

PRIDE Industries Solutions for Business & Government



Corporate Capabilities Statement



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Summary

PRIDE Industries meets the manufacturing, global supply chain, logistics and integrated facilities needs of business and government agencies nationwide, while fulfilling our mission to create jobs for people with disabilities. Certified quality systems, project-dedicated teams and responsive service provide our customers with end-to-end services and systems designed to meet the toughest challenges. PRIDE's customized single-source solutions work for small business and Fortune 500 companies, as well as cities, counties, states and the Federal Government.

PRIDE's results have won best practices recognition from some of the world's leading corporations. Our services are organized in five key areas to public and private sectors:

- Integrated Facilities Services
- Green Custodial Solutions
- Environmental Health Care Services
- Global Supply Chain & Logistics
- Contract Packaging, Assembly & Fulfillment
- Electronics & Medical Device Manufacturing

Ownership

PRIDE Industries is a unique diversity supplier as a not-for-profit 501(c)(3) organization committed to creating jobs for people with disabilities. With four decades of experience, PRIDE has the financial stability and infrastructure required to sustain performance contracts of all sizes, including worldwide logistics and Public Works contracts on government installations. Just as PRIDE promotes individual self-sufficiency, PRIDE's operations are largely self-sufficient – creating opportunity for others through its own business enterprises.

Culture

Customers look to us first for results; our results consistently lead to lasting customer relationships. As a unique diversity supplier, customers appreciate not only the special attention that they receive from us, but the unique people and passion behind that effort. We're proud to report that 100% of PRIDE Industries customers report that they would purchase PRIDE services again in surveys since 2009.

Certifications & Licenses

PRIDE has developed best practices in the transition, start-up and management of large-scale Facilities Maintenance and Custodial contracts. These best practices are designed to understand and document the expectations of the customer, mitigate implementation issues and barriers to successful contract performance, and to develop and measure Key Performance Indicators (KPI's) employing Acceptable Quality Levels (AQL's) to measure performance.

PRIDE’s Manufacturing and Logistics Services are ISO-registered to ensure customer satisfaction. Our processes meet the exacting requirements of a comprehensive management system for the design and manufacture of products, services and organizational practices designed to deliver a predictable quality result.

- ISO 9001
- ISO 13485
- California State licensed for medical device manufacturing
- CA State Processed Food Registration (PFR)
- Registered with Food & Drug Administration (FDA)
- Organic Food Registered & HACCP Certified

Location

PRIDE Industries is a nationwide company headquartered in Roseville, California, operating in 14 states and Washington, D.C.

A Partial list of PRIDE’s Valued Customers:

Manufacturing & Logistics

Providing electronics contract manufacturing, medical device manufacturing, packaging, fulfillment & supply chain/ logistics solutions to diverse sector customers nationwide.

Hewlett Packard Company
 Blackboard Inc.
 Becton, Dickinson and Company
 Ametek
 Aerojet
 Care Innovations
 Panduit Corp
 CoolSystems
 Sunsweet Growers
 Mighty Leaf Tea
 Blue Diamond Growers
 Veritive
 Kaiser Permanente
 Toshiba
 Hamilton Robotics
 AJA Video

Integrated Facilities Services

Providing integrated facilities solutions to public and private sectors customers including green-clean custodial and infrastructure support services to federal, state and local government customers.

Fort Bliss Facilities, El Paso, TX
 Fort Polk Facilities, Vernon, LA
 Joint Base McGuire-Dix-Lakehurst, NJ
 Fort Rucker, AL
 Los Angeles Air Force Base, Los Angeles, CA
 Travis Air Force Base, Fairfield, CA
 Beale Air Force Base, CA
 Naval Base Ventura, CA
 Sacramento International Airport Terminal B
 Lambert-St. Louis International Airport
 County of Los Angeles
 VSP (Vision Service Plan) Platinum LEED-EB
 University of California, Davis
 CA Dept. of Corrections and Rehabilitation
 Bureau of Engraving & Printing
 Andrews AFB

Our Partners

To create opportunity for individuals with disabilities, PRIDE works with a diverse group of state agencies and other community partners. PRIDE is also proud partner in the AbilityOne® Program - a federal initiative established to help people with significant disabilities find employment by working for nonprofit agencies that provide goods and services to the Federal government.

Each and every customer of PRIDE is also a valued partner in our social mission.

