

Letter from the CEO, 2011

Looking back at 2010, I'm proud of each division's continued success. We're pleased to be included on the Central Penn Business Journal's Top 50 Fastest Growing Companies list for the second year in a row. We've even moved up from 11th place to 9th place in the rankings. Clark Associates has grown and changed a lot over the years. In fact, 2011 will be our 40th anniversary. One of the reasons we've had continued success over 40 years of being in business is the fact that we're constantly expanding our services to meet the evolving needs of our customers.

With energy savings and energy independence becoming increasingly important, our newest division, [Clark Eco Energy](#), will be able to provide energy saving and energy producing solutions for existing customers as well as new ones. Clark Eco Energy recently completed the installation of a 150 kW solar panel system to the roof of our Lancaster Restaurant Store. The 654 solar panels will produce enough electricity to meet the needs of the entire building.

Our Restaurant Stores saw the launch of a totally redesigned website, TheRestaurantStore.com, with new features and online ordering options. Customers can sign up for exclusive online-only email specials, place orders for in-store pickup at their local store, or even have the orders shipped directly to them. Each Restaurant Store also has an interactive in-store product information kiosk where customers can place orders, research products, and more.

The [WEBstaurantStore](#) continues to be an online leader in food service equipment and supplies sales. We now stock over 30,000 restaurant supplies and equipment, and are adding more every day. We've recently released a custom product feature where users can add their logo or design to selected products and place the order right from our site. Adding a new warehouse in Leola,

PA has definitely helped us keep pace with the increase in orders, and we're currently investigating locations for a second point of distribution in the Midwest.

Our three equipment divisions, [Clark Food Service Equipment](#), [Clark Florida](#), and [11400 Inc.](#) saw another successful year too. Despite a challenging construction climate, all three divisions are experiencing a record number of project backlogs, and have completed construction and renovation projects in 12 states up and down the East Cost. To complement and speed up our design consultation process, our design division has added in-house 3D full rendering capabilities.

Continued progress and success is a direct result of our employees' hard work and dedication. Our team-focused work environment emphasizes personal growth and training opportunities that lay the groundwork for our accomplishments. Almost 40 employees participate in our intercompany soccer league, and we are looking forward to starting a basketball league this winter too. If you are interested in becoming a member of our team, current job openings and internships can be found on our Careers tab.

I would like to take this opportunity to say "thank you" again to our loyal employees, customers, and new customers for the continued success of Clark Associates, Inc., and I look forward to another successful year and many more to come.

Best Regards,

Fred E. Clark
CEO, Clark Associates, Inc.