



HUMAN TECHNOLOGIES CORPORATION
2012 ANNUAL REPORT



PRESIDENT'S MESSAGE

Photo being taken today -
Layout of page may change based on photo

Have you ever shared with another person that one thing you would do to change something you didn't like?

Have you shared your thoughts about something really big? Something like changing the world?

Have you wondered or talked about the mark you will leave on others or the impact you make?

Have you thought that you could do just a little more if only given the opportunity or if you met other people who shared the same vision or had the same passion to make a difference as you?

We think about those questions every day and 2012 was a year where our answers to those questions were bold and served to shape our present and future commitments and resolutely confirmed our values and beliefs about people. 2012 was a breakthrough year for HTC and our work in creating employment for people with disabilities. Many of our employees had personal breakthroughs and all of us had **impacts** on the tens of thousands of customers we serve.

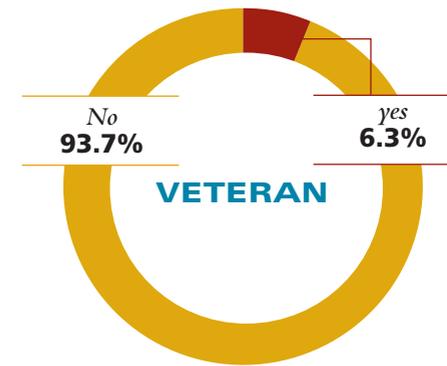
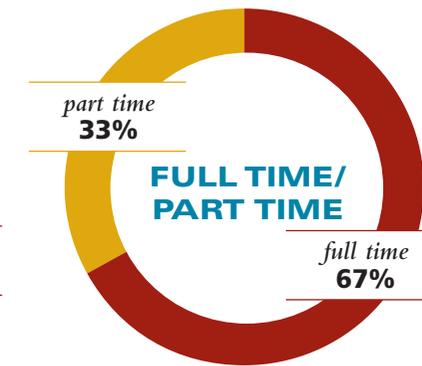
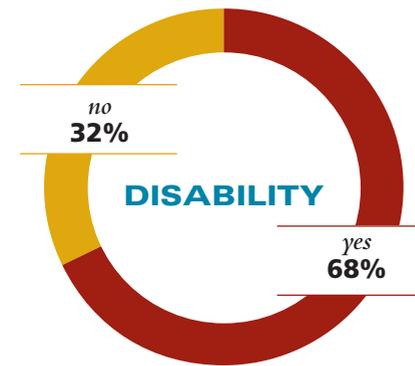
We became clearer about the **impacts** we make and more laser focused on taking a stand for job creation even in the midst of ongoing economic challenges. We continue to explore and develop new types of opportunities which will sustain our company for many years to come and more importantly to Impact our employees' lives and the lives of their loved ones. We learned each day about the power of a job and to take nothing for granted!

In looking back on the year it is quite awe inspiring to reflect on the stories of our people. In this annual review I invite you to be **impacted** by these stories and to see the faces of people who, when given an opportunity, **impact** others they know and have yet to meet far beyond measure. You will be present to people whose lives have powerfully changed because of a job and who perhaps for the first time are stable, happy, connected, filled with hope and promise. You will be present to people, who like you, want to and make a difference and are part of something very big.

I invite you to connect with us so that together we **impact** and change the world!

Rick Sebastian, President

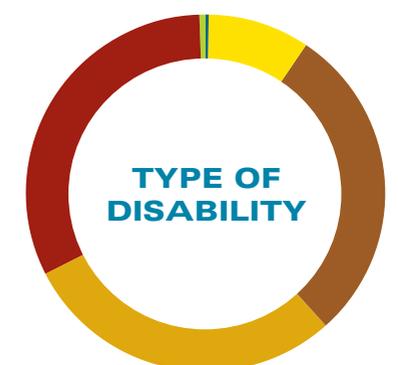
OUR TEAM



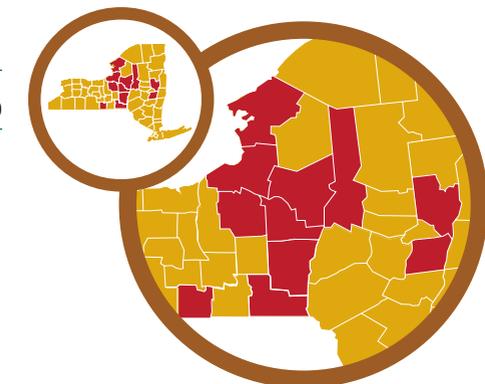
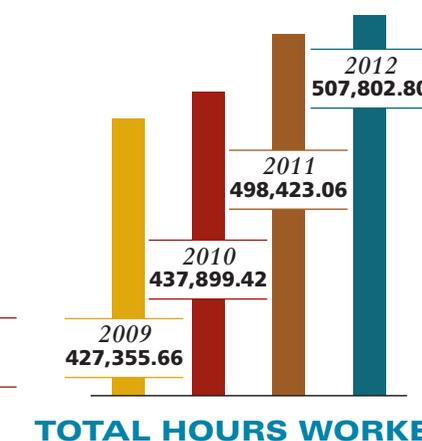
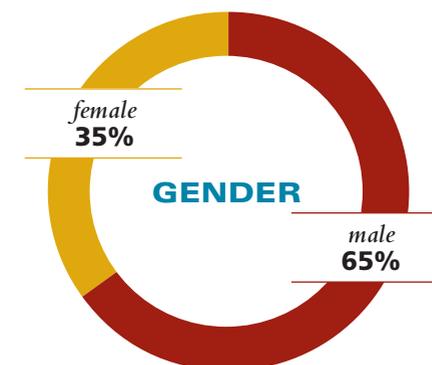
Property Management Group	73%
DISABILITY 77% NO DISABILITY 23%	
Manufacturing	11.5%
DISABILITY 77% NO DISABILITY 23%	
Mental Health Connections	7.5%
DISABILITY 0% NO DISABILITY 100%	
Warehouse/Logistics	4%
DISABILITY 56% NO DISABILITY 44%	
Administration	4%
DISABILITY 4% NO DISABILITY 96%	