The Company's Core Services

Company Core Services	
Facilities Maintenance	<ul style="list-style-type: none"> -Facilities Operations & Maintenance (O&M) -Maintenance Engineering Services -HVAC -Electrical -Utility Tracking/Energy Management -Plumbing -Roads & Grounds -Pest -Subcontractor Management
Commercial Facilities Services	<ul style="list-style-type: none"> -LEED-Compliant Green Cleaning -Recycling Programs -Facilities Maintenance -Specialized Floor Care Services
Global Supply Chain/Logistics	<ul style="list-style-type: none"> -Forecast & Demand Planning -Inventory Management -Logistics -Distribution
Contract Packaging & Fulfillment	<ul style="list-style-type: none"> -Packaging including Club and Co-Pack -Product Assembly -Fulfillment -Design, Print & Mail -E-store Management
Electronics Contract Manufacturing (ISO 9001)	<ul style="list-style-type: none"> -Full Life Cycle Support -Design for Manufacture, Test and Assembly -Demand & Supply Chain -Production & Fulfillment -EOL Services
Class II Medical Device Contract Manufacturing (ISO 13485)	<ul style="list-style-type: none"> -Full Life Cycle Support -Design for Manufacture, Test and Assembly -Demand & Supply Chain -Production & Fulfillment

Federal NAICS Codes

561210	<p>FACILITIES SUPPORT SERVICES</p> <ul style="list-style-type: none"> BASE FACILITIES OPERATION SUPPORT SERVICES CORRECTIONAL FACILITY OPERATION ON A CONTRACT OR FEE BASIS FACILITIES SUPPORT SERVICES GOVERNMENT BASE FACILITIES OPERATION SUPPORT SERVICES
334412	BARE PRINTED CIRCUIT BOARD MANUFACTURING
334418	PRINTED CIRCUIT ASSEMBLY (ELECTRONIC ASSEMBLY) MANUFACTURING
334419	OTHER ELECTRONIC COMPONENT MANUFACTURING
485113	BUS AND OTHER MOTOR VEHICLE TRANSIT SYSTEMS
485991	SPECIAL NEEDS TRANSPORTATION
493110	GENERAL WAREHOUSING AND STORAGE
518210	DATA PROCESSING, HOSTING AND RELATED SERVICES
541330	ENGINEERING SERVICES
541611	<p>ADMINISTRATIVE MANAGEMENT AND GENERAL MANAGEMENT CONSULTING SERVICES</p> <ul style="list-style-type: none"> ADMINISTRATIVE MANAGEMENT CONSULTING SERVICES BUSINESS MANAGEMENT CONSULTING SERVICES BUSINESS START-UP CONSULTING SERVICES GENERAL MANAGEMENT CONSULTING SERVICES RECORD MANAGEMENT CONSULTING SERVICES REORGANIZATIONAL CONSULTING SERVICES SITE LOCATION CONSULTING SERVICES SITE SELECTION CONSULTING SERVICES STRATEGIC PLANNING CONSULTING SERVICES
541930	TRANSLATION AND INTERPRETATION SERVICES
561710	EXTERMINATING AND PEST CONTROL SERVICES
561720	JANITORIAL SERVICES
561730	LANDSCAPING SERVICES
623990	OTHER RESIDENTIAL CARE FACILITIES
624310	VOCATIONAL REHABILITATION SERVICES
722310	FOOD SERVICE CONTRACTORS
722514	CAFETERIA, GRILL BUFFETS AND BUFFETS
811111	GENERAL AUTOMOTIVE REPAIR

Single Source Solutions

PRIDE Industries provides superior, cost-effective and comprehensive services with the convenience of a single company committed to your success.

Flexible & Scalable Capacity

Our services are flexible and scalable to meet the needs of small companies to Fortune 500 businesses and government agencies. PRIDE's capacity and labor forces grow with your project.

Dedicated Project Support

PRIDE's capabilities are matched with superior engineering, project start-up and operations support led by dedicated customer management teams. From work scope and specification development to design, implementation and all the way through project completion – our teams surround your project to ensure on-time, on budget, high-quality results.

Total Quality Management

PRIDE Industries' service divisions have achieved leading industry certifications demonstrating comprehensive management systems and organizational best practices designed to deliver on your full expectations.

Performance Improvement Programs

The best companies look for continuous process improvement. We are committed to staying one-step ahead of changes in the industry and technology for our customers. This means constantly measuring performance, administering and communicating corrective action plans when necessary, while continually seeking efficiencies to manage your business better. At PRIDE, your business is our business - and our first priority.

