



Business Excellence with a Positive Social Impact

**2022 PRIDE INDUSTRIES
ANNUAL REPORT**

PRIDE
INDUSTRIES



Serving Our Mission by Serving Our Customers

From our humble beginnings as a small group of parents searching for meaningful employment and independence for their children, PRIDE Industries has grown into the leading provider of employment for people with disabilities. How did we get here? By delivering business excellence.

At PRIDE Industries, as a social enterprise, our mission and the success of our customers go hand in hand. Our business excellence enables us to deliver a positive social impact. The award-winning manufacturing and facilities management services we offer create employment for people with disabilities. And they show the world the value of an inclusive workforce across multiple industries.

In the pages that follow, you'll learn about new employment training and support services to help people with disabilities achieve success in their chosen career paths. You'll discover the many ways we're working to make our business lines more efficient and responsive to customer needs. You'll also see the far-reaching impact of The Michael Ziegler PRIDE Industries Foundation, which directly places 100% of our donor contributions into programs supporting individuals on their employment journeys.

Since its founding in 1966, PRIDE Industries has undergone many changes. But the one constant has been our mission: to create employment for people with disabilities.



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TO OUR CUSTOMERS, PARTNERS, AND FRIENDS

A LETTER FROM JEFF AND BOB



Jeff Dern, President and CEO, and Bob Olsen, Board Chair

For more than 56 years, PRIDE Industries has operated with the sole purpose of creating employment for people with disabilities. Our vision is a world where people of all abilities have equal access to achieve their employment goals. PRIDE Industries is a social enterprise that delivers operational excellence every day in multiple industries. We are living proof of what is possible when companies employ a workforce inclusive of people with disabilities.

Our fiscal year 2022 was a year of continued growth and innovation. We achieved a net surplus of \$3.2 million on record-high total revenues of \$427 million, a 15% increase over prior fiscal year. Our most important measure of success is our mission: we employed and provided services to over 6,300 total team members, including 3,700 with disabilities.

Like all companies, we have faced business pressures stemming from supply chain shortages, inflation, and the labor market. Throughout, we have remained focused on serving our customers and the vital services we provide to accomplish our mission. In January 2022, we celebrated 15 years of partnership with Los Angeles Air Force Base with a new five-year contract for facility maintenance services that employs 95 team members, including 49 with disabilities. Travis Air Force Base, another long-time customer, renewed our custodial services with a new five-year agreement. Together with grounds maintenance and dining services, we employ 118 total team members at Travis AFB, including 84 with disabilities.

Our Manufacturing and Logistics team achieved an incredible feat partnering with our customer Avanos. With a worldwide shortage of critical electronic components, our engineers collaborated with Avanos to redesign their product’s circuit board to function with an alternative, more widely available component. This adaptation enabled our production team to exceed original forecast expectations, clearly demonstrating PRIDE Industries’ capabilities and commitment to our customers’ success.

Our Workforce Inclusion team has expanded our employment services programs to better serve the needs of our community. We are excited to offer pre-employment training and job placement services for transition-age youth 16–24 through our Youth Employment Services, or YES! program. We also provide paid internship and apprenticeship opportunities for people with disabilities and others facing barriers to employment to help them start new careers.

The reach of PRIDE Industries’ positive social impact has grown with our I AM ABLE Helpline (844-I-AM-ABLE) which launched in 2021 and has already guided over 2,000 people to the resources they need to help them find employment. This year, we added a Spanish-speaking representative to increase the reach of the service.

To remain competitive and support our business growth, we are investing in a new Customer Experience Management (CXM) program. Our goal is to be the supplier of choice in each industry we serve and for our customers to proudly promote PRIDE Industries’ services to their colleagues. Over the next couple of years, we will roll out this program companywide to improve our alignment with our customers’ business needs and enhance competitive positioning in our targeted markets. This program will reinforce our customer-centric culture while reducing operating costs to better serve our customers.

Our heartfelt thanks to everyone who contributes to PRIDE Industries’ ongoing success—our business partners, employees, donors, community supporters, and our Board of Directors. Together, we’re creating life-changing employment opportunities for people with disabilities.