< 1 year	32%
1 year	13%
2-5 years	23%
6-10 years	13%
11-15 years	9%
16-20 years	3%
over 20 years	7%



No Disability	32.5%
Mental Health	29%
Other	29%
Intellectual Disability	9%
Blind/Visually Impaired	0.5%



11 COUNTIES REPRESENTED

- Albany
- Broome
- Chenango
- Chemung
- Herkimer
- Jefferson
- Madison
- Onondaga
- Oneida
- Oswego
- Saratoga

2012 ACCOMPLISHMENTS

2012 was a year of extraordinary numbers for HTC



HTC's 58,000 square foot warehouse/logistics location had 780,000 items shipping from it in 2012.



Bill _____ works on head harnesses for the DLA. Nearly 400,000 were manufactured and shipped in 2012.



Leola Taylor picks orders at the distribution center for a uniform program.



Mike Peterson works on getting Brewery Ommegang gift packs ready for shipping. 50,000 gift packs were assembled by in 2012.

117,760
items were picked, packed and shipped for the USDA

We achieved delivered product acceptance level of
99.91%

25,660
custom kits were assembled and shipped directly to
12,200
end-customers in all 50 states.

99.87%
order-processing accuracy was achieved on shipments of
780,000
individual items

Property Management Group maintains
8,800,000
square feet of grounds and
2,690,000
square feet of facilities throughout New York, Pennsylvania and Delaware.

HTC provided employee allocation and allowance management services to over
18,000
contracting activity personnel across the United States.

A team of 8 assembled
50,000
holiday gift packs for Brewery Ommegang

392,371
head harnesses were manufactured and shipped for DLA troop support

We provide full uniform service to
2,400
employees of the Florida Forest Service

We also provide full uniform service to
2,300
officers of the Nassau County Police Department, the 13th largest department in the country

2012 ACCOMPLISHMENTS

PROPERTY MANAGEMENT GROUP

NEW CONTRACT FOR 2012

A new contract that expanded HTC's geographic reach further into Central New York was the Centro Bus Hub in Syracuse. HTC performs a wide range of janitorial services including cleaning windows, pressure washing sidewalks, cleaning 145 individual bus shelters, maintenance of the building and overall facilities cleaning.

GEOGRAPHIC IMPACT

PMG is a unique division with great growth potential. Currents jobs span all over New York state and into Pennsylvania and Delaware. To keep all employees feeling like they are part of the team and engaged in the culture, company-wide meetings are held over the web so those in all locations can take part.

TOTAL FACILITY IMPACT

HTC can handle janitorial services and total facilities management for many types of buildings in a multitude of locations, providing an integrated solution for our customers. Services that can be provided include snow removal, groundskeeping, pest control, HVAC, herbicide application and all type of interior janitorial services. Total facilities services are provided throughout New York State as far south as Binghamton, into Pennsylvania and Delaware, and growing.

MENTAL HEALTH

IMPACT THROUGH COMMUNITY OUTREACH

Clinical supervisor educated the community through partnerships with our local media about mental health related subject matters such as seasonal depression, suicide, impacts of stereotyping with recent shootings in the news and closure of the state hospital. The clinic is continually sought out as the experts in the community in mental health issues and it gives HTC an opportunity to raise awareness to the general public.

IMPACT THROUGH ADDITIONAL SERVICES

Added seven new groups with the curriculum designed 100% by our clinical team - women's depression, anger management, healing program, transitional youth program, (helping 18 year olds transition from the youth to adult system), Mindfulness Therapeutic Approach, Stress Management and LGBT.

Began the only Open Access clinic in our community, where walk-ins are welcome and patients' needs are addressed quicker and they're more likely to continue care.

IMPACT USING TECHNOLOGY

Utilized social media to increase awareness of issues (i.e. stigma, holiday stress, depression and more).

Implemented a new Televox system where automated reminders go out to patient cell phones to increase the number of appointments kept and to reduce no shows.

Introduced Vox On Hold messaging that tells callers about new doctors, programs and initiatives as well as public awareness issues.

INFORMATION TECHNOLOGY

The company's leadership sees the value in technology as a pertinent tool in advancing the mission and increasing business opportunities. For more than a decade, HTC's internal IT team has been providing solutions to all employees in a multitude of ways.

GREEN IMPACT

iPads for board members are now used for all pertinent governance documents, lowering administrative preparation time and eliminating paper, postage, ink and mailing costs.

IMPACT ON THE WAY WE WORK

iPads, laptops and web cams allow meetings to take place virtually and help allow all employees to feel like they're part of the culture even if they're not on-site.

One-on-one training for new devices is done right on-site and upgrades are made easily by the department.

New GPS tracking systems on all HTC vehicles allows supervisors to pull up the location of trucks right on their iPhones in real time.

IMPACT ON CUSTOMER PROGRAMS

Uniform programs rely heavily on HTC's custom-built e-commerce websites and ERP system for manufacturing and distribution, all of which is handled by the internal team. This technology is making HTC more and more competitive in uniform fulfillment contract bids and has helped us become subject matter experts in this line of business.

LET'S GET