Documented Quarterly Management Reviews capture and quantify all operational, quality and customer satisfaction results to ensure continual process improvement. Metrics include:

- Customer concerns
- Time to resolution
- Customer satisfaction scores & feedback
- Quality management systems and controls
- Inspection and analysis
- Inventory turns
- On-time performance
- Corrective action plan status
- Training and safety

Quality Ratings

As part of our quality program, PRIDE customers are surveyed regularly to assess program effectiveness and customer satisfaction. The majority of PRIDE customers have been with the company for greater than three years. Equally important, in surveys since 2009, 100% of PRIDE customers reported that they would use PRIDE's services again.

Diverse Experience

No two industries are alike. We work hard to understand your unique needs, processes, metrics and requirements to fit seamlessly into your operation. Our teams are led by experts in their disciplines and meet the demanding standards of customers in diverse sectors including:

- Government
- Industrial
- Institutional
- Wholesale / Retail
- Manufacturing & Medical Device Manufacturing
- Alternative Energy
- Consumer Electronics

Technology with Cost Efficiency

Technology Solutions:

PRIDE has invested heavily in technology tools and infrastructure which enable us to work faster and smarter including:

- Web-based & EDI Data Exchange capabilities
- Rosetta Net Connectivity - B2B
- Wireless Material / Order Transacting & RFID capabilities
- A Customer Integration System that provides secure login access to program visibility or systems integration through B2B data interfaces - EDI, Rosetta-net, XML & Text file.
- Custom Integration with preferred shipping carriers

Technology Systems:

- A tier-one ERP system integrates supplier management, inventory controls, production order processing, material resource planning and sales order management. This powerful and flexible system allows for review, analysis and adjustment of inventory positions and planned supply at any level of aggregation. The exception management component highlights items with current or projected inventories above or below recommended levels, items needing to be ordered, and other user-defined exceptions customized to your needs.

Demand Works, our forecast planning system helps us balance workflow and ensure that trained people and space are in place to meet upcoming needs. Demand Works helps us manage thousands of SKUs with forecast accuracy to reduce inventories and cost, while speeding time to market.

- Warehouse management system (WMS) technology that maximizes warehouse utilization, order picking, cycle-counting, lot control and order fulfillment. Our flexible system accommodates straightforward receiving, shipping and storage as well as complex services, such as repack, cross dock, labeling, repairs, freight forwarding, delivery, customs, special documentation, cycle counts, and change of ownership while in storage.
- PRIDE’s Enterprise Asset Management (EAM) system monitors and manages the deployment, tracking, performance, and maintenance of company assets on large scale facilities contracts. EAM systems capture and consolidate data from a variety of operational and financial systems, resulting in improved visibility into current and future performance.

EAM facilitates the management of the following contract functional areas including, but not limited to:

- Asset Management
- Materials Management
- Purchasing Management
- Work Management
- Inspection Management
- Preventive Maintenance
- Reports
- Budgeting

Our EAM system enables operational efficiencies by:

- Managing maintenance resources
- Improving equipment and staff productivity
- Increasing inventory efficiency
- Providing reporting tools that enable better decision-making to help improve future asset performance management

- JAMS (Janitorial Management System) is a real-time, web-based system customizable to any scope of work, service frequency, or size and number of facilities. It has been designed to facilitate the management of PRIDE Industries’ commercial custodial contracts and is considered by industry experts as the system of choice to manage large janitorial contracts.

JAMS is a schedule-based application, key to managing the Quality Control Program on our custodial projects. This time/task completion aspect of all contract requirements drives inspections and corrective processes. JAMS provides standard or custom reports on performance and task status and quality control. This is especially useful on large contracts, or contracts with particularly complex scopes of work.

Public Sector Integrated Facilities Services

In the mission-critical government sector, experience matters. PRIDE Industries brings that experience to government agencies, public venues, and military installations. We specialize in delivering high-quality, low-cost facility services to public sector clients across the nation. We simplify your processes by offering a full set of integrated facilities services, ensuring the quality, safety, reliability, and convenience of a single, committed vendor.

Your mission is our first priority. Our goal is to work quietly and efficiently behind the scenes to keep your operations running smoothly. We apply strategic management processes, operate on your schedule and perform ongoing preventative maintenance to maintain consistent, optimal facility operations. That approach has earned us an excellent reputation for budget friendly performance with numerous Federal, state and local government agencies.