What Guides Us

As the nation's leading employer of people with disabilities, we believe that people of all abilities should have equal access to achieve their employment goals. This belief shapes everything we are as a company. We are bound by a set of core values and a shared commitment to diversity, equity, and inclusion.

OUR MISSION

To create employment for people with disabilities.

OUR VISION

An inclusive world where people of all abilities have equal access to achieve their employment goals.

OUR CORE VALUES



INCLUSION

We believe that all people have talent, and that when people of all abilities know they are respected and have an opportunity to contribute, they can reach their full potential.



RESPECT

PRIDE Industries was founded in the belief that each person deserves care and recognition for their unique abilities, needs, and contributions. Respect for one another is the bedrock of our company culture and business practices.



SOCIAL IMPACT

As a social enterprise, we strengthen communities, families, and businesses to create positive social impact. Our mission drives us to normalize the inclusion of people with disabilities and to eliminate ableism in the workplace.



INNOVATION

Visionary thinking is our legacy. We dedicate ourselves to bringing new solutions to our business customers. Our entrepreneurial spirit takes the lead in PRIDE Industries' mission imperative, in breaking new ground in talent development and employment creation, and in delivering performance excellence to our business partners worldwide.

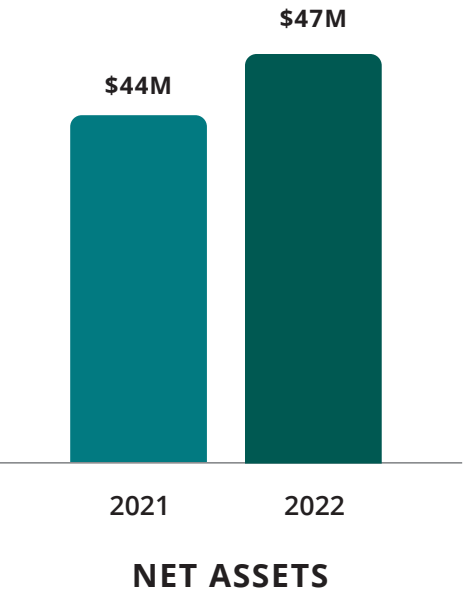
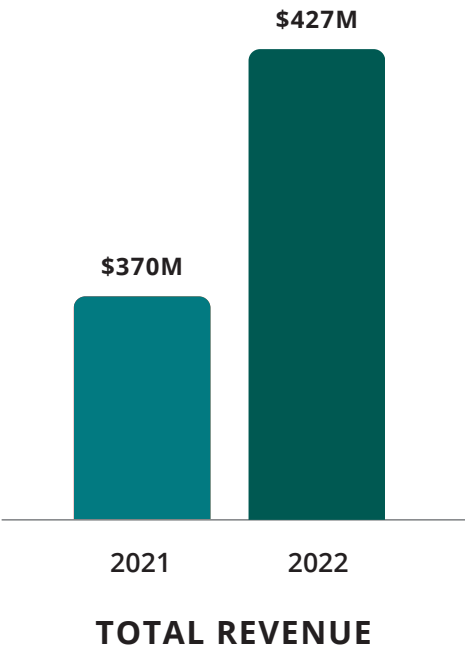
Fiscal Year 2021–2022 in Review

