



# Tyndale Customer Spotlight

**An office manager for a large, Texas-based energy company specializing in shale drilling experienced the unacceptable difficulties of a uniform rental with industrial laundry program. Difficulties that vanished once they switched to Tyndale's managed apparel program.**

An office manager of an energy company, responsible for the FR clothing program for 14 field offices, was immersed in the typical problems of a uniform rental/laundry program: lost and damaged products, inaccurate invoices, inconsistent service, and resolving garment-care issues with employees. But this office manager, whose background included roles in safety compliance, observed an even bigger problem: safety was being compromised. Happily, these concerns are now a thing of the past since switching to a Tyndale-managed apparel program to provide the employees' FR clothing.

The office manager explained, "The main issue was the cost of lost products." Uniforms didn't get back to employees." The number of lost products was alarming, unexpected, and very costly. "We're looking at thousands of dollars of lost products that the rental company was expecting us to pay for. You don't realize how much lost product you're going to have. You just don't," she added.

A significant amount of the office manager's workday was consumed watching other aspects of the uniform rental program as well. "I spent a necessary amount of time having to go through all the invoices to make sure that contractually it was still correct." **An estimated 60% of her workday was spent "having to babysit" the uniform rental program.** At one point, she was looking at 14-15 invoices a week to make sure the pricing was correct. "From an administrative standpoint, this was a huge burden on us," she stated.

Inconsistent service was another problem with the uniform rental with industrial laundry program. Often uniforms would come back from laundry in worse condition than before they were sent. The admin teams often sent photos of items that weren't being repaired and items that weren't washed properly. She also noticed that employees were not taking care of the clothing since they didn't own it. There was no accountability, and it became unclear if employees or the industrial laundry program caused the damages.

The office manager's background in safety roles gave her a clear understanding of the importance of uncompromised flame resistant (FR) clothing to keep workers safe on the job. Flammable contaminants, such as oilfield stains, can cause FRC to ignite, putting workers at risk of severe burn injuries. Additionally, torn FRC may not fully protect workers. She recalls attending meetings with field service personnel and seeing many in the room wearing

clothing with tears and stains, rendering them non-compliant with safety standards. She knew it was time to seek another solution for their FR clothing program, stating, "That's not acceptable. We weren't in compliance."

## ENTER: Tyndale

Switching to a Tyndale-managed apparel program was "easy breezy" for the office manager. She stated, "Every field office transition has been smooth." She appreciates the consistently excellent service offered by her dedicated account team at Tyndale. Gone are the headaches of incorrect billing, laundry issues, and lost products. "Now that we've moved into the new program, we're not having those issues. We don't have to deal with laundry. And everything is so easy. It's the complete opposite of what I was doing," she shared. **Since switching to Tyndale, she now estimates that the total time she spends managing the FR clothing program is closer to 5% of her workday.** "It has relieved us tremendously, going from the old program to this new program," she added.

## EMPLOYEE SATISFACTION

A critical difference between Tyndale's managed apparel program and the uniform rental/laundry program is that employees now own their FR clothing which eliminates the administrative burden of tracking the clothing, the expense of lost products, and the hassle of laundry and repair issues. The office manager explained, "They take care of their stuff now. I haven't heard one complaint. Everybody has been great. They are not complaining about doing their own laundry, or anything of that nature."

The energy company's employees appreciate the power of choice with Tyndale's direct-purchase program. The office manager noted, "They like to choose. They don't want to wear that ugly tan shirt every day all year long for ten years in a row." They can wear clothing that is comfortable, resulting in their satisfaction with the program. The office manager added, "They're in a very dangerous job, and if they're not having to worry about what they're wearing, that's great. As long as they are protected, and we're in compliance."

## ADVICE FOR OTHERS

The office manager's final piece of advice? **"The key is: rentals don't work."** Luckily for her, those days are over. She shared, "This is the way to go... a program like this when a company is buying uniforms. It makes it manageable, and it's just a pleasant experience."

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DOES THIS STORY SOUND FAMILIAR? ARE YOU READY TO IMPLEMENT A HANDS-OFF UNIFORM PROGRAM?



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