PRIDE's Integrated Facilities Capabilities Include:

Comprehensive Facilities Maintenance:

- Facilities Building Maintenance including HVAC, Electrical, Plumbing, Structural
- Utilities Management
- Water Treatment Management
- Custodial & Building Maintenance
- Housing Maintenance
- Roads & Grounds
- Subcontractor Management

Specialized Support Services:

- Pest
- Shipboard Provisioning
- Commissary Operations

Some of Our Current Contracts:

- Ft. Bliss Directorate of Public Works, Texas
- Ft. Polk Directorate of Public Works, Louisiana
- Fort Rucker, Alabama
- Joint Base McGuire-Dix-Lakehurst, New Jersey
- Los Angeles Air Force Base, California
- Travis Air Force Base, California
- Beale Air Force Base, California
- Monterey Defense Language Institute, California
- General Services Administration (GSA), Little Rock, Arkansas
- General Services Administration (GSA), New Orleans, Louisiana

Commercial Facilities Services

At PRIDE Industries, we understand how important a clean, organized and well-maintained work environment is to morale and productivity. We're committed to providing cost-effective services that keep your facility in top-running order, so that your employees can operate at peak performance.

PRIDE maintains hundreds of facilities and over 30 million square feet of universities, office buildings, industrial, airport and high tech space daily. We brings the highest quality to cleaning and customer service expectations including industry certified programs, experience with LEED-certified buildings, and a wide range of superior quality, cost-effective and flexible services tailored to meet your specific needs.

PRIDE's Commercial Facilities Capabilities Include:

Flexible Single-Source Solutions

PRIDE's comprehensive menu of services can be customized as needed to provide an integrated services package designed for your unique requirements. Choose from basic custodial to highly specialized operations and facilities maintenance services. Our best practices include ongoing preventative maintenance to maintain consistent, optimal facility operations and regular audits to track key metrics of quality, productivity, cost efficiency and your satisfaction.

Total Quality Management

To ensure continuous improvement and best value for our customers, PRIDE has achieved certification with honors by the International Sanitation Supply Association (ISSA) Cleaning Industry Management Standard for Green Buildings (CIMS-GB). CIMS and CIMS-GB focus on the essential elements of a well-run, customer-centered, and sustainable organization. The certification demonstrates a commitment to the delivery of sound environmental processes, policies and practices and a quality management approach designed to ensure customer satisfaction.

CIMS-GB certification also enables PRIDE to assist customers in achieving points under the LEED-Existing Building: Operations and Maintenance (LEED-EBOM) Green Building Rating System.

The PRIDEClean® Product Line

PRIDE's exclusive PRIDEClean® product line was designed to the stringent standards of the EPA's Design for Environment (DfE) Program. Field-tested in some of the most demanding environments, PRIDEClean® outperformed the competition, while achieving significant cost-savings. Our products go to work in some of the toughest environments every day, from military installations to airports and universities while helping you reduce your environmental footprint. For more information, visit: pridecleaneco.com.



Supply Chain & Logistics

PRIDE Industries moves your business forward with supply chain and logistics solutions that are flexible and scalable enough to meet the needs of businesses large and small.

With over 20 years of expertise, we deliver exactly what you need, precisely when you want it. Our award-winning quality management systems are ISO 9001 certified to ensure that customer expectations are consistently met. We offer state-of-the-art supply chain solutions in our secure facilities including quality control, just-in-time delivery, materials management, order fulfillment and shipping, inventory control storage, and dependable customer service.

PRIDE's Supply Chain & Logistics Capabilities Include:

Forecast Planning Systems

Expert planning, purchasing controls, inventory management and production control to ensure timely delivery without waste.

Warehouse Management Systems

Accommodating straightforward receiving, order pricing, shipping and storage – plus complex services such as repack, cross dock, lot/revision control, repairs, freight forwarding, special customs and documentation, cycle counting and change of ownership while in storage.

Enterprise Resource Planning

Integrates supplier management, inventory control and accountability, production order processing, material requirements planning and service order management.

Inventory Control

Accurate order picking, cycle counting and lot control management. FIFO/FEFO controls. Web-based systems provide 24/7 views with customer integration and secure logins.

Domestic and International Shipping

Thousands of items shipped daily with cost-effective shipping solutions including same day and import/export services. Multiple carrier partners for maximum flexibility.

Contract Packaging, Assembly & Fulfillment Services

PRIDE Industries offers a complete range of contract packaging, product assembly and fulfillment services with flexible, scalable capacity. Tailor-made custom service packages and competitive pricing make it easy to design an exact-fit solution for your needs and budget. From high-volume to custom runs and even e-store management, PRIDE provides select services or entire back-end support shipping to individual customers, retailer distribution centers or direct to big-box stores.