MISSION SNAPSHOT

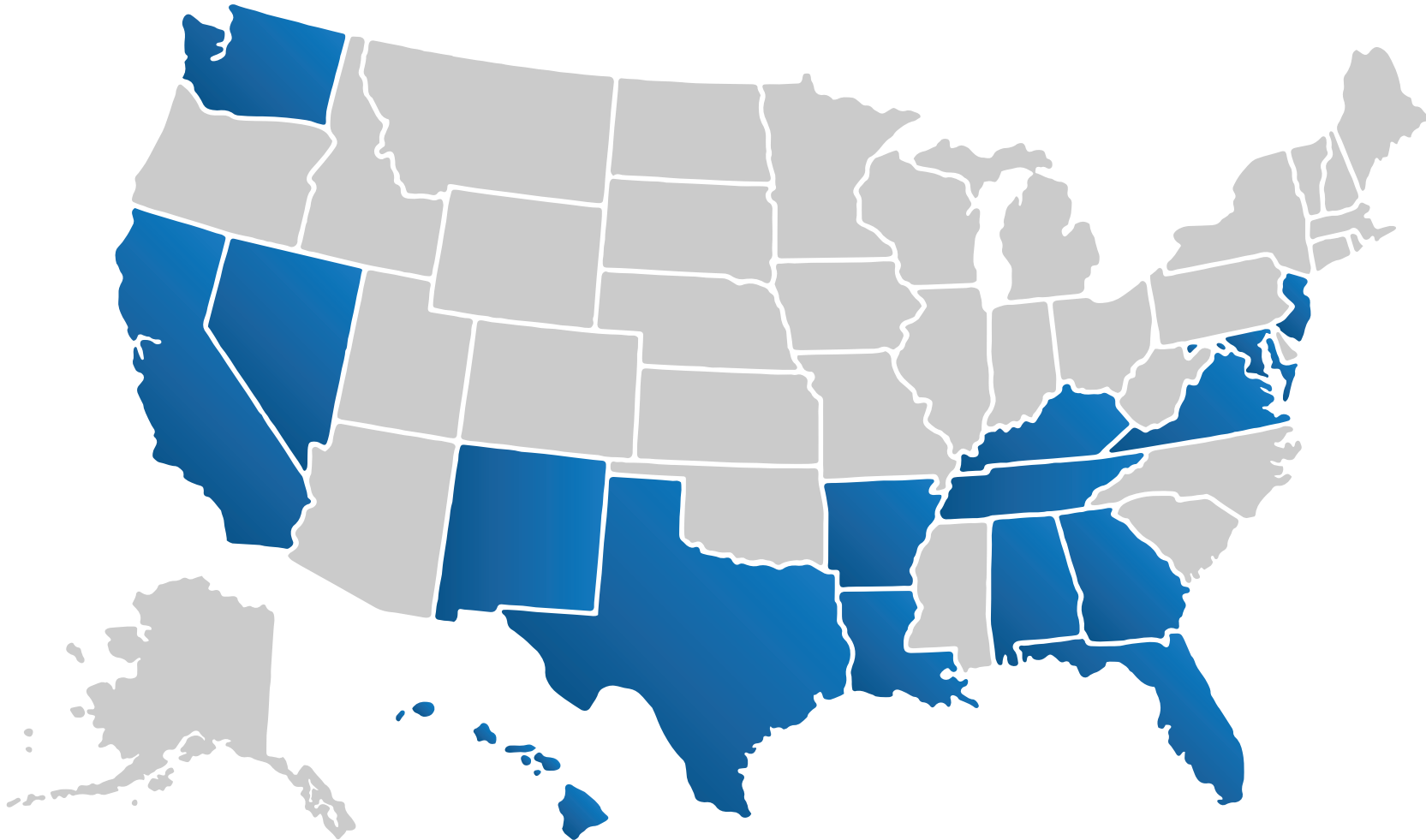


2022 PEOPLE WITH DISABILITIES:
59%

FINANCIAL HIGHLIGHTS



Where We Work



Proving the Benefits of an Inclusive Workforce Every Day

Our commitment is simple: business excellence with a positive social impact.

What does that mean? Let's start with business excellence.

Business excellence means assembling and shipping thousands of electronic, medical, aerospace, and consumer parts and products every month, with 99.9% order accuracy.

It means maintaining 13,000 buildings, landscaping 386,000 acres, and sanitizing 26 million square feet of facilities—every day.

Business excellence means having the sophistication to manage HP Inc.'s supply chain for 37,000 parts, yet having the entrepreneurial agility to help a startup medical device company improve its product design for manufacturability. It means enabling VSP Vision to achieve LEED Platinum certification, employing an inclusive workforce with a safety record that's 30% better than OSHA industry standards.

Our inclusive workforce is key to our business excellence, and it's how we deliver a positive social impact. PRIDE Industries was founded to create employment for people with disabilities. Today, 50% of our employees have a disclosed disability.

At PRIDE Industries, we know that hiring people with disabilities is not only the right thing to do. It's a better way to do business. Accenture found that companies that excel at employing people with disabilities earn 28% more revenue, double the net income, and 30% higher profit margins. A separate study by Global Markets found that inclusive companies earn 2.5 times higher cash flow per employee, and that their employees are 35% more productive.

When it comes to our definition of business excellence, social impact isn't an asterisk. It's an exclamation point.



2022 Top Business Wins and Renewals

- Judicial Council of California
- Reviver
- Sacramento County Airports
- City of Sacramento
- Vortran Medical
- County of El Dorado
- Jain Irrigation
- California Construction Authority
- County of Placer
- SourceAmerica
- California Department of Transportation (Caltrans)
- Lighthouse Worldwide Solutions
- Los Angeles County Dept. of Parks and Recreation
- Los Rios Community College District
- County of Solano

Growth Creates Opportunity

When our customers grow, doors are opened for people with disabilities, creating growth opportunities for PRIDE Industries and our employees.

“THE SOCIAL VALUE ALONE IS WORTH IT.”
Granite Data Systems (GDS) is an IT service provider and Service-Disabled Veteran-Owned Business. As the company grew, it needed a scalable labor force and manufacturing space to handle fluctuations in business.

GDS partnered with PRIDE Industries in 2012 to provide IT deployment and fulfillment, starting with 15 employees with disabilities and trainers to help employees succeed in their jobs.

“PRIDE Industries offered a turnkey solution for us,” said CFO Todd Yoshida. “They provided us with office and warehouse space at their facility and as we grew with them they built out a dedicated space for us.”

And how does GDS rate our service? They are so pleased that they hired 10 of our teammates as full-time employees—a great vote of confidence in our service and great growth opportunities for employees.

“The consistency of the work product is excellent, and the social value alone is worth it,” said Founder and CEO Brigg Goodwin.

“WE’RE MORE THAN A CAR WASH NOW.”
San Diego’s Soapy Joe’s has grown from a single car wash to a network of 17. Hiring through that growth was challenging, and during the pandemic and its aftermath, it got harder.

“The turnover was really high during COVID,” said Manager Mauricio Cardenas. “It was hard for any company to retain people.”

HR Director Julie Smith contacted PRIDE Industries and hired 16 employees with disabilities. Since then, their turnover rate has been zero percent, compared to an industry average of 80%.

“Our PRIDE Industries employees are some of our most dedicated team members,” Julie said. “They come to work with a smile. They’re ready to work, and they’re excited to work.”

One employee was the top salesperson for four months in a row.

“I am super excited about this,” Mauricio said. “We are more than a car wash now. We’re going change the way car washes are looked at.”

Customer Experience Management

Last year we launched our Customer Experience Management (CXM) initiative to deepen customer loyalty and satisfaction, increase revenue, reduce operational costs, and further differentiate PRIDE Industries’ business services from our competitors.

We are making progress! In November, we held 10 interviews with customers to learn about their experiences regarding the quality, cost, and delivery of our services. From this invaluable customer feedback, we identified specific opportunities to enhance our communications, training, and internal processes to serve our customers’ needs better.

Business Services by the Numbers



Our Expertise

MANUFACTURING AND LOGISTICS SERVICES

- ISO 9001:2015 Certified
- ISO 13485 Certified
- CSMTPE Certified Engineers
- ITAR Registered
- FDA 21 CFR Part 820 Compliant
- IPC Member
- SMTA Corporate Member
- FDA Food-Site Registered
- CA Organic Processed Food Licensed
- CA Processed Food Licensed
- Pet Food Processor Licensed

FACILITIES MANAGEMENT SERVICES

- CIMS-GB Certified with Honors
- IFMA Sustainable Facilities Professionals (SFP)
- NCARB (National Council of Architectural Registration Boards)
- NCEES (National Council of Examiners for Engineering and Surveying) Professional Engineer
- LEED (Leadership in Energy and Environmental Design)
- PMP (Project Management Professional)
- RCE (Realtor Association Certification)
- AIA (American Institute of Architects)
- Landscape Industry Certified by the National Association of Landscape Professionals (NALP)
- ISA Arborist Certification
- I.A. Landscape Irrigation Auditors Certification
- Traffic Control and Flagging Certification

Growing Our Contracts

In May, Los Angeles County awarded PRIDE Industries a five-year landscaping contract with the Parks and Recreation Department. We are now maintaining the lawns at 11 parks around the Los Angeles and Compton areas, for a total of 263 acres. Our social enterprise status gave us a leg up on the competition, and the County was particularly impressed with the green initiatives in our proposal, which included using electric Mean Green commercial mowers to improve energy efficiency and sustainability.



The Michael Ziegler PRIDE Industries Foundation

YOUR GENEROSITY IN ACTION

People with disabilities face hidden and visible barriers to employment. They can't always onboard to new positions as quickly as typically abled candidates and are often left behind. But with a small investment of additional time and training, employers can benefit from incredibly dedicated, resourceful, and loyal workers.

Through the personalized services that we support, The Michael Ziegler PRIDE Industries Foundation provides pathways to employment for people with disabilities. This past year we focused on growing two major initiatives:

- The I AM ABLE Helpline assists people with disabilities with individualized guidance to employment resources and opportunities.
- The YES! (Youth Employment Services) program offers pre-employment services, paid internships, and connections to apprenticeship programs for opportunity youth.

The Michael Ziegler PRIDE Industries Foundation was named in memory of our beloved longtime CEO. In the pages that follow, you'll learn more about these exciting programs, which are supported by donations from the public.

PROGRAMS AND SERVICES



I AM ABLE HELPLINE

Assisting people with disabilities and others facing barriers to employment by providing personal guidance to job resources and services.



ASSISTIVE TECHNOLOGY

Providing tools that enhance functionality at home and at work, opening up new learning and career opportunities.



TRANSPORTATION SERVICES

Providing reliable transportation to and from work, training, and vital services; delivering essential items to home or work.



JOB COACHING

Ensuring a productive experience for both employee and employer, with dedicated coaches who offer personalized, on-the-job support.



VOCATIONAL TRAINING

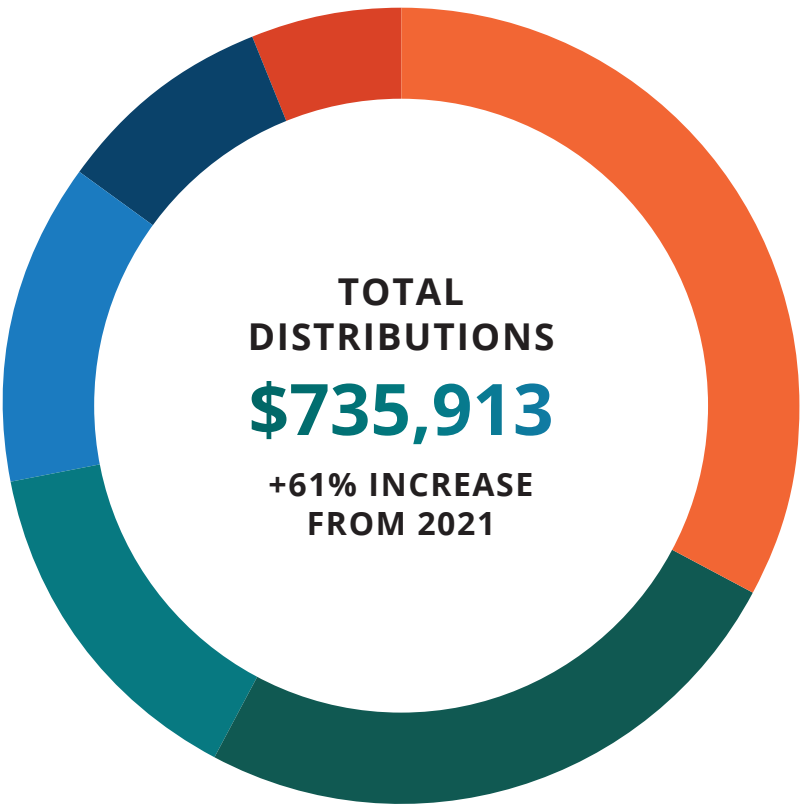
Teaching the job-ready skills needed to enter the workforce and begin successful careers in any one of multiple industries.



PAID INTERNSHIPS

Providing jobseekers with the opportunity to learn new skills and demonstrate job readiness to potential employers.

PROGRAM DISTRIBUTIONS



SUMMARY OF DISTRIBUTIONS

I AM ABLE Helpline	\$242,461	33%
Vocational Training	\$188,000	26%
Paid Internships	\$102,284	14%
Transportation	\$95,000	13%
Job Coaching	\$66,829	9%
Assistive Technology	\$41,339	5%

Gaining Skills and a Career Path Through Paid Internships

Graduating college in the middle of a pandemic was never going to be easy, but students with disabilities had even bigger employment hurdles to overcome. Job loss for people with disabilities during the pandemic was 20% compared to just 14% for those without a disability. Still, with determination and his degree in communications, Ty Ladage decided he wasn't going to be deterred.

After a tenacious job search, and despite the barriers, Ty landed an administrative job. It was a high-pressure situation, but with little help transitioning into the workplace, Ty realized it wasn't the right role for him. Then, Ty found and applied for our paid internship program.

Internships give people with disabilities and other barriers to employment the opportunity to learn new skills and demonstrate their abilities to potential employers. They serve as on-ramps to full-time employment, giving individuals the opportunity to become job-ready at a pace that works for them given their unique circumstances.

"Everyone was open and welcoming, and I was given time to learn things," Ty said. "I felt like the program was designed

"These internships help people like me see what we are able to do."

- TY LADAGE



around me rather than forcing me into a position."

Another program the Foundation offers, job coaching, plays a key role in helping interns succeed in the workplace. Job coaches provide a safe, well-supervised training environment using a person-centered approach that ensures lasting success for both employer and employee.

As an intern with the Diversity, Equity, and Inclusion Department, Ty got the support he needed from job coaches and blossomed as an administrative assistant. He learned new skills and programs including Microsoft Office 365, especially Excel, electronic form design, and even created a QR code for his boss to use to access information while travelling.

"Having a job coach that I can talk to anytime was so helpful," he said. "These internships help people like me see what we are able to do."

Ty credits the Foundation for giving him the opportunities and support that allowed him to transition into work successfully and find a rewarding and well-paid career path. Now he is working full-time in our accounting department as an accounts payable associate.

"My position as an administrative assistant led me to a full-time position in accounting," he said. "My internship has been a great overall experience."

Highlight: Career Hub Reopening and Youth Employment Services (YES!)

In January 2023, The Michael Zeigler PRIDE Industries Foundation reopened its Career Hub and launched the YES! (Youth Employment Services) initiative.

Funded by a generous grant from the Walter S. Johnson Foundation, the YES! program provides counseling, training, and education for youth aged 16–24 with disabilities or other barriers to employment. We look forward to the success of YES! and to giving young people access to career paths and independence.

2022 Highlight



BUS TRANSPORTATION:

420 clients served per month in the following counties: Placer, Sacramento, Sutter, Yuba, El Dorado, Yolo, Nevada



EMPLOYMENT SERVICES:

675 clients served per month in the following counties: Placer, Sacramento, El Dorado, Yolo, San Diego

I AM ABLE Helpline

PRIDE Industries’ I AM ABLE Helpline is the only resource helpline in the U.S. of its kind. Launched in 2021 to help people with disabilities, military veterans, former foster youth, and trafficking survivors gain access to a full range of employment resources and services, the helpline is staffed by representatives who answer calls directly and suggest resources based on the individual’s goals, challenges, and circumstances. Representatives providing personalized support to help callers formulate plans and track their progress make this program especially powerful.

Since its launch last year, we have connected more than 2,000 people to resources that include employment, training, and government services.

This number will continue to rise as call volume increased this year by 27%. To meet the demand, we have added more representatives including a representative for Spanish speakers. Looking ahead we are working to increase our resource database and expand to new regions.



A Friendly Voice

ADILENE ALVAREZ HELPS SPANISH-SPEAKING CALLERS

In America today, two-thirds of working-age adults with a disability are unemployed. That figure is even higher for Spanish-speaking people with disabilities, who sometimes have difficulty accessing the support they need because of language barriers.

That’s why PRIDE Industries added a Spanish option to its I AM ABLE Helpline this year. Since March, when the employment helpline was first made available in Spanish, dozens of Spanish speakers have been helped.

Adilene Alvarez is a helpline representative who handles calls in both Spanish and English. She enjoys using her bilingual skills to help others.

“Finding the right support program can be daunting,” says Adilene. “As a helpline representative, I act as a guide, whether that’s in English or Spanish. I like being able to help so many people.”

More than 80% of callers to the I AM ABLE Helpline are unaware that they qualify for disability services offered through a variety of state and federal programs. Representatives like Adilene help these callers access crucial programs, enabling them to take their first step on the path to employment.

“As a helpline representative, I act as a guide, whether it’s in English or Spanish. I like being able to help so many people.”

– ADILENE ALVAREZ





Featured Grant: Hearst Foundations

This year we received a generous grant from the Hearst Foundations that will allow us to expand our services and outreach. The grant will be used for our I AM ABLE Helpline, a free and unique gateway service where live representatives guide people with disabilities to essential employment support services and job opportunities.

The award will allow us to increase promotional efforts and to reach more people with disabilities. Our long-term goal is to expand the helpline throughout California and to scale it nationwide. In 2022 call volume was 185 calls per month and with this funding we aim to increase volume to 250 calls per month by the end of 2023.

The helpline is not a typical call center. Its mission is to connect people with disabilities to the resources they need to become job ready. Funding the I AM ABLE Helpline aligns the Hearst Foundations' and PRIDE Industries' values of promoting inclusion and helping people of all backgrounds to lead productive and healthy lives.



Thank You, Donors

We are grateful for the generosity of our supporters, whose investments advance our mission of creating employment for people with disabilities.

ENDOWMENTS

Ethan Allen Herr Memorial
Endowment Fund

Placer Community Foundation

Sacramento Regional
Community Foundation

FOUNDATIONS

Kelly Foundation

Our Little Light Foundation

San Diego Foundation

The Hearst Foundations

Walter S. Johnson Foundation

CORPORATE

Bank of America

Kaiser Permanente

Wells Fargo

OTHER SUPPORTERS

Chapman Prize

City of Citrus Heights

Sacramento County

TOTAL RAISED IN 2022:

\$617,741

Diversity, Equity, and Inclusion

At PRIDE Industries, our continued success depends on the diverse skills, experiences, and backgrounds that our employees bring to work every day. So to help foster their growth and development, PRIDE Industries supports the formation and ongoing success of Employee Resource Groups (ERGs).

Employee Resource Groups are employee-managed affinity groups. Participation in an ERG is completely voluntary, and every ERG is open to all employees. ERGs offer opportunities for everyone to learn about and appreciate each other in a supportive environment. ERGs also provide opportunities for career development, networking, mentoring, community participation, cultural awareness, and employee engagement.

We currently have six ERGs: Black Employee Network; Hispanic Heritage; People of Possibilities; Professional Women's Network & Friends; Millennials; and Veterans. In addition, two new ERGs are planned for 2023: LGBTQ and Asian American Pacific Islanders.

Every ERG leadership team includes a thought leader, whose role is to provide insight, promote best practices, and solve problems. Thought leaders are influential in effecting positive change, fostering innovation, and leading ERGs to success.

Studies show that ERGs promote job satisfaction, increase employee retention, and provide valuable insight on business performance. At PRIDE Industries, these groups now play an important role throughout the company.

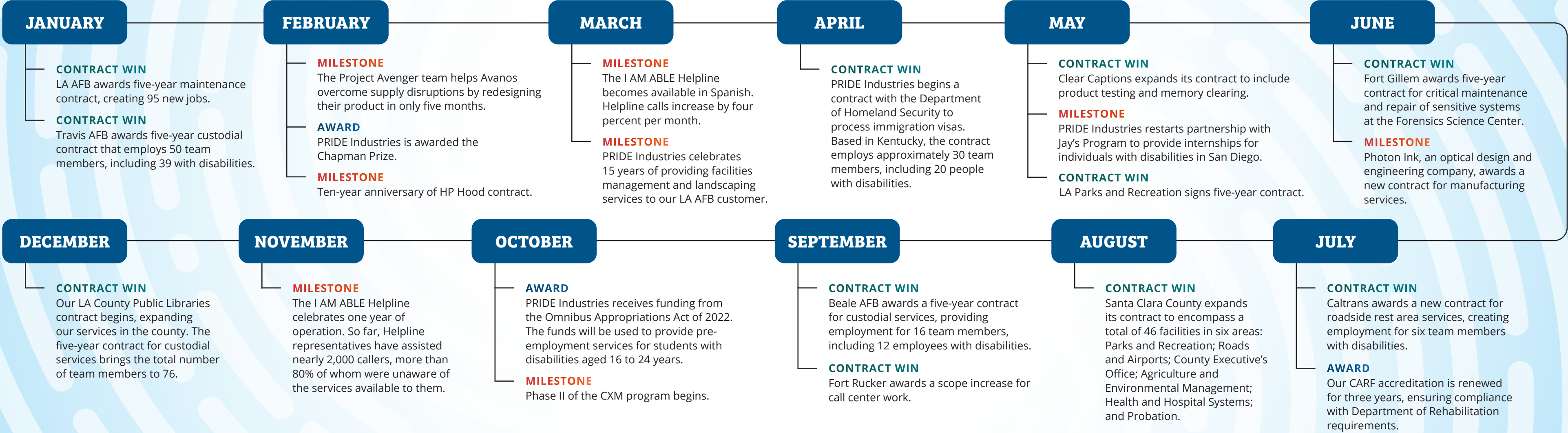


Mentoring Academy

At PRIDE Industries, we believe in developing and growing our leaders. That's why this year we launched the Mentoring Academy. This new initiative has three primary goals:

1. Accelerate the personal and professional development of staff.
2. Create a culture of supported learning that adds to our human capital and helps employees reach their career goals.
3. Build an environment that fully supports the essential role of mentoring in the development of leadership skills.

2022 Timeline of Events



Awards and Recognitions

The numerous awards we earned this past year are a testament to the strength of our inclusive employment model, and a well-deserved recognition of our dedicated employees.

**CUSTOMER EXCELLENCE AWARD
FOR AEROSPACE AND DEFENSE
MANUFACTURING**
INFOR.COM | JAN 2022

**2022 DIVERSITY AWARD HONORABLE
MENTION**
FORUM ON WORKPLACE INCLUSION | FEB 2022

4 STAR EMPLOYER
VETS INDEXES EMPLOYER AWARDS | MAR 2022

CIO OF THE YEAR (ALAN MCMILLAN)
SACRAMENTO BUSINESS JOURNAL | APR 2022

**A BEST OF THE BEST TOP VETERAN-
FRIENDLY COMPANY**
U.S. VETERANS MAGAZINE | MAY 2022

**WOMEN WHO MEAN BUSINESS AWARD
(LEAH BURDICK)**
SACRAMENTO BUSINESS JOURNAL | JUN 2022

2022 LEADING DISABILITY EMPLOYER
NATIONAL ORGANIZATION ON DISABILITY | SEP 2022

**2022 MOST INFLUENTIAL FILIPINA WOMAN
IN THE WORLD AWARD
(DR. JENNIFER CAMOTA LUEBKE)**
FOUNDATION FOR FILIPINA WOMEN'S NETWORK | OCT 2022

**A BEST OF THE BEST TOP DISABILITY
FRIENDLY COMPANY**
DIVERSABILITY MAGAZINE | OCT 2022

**AAPI CHANGE MAKER AWARD
(DR. JENNIFER CAMOTA LUEBKE)**
THE SACRAMENTO BEE | OCT 2022

CARF Accreditation Renewed

In June, PRIDE Industries received a three-year renewal of its accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF), an international, nonprofit health and human services accreditor. This certification recognizes the effectiveness of our employment planning, development, and placement services. It's also an acknowledgement of our excellent safety record and our diversity, equity, and inclusion efforts. Organizations that hold CARF accreditation are leaders in their communities, committed to building positive relationships with both partners and employees. PRIDE Industries has held this prestigious accreditation continuously since 1976.



OUR LEADERSHIP

PRIDE INDUSTRIES BOARD OF DIRECTORS

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THE MICHAEL ZIEGLER PRIDE INDUSTRIES FOUNDATION ADVISORY BOARD

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