

PRIDE INDUSTRIES AT WORK¹

For more than 35 years, companies have turned to PRIDE Industries for high value outsourcing solutions. Whether it's facility support, government services, mail and fulfillment, or manufacturing and logistics, PRIDE delivers the comprehensive solutions our customers need. Our unique social mission--to create jobs for people with disabilities--sets us apart.

PRIDE Industries, *the nation's largest employer of people with disabilities*, provides a variety of outsourcing solutions to meet the manufacturing and service needs of companies nationwide. We employ more than 4,300 individuals in 11 states, including more than 2,700 people with disabilities.

PRIDE is a self-sufficient business with nearly \$100 million in annual revenue, and today we rank as the 3rd largest manufacturing and service company in the greater Sacramento region. PRIDE is headquartered in Roseville, California.

Locally, PRIDE Industries is responsible for Housing Maintenance and Pest Control concerns at Naval Bases Ventura County. The Family Housing Maintenance services provided by PRIDE include, Routine and Emergency Service Calls, Change of Occupancy Maintenance, Welcome Wagon, and Self Help. Additionally, Pride's Pest Control division is responsible for base mosquito abatement, transportation of stray pets to the Animal Shelter, eradication of all other household pest concerns, and removal of *road kill*.

PRIDE Industries strives to insure the highest level of service to our customer. Our Housing Maintenance Service Call Desk operates 24 hours a day, 365 days a year. The number to call is 982-6789. Routine and Emergency Service calls may be reported to the Service Call Desk, Monday –Friday 0800 – 1630. After hours, (Monday- Friday, 1630-0800, Weekends and Holidays), Pride's Service Call Desk is available for Emergency calls only. Emergency Service Calls are defined as any concern that could pose harm or threat to the occupant or Housing dwelling.

Pride's Change of Occupancy Maintenance crew prepares housing units for new tenancy. Our goal is to make NBVC residences the best they can be. All of the housing units are subject to strict standards set by the Governments' housing inspectors. Each dwelling is given the white glove test by the housing inspector before it is approved and occupants receive keys.

This year PRIDE initiated a new program referred to as the Welcome Wagon. The purpose of the Welcome Wagon is to familiarize new tenants with their housing unit. Residents may contact our office at 982-6789 to schedule an appointment to meet with one of our technicians. The Pride representative will be able to answer any questions about the housing unit and give instruction to tenants on how to program their thermostats, how to operate a self-cleaning oven, program their sprinkler timers, and where to locate the emergency shut offs for water and gas. The technician will walk through the unit with the tenant and take care of any maintenance discrepancies noted.

Self Help offers a number of items that tenants can pick up to make minor repairs at their residence. Items include but are not limited to; Sink stoppers, toilet tank leavers, toilet seats, toilet flappers, vertical blind vanes, sprinkler heads, ant traps, gopher traps, and roach traps. Light bulbs and batteries are not a Self Help item. Tenants are responsible for purchasing replacement light bulbs and batteries. The Navy Exchange, Home Depot or Loews stores are all good sources to shop for these items. Self Help lends lawn care equipment to Naval Housing

¹ NBVC FAMILY HOUSING ARTICLE DTD: 03/04/04

residents only. Self Help hours of operation vary depending on location. At Port Hueneme Self Help hours are Monday and Thursday from 1100-1600 at Bldg. #19, Point Mugu hours are Tuesday and Friday 01100-1600 at Bldg. #119 Camarillo hours are Wednesdays 1100-1600 at Bldg. #1075. Lawn care equipment can be borrowed for the time period of one self help day to the next self help day for their location, (Example: Tenant borrows lawn mower on Monday at Port Hueneme they will need to return it on Thursday; the next Self Help day for that site) Tenants who have Pest concerns to report need to contact their housing representative at 982-4321. The housing representative will contact Pride's service desk to authorize and order the Pest Control service.

Our Ventura site is a one of many successful examples of our ability to provide superior outsourcing solutions. PRIDE Industries provides comprehensive, cost-effective outsourcing solutions in the following areas:

Facility Support Services: Custodial, cleanroom, other maintenance, and administrative services for large commercial and industrial customers.

Government Services: Outsourced facility support and other contract services for federal, state, and local government customers.

Mail & Fulfillment Services: One-stop shopping for customers seeking comprehensive design, print, mail, and fulfillment support.

Manufacturing & Logistics Services: Flexible turnkey supply chain solutions—from assembly to distribution--including electronics manufacturing.

We achieve our mission of employing people with disabilities when we extend our customers' capabilities, partner with them to solve problems, reduce cost and cycle time, and help them focus on their core business. This dual focus on our mission and customer satisfaction is what makes us not your ordinary company.