



hope services

Amazing is all in a day's work.



# customized outsourcing that delivers

CONTRACT PACKAGING • ASSEMBLY • FULFILLMENT



# An extension of your own business.

Hope can help you efficiently meet increased demand when you need to scale quickly and meet order fulfillment fast and cost effectively. Whether you need specific customized services, such as kitting or packaging, or more integrated solutions, such as on demand production, we can deliver.

## EXPERTISE INDUSTRIES

- Adult Beverages & Wine
- Media Promotions
- Consumer Electronics
- Tradeshows & Conventions
- Hospitality
- Home & Commercial Design
- Medical Packaging
- Industrial

## AWARDS

- 100 Best Places to Work in the Bay Area (2005, 2008, 2011)
- 2011 CURBEE Award for environmental impact in the community
- 2012 City of San Jose Commendation for 60 years of excellent service to the community

## FLEXIBLE & SCALABLE FULFILLMENT SOLUTIONS

Our expert planning team will work with you to provide comprehensive services customized to projects of any size. We look at the big picture as well as the details to ensure that your project is delivered on time, accurately and efficiently. Hope integrates supplier management, inventory controls, order processing and materials resource planning to meet your specifications. Coupled with total quality management, we complete your job right and on time... the first time.

## WHAT WE DELIVER

**Inventory Management.** We manage your inventory, create supply chain and logistics efficiencies and provide an extension to your business operations.

**Service.** We deliver supply chain and fulfillment services to ensure the best possible sourcing, material management, and distribution, enabling optimal use of your workforce.

**Optimal Locations.** Our Northern California and Central Coast facilities, located in the heart of Silicon Valley, Monterey, and Salinas are ideally located along major transportation corridors and in close proximity to shipping ports.

**DOL's 7% Ruling.** We help your organization meet the U.S. Department of Labor's new Federal ruling of 7% utilization goal for people with disabilities.\*

**Real ROI and Social Impact.** By hiring Hope Services, you are championing a social enterprise that provides jobs for people with developmental disabilities, while changing attitudes about their value in the workforce.

**From individual to integrated services, we deliver the solution you need—from packaging assembly to one-stop fulfillment services—all with the same attention to detail, quality, and on-time delivery in mind.**

**Contract Packaging.** We specialize in assembly, wrapping, repacking, unique and multiple piece products. You name it, we can pack or package it!

- Club Store Wrapping
- Seasonal Projects
- Secondary Packaging
- Gift Boxes
- Custom Pallet Displays
- Tray Cutting

**Product Assembly and Relabeling.** We provide customized solutions from simple collating and kitting to complex assembly and relabeling. Our trained and highly reliable staff ensures flexible scheduling, faster turn-times, and reliable, high-quality results.

- Kitting & Bundling
- Bagging
- Sealing
- Collating
- POP Display Assembly
- Inspection
- Relabeling
- Barcode Labeling & Price Ticketing
- QA/QC

**Fulfillment Services.** We provide turnkey solutions that enable you to extend your business effortlessly and efficiently. We specialize in rapid response, regardless of project size.

- Pick, Pack & Ship
- Warehouse & Distribution
- Domestic Shipping
- Transportation Services
- Direct B2B

**Customized Specialized Projects.** Our flexible staff can fulfill custom projects from specialized sales materials to gift bags for events, any size, any place, including The Emmy Awards!



\*On August 27, 2013, the U.S. Department of Labor's Office of Federal Contract Compliance Programs announced a Final Rule that makes changes to the regulations implementing Section 503 of the Rehabilitation Act of 1973. Section 503 prohibits federal contractors and subcontractors from discriminating in employment against individuals with disabilities (IWDs), and requires these employers to take affirmative action to recruit, hire, promote, and retain these individuals.



## SERVICE OFFERINGS AT A GLANCE

### Flexible Capacity and Infrastructure

- More than 25,000 square feet of production space
- Seven locations from Santa Clara to Monterey counties

### Efficient and Effective Delivery

- Quick turn-around times
- Quality services – done right the first time
- Competitive pricing

### Certifications

- California ABC Type 14 Public Warehouse License 373842
- TTB Bonded for wine case movement
- Certified Green Business



## CUSTOMER FEEDBACK

“We at J. Lohr are very proud to have had an excellent partnership with Hope Services for the last seven years. They provide us with quality work and exemplary productivity. In turn, we are very happy to be able to assist their clients in finding and maintaining meaningful work. We plan on continuing this ‘win-win’ partnership for years to come.”

—David Mezynski, Vice President of Product, J. Lohr Vineyards & Wines

“You can’t talk about HP’s history without including Hope Services.”

—Lew Platt, Former CEO, Hewlett Packard and Kendall-Jackson Wine Estates

“Hope has been part of the Specialized Family for roughly 20 years, providing excellent service and consistent results that we have relied on.”

—Ryan Jones, Production Manager, Specialized Bicycle Components

## PARTIAL LIST OF CUSTOMERS

Adobe Systems  
Applied Materials  
California Wine Transport  
Cisco Systems, Inc.  
Citrus Lane  
Costco  
Driscoll’s Berries

Earthbound Farms  
Fresh Express  
Fox Racing Shox  
HP  
IBM  
Intel  
Intuitive Surgical

J. Lohr Vineyards & Wines  
Klutz Press  
Lucile Packard Children’s  
Hospital at Stanford  
Marich Confectioners  
McCormick & Co.  
Modwalls

North Coast Medical  
O’Neill  
Seagate Technologies  
Specialized Bicycle Components  
Tyco Electronics  
Verisign  
West Marine

## ABOUT HOPE

Hope Services, a 501c3 social enterprise, delivers high-quality, cost-effective outsourcing solutions to businesses and government agencies. These sustainable social enterprises create meaningful jobs for clients that include green re-use and recycling initiatives; retail operations; production and assembly; supply chain logistics; packaging; fulfillment; facility maintenance; and staffing. By hiring Hope, you change attitudes about people with disabilities, promote independence and work with teams who believe AMAZING IS ALL IN A DAY’S WORK.

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