Our inventory management system tracks every aspect of your business within our secure warehouse facilities where we pick, pack, ship, receive and maintain your materials. A service-first approach and our ISO 9001 certified quality management systems ensure that we consistently meet your expectations. Single-source solutions keep costs low and accountability high - enabling rapid response to changing market demands and supporting the growth of your business.

PRIDE's Contract Packaging & Fulfillment Capabilities Include:

Contract Packaging

- Club Store Packaging
- Pallet Display
- Point of Sale Assembly
- Seasonal Projects
- Secondary Packaging
- Shrink Wrap
- Blister Packaging
- Skin Packaging

Fulfillment

- Web-Based Order Fulfillment
- Product Sourcing
- Pick, Pack & Ship
- Warehouse & Distribution
- Reverse Logistics & Returns Management
- Direct to Consumer or B2B
- Domestic & International Shipping

Product Assembly

- Kitting & Bundling Services
- Bagging / Sealing
- Collating / Sorting
- POP Display Assembly
- Inspection & QA/QC

Electronics Manufacturing / Medical Device Manufacturing

PRIDE Industries provides Electronic and Medical Device OEMs with leading Electronics Manufacturing Services (EMS) and complete product lifecycle management. Select one, or a combination of services. From design review and engineering to manufacture, supply chain, fulfillment and EOL support, our integrated services are designed to increase quality and reduce time-to-market in the most efficient way possible.

PRIDE's west coast location is ideally located along major transportation corridors in close proximity to shipping ports – without the large market overhead. For international companies looking to open new markets, we offer on-shore "Made-in-America" advantages.

PRIDE's expert manufacturing and electronics contract packaging capabilities are combined with ISO 13485 certified quality systems and California State licensing for Medical Device Manufacturing. Our experienced professionals and technology will take your product from prototype development to distribution, providing a rich complement of services to deliver the quality demanded of medical equipment.

PRIDE's Electronics Manufacturing Capabilities Include:

Engineering Services

- DFM / DFT / DFX
- Test Engineering Services
- Manufacturing Engineering
- Process Engineering

Customized Demand & Supply Chain

- BOM Verification
- ECO Management
- Change Control Methods
- Supply Chain
- Demand Planning
- Forecasting

EOL

- Repair & Refurbishment
- Warranty
- Depot Repair
- Parts Recovery
- EOL

Manufacturing & Full Systems Integration

- PCB Assembly
- Box Build
- Quick Turn Proto
- Cable & Harness Assembly
- X-Ray & Circuit Testing
- Full System Integration

Production & Fulfillment

- Program Management
- Cost Reduction
- Custom Quality Plan
- Order Fulfillment
- Material Management
- Asset Management

Our Leadership Team

PRIDE hires and trains experts in their individual disciplines who work collaboratively on project-dedicated teams to meet your unique needs. As an organization with a social mission, our employees are passionate about their work and their co-workers, resulting in low turnover and greater service continuity for our customers.

Peter Berghuis, Senior Vice President / Chief Operating Officer

Responsible for PRIDE Industries' service operations to public and private sector customers. Berghuis oversees nationwide facilities maintenance and ancillary services, manufacturing and logistics services, transportation, information technology, safety and quality programs and procurement.

He has over 40 years of operations and managerial experience with for-profit and non-profit sector leadership and program development expertise. During his tenure, PRIDE Industries' service offerings have more than doubled in support of the organization's social mission.

Steve Twitchell, Senior Vice President of Sales & Marketing

Responsible for business development, sales, marketing and proposal management activities, across all PRIDE business lines. Twitchell has more than 30 years of operational experience in manufacturing and supply chain management. Instrumental in the significant expansion of the company's manufacturing services, Twitchell oversaw the start-up of the electronics manufacturing division, achieving industry leading standards and recognitions for best practices.

Under his leadership, the company achieved ISO 9001 and ISO13485 certification and California state licensing for medical device manufacturing and earned multiple recognitions including the Hewlett Packard Global Service Supplier of the Year recognition in 2010, SynapSense Service Supplier of the Year in 2011, and the 2012 ML 100 (Manufacturing Leadership) Award for Game Changing Technologies.

Mary Flores, VP of Operations Integrated Facilities Services

Responsible for facilities business development, capture management, and companywide contract management to public and private sectors. She has managed the startup of 10 separate multi-million dollar federal contracts nationwide. With more than 25 years of operational expertise and managerial oversight, Flores has a reputation for efficient project management and contract start-ups in distant locales under punishing deadlines.