on air, water and solid waste disposal while reducing costs for millions of customers.
COST PROPOSAL
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<tr>
<td>Blue Microfiber Towels: (Size 12x12) (POS only carry 16x16)</td>
<td>6000</td>
<td>$0.10</td>
</tr>
<tr>
<td>Orange Microfiber Towels: (Size 12x12) (POS only carry 16x16)</td>
<td>6000</td>
<td>$0.10</td>
</tr>
<tr>
<td>White Microfiber Towels: (Size 15x18) (POS only carry 16x16)</td>
<td>3000</td>
<td>$0.10</td>
</tr>
<tr>
<td>Standard White/Blue Terry Towels</td>
<td>2500</td>
<td>$0.10</td>
</tr>
<tr>
<td>Wet Mop: 12oz Cotton loop end fiber (POS only carry 24oz)</td>
<td>120</td>
<td>$0.90</td>
</tr>
<tr>
<td>Wet Mop: 24oz Cotton loop end fiber</td>
<td>120</td>
<td>$0.90</td>
</tr>
<tr>
<td>Microfiber Mop: 20&quot;</td>
<td>600</td>
<td>$0.21</td>
</tr>
<tr>
<td>Microfiber Mop: 36&quot;</td>
<td>600</td>
<td>$0.32</td>
</tr>
<tr>
<td>Microfiber Mop Handle/Frame</td>
<td>120</td>
<td>No-charge</td>
</tr>
<tr>
<td>Dust Mops: 24&quot; Continuous loop Cotton yarn</td>
<td>120</td>
<td>$0.45</td>
</tr>
<tr>
<td>Dust Mops: 36&quot; Continuous loop Cotton yarn</td>
<td>120</td>
<td>$0.55</td>
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<tr>
<td>Dust Mops: 48&quot; Continuous loop Cotton yarn</td>
<td>120</td>
<td>$0.70</td>
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<tr>
<td>Dust Mops: 60&quot; Continuous loop Cotton yarn</td>
<td>120</td>
<td>$0.90</td>
</tr>
<tr>
<td>Standard Mat (Floor): 3x5 Phoenix fiber performance backer nitrile rubber base NFSI certified</td>
<td>50</td>
<td>$1.50</td>
</tr>
<tr>
<td>Standard Mat (Floor): 4x6 Phoenix fiber performance backer nitrile rubber base NFSI certified</td>
<td>50</td>
<td>$2.40</td>
</tr>
<tr>
<td>ITEM DESCRIPTION</td>
<td>Estimated Quantity</td>
<td>Cost Per Item</td>
</tr>
<tr>
<td>----------------------------------------------------------------------------------</td>
<td>-------------------</td>
<td>---------------</td>
</tr>
<tr>
<td>Standard Mat (Floor): 3x10 Phoenix fiber performance backer nitrile rubber base NFSI certified</td>
<td>50</td>
<td>$3.00</td>
</tr>
<tr>
<td>Traffic Mat (Floor): 3x5  NFSI Certified High Traction grooved pattern reducing mat movement 90 mil weight</td>
<td>50</td>
<td>$2.50</td>
</tr>
<tr>
<td>Traffic Mat (Floor): 4x6  NFSI Certified High Traction grooved pattern reducing mat movement 90 mil weight</td>
<td>50</td>
<td>$4.14</td>
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<tr>
<td>Traffic Mat (Floor): 3x10  NFSI Certified High Traction grooved pattern reducing mat movement 90 mil weight</td>
<td>50</td>
<td>$5.50</td>
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</tbody>
</table>

**One Time Cost Items**

<table>
<thead>
<tr>
<th>ITEM DESCRIPTION</th>
<th>Estimated Quantity</th>
<th>Cost Per Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mop Handle/Frame Microfiber Mops</td>
<td>120</td>
<td>No-charge</td>
</tr>
<tr>
<td>Mop Handle/Frame Dust Mops</td>
<td>240</td>
<td>No-charge</td>
</tr>
<tr>
<td>Mop Handle/Frame Wet Mops</td>
<td>240</td>
<td>No-charge</td>
</tr>
<tr>
<td>Setup Fees</td>
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<td>No-charge</td>
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<tr>
<td>Lost/Replacement Fees</td>
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<td>1%</td>
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<tr>
<td>Towel Container</td>
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<td>No-charge</td>
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<tr>
<td>Weekly Service Charge</td>
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<td>$5.00</td>
</tr>
</tbody>
</table>
ATTACHMENT #2
NO-COLLUSION
DECLARATION
ATTACHMENT 2
NON-COLLABORATION DECLARATION

The undersigned declares:

I am the _____Samuel Ross______ of Prudential Overall Supply, the party making the foregoing bid.

The bid is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation. The bid is genuine and not collusive or sham. The bidder has not directly or indirectly induced or solicited any other bidder to put in a false or sham bid. The bidder has not directly or indirectly colluded, conspired, connived, or agreed with any bidder or anyone else to put in a sham bid, or to refrain from bidding. The bidder has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the bid price of the bidder or any other bidder, or to fix any overhead, profit, or cost element of the bid price, or of that of any other bidder. All statements contained in the bid are true. The bidder has not, directly or indirectly, submitted his or her bid price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, to any corporation, partnership, company association, organization, bid depository, or to any member or agent thereof to effectuate a collusive or sham bid and has not paid, and will not pay, any person or entity for such purpose.

Any person executing this declaration on behalf of a bidder that is a corporation, partnership, joint venture, limited liability company, limited liability partnership, or any other entity, hereby represents that he or she has full power to execute, and does execute, this declaration on behalf of the bidder.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that this declaration is executed on _____August 12, 2021____[date], at _____Irvine___________[city], _____California___________[state].

Signed: (Samuel Ross)

Print Name: Samuel Ross
As reflected in this service plan, we have developed a plan for NEWPORT-MESA UNIFIED SCHOOL DISTRICT that will meet or exceed the quality of service you expect. From our World-Class processing plants to the Customer Service Representative you will interface with weekly – We’ve Got You Covered! As always, we remain flexible to any plan outlined that would improve service to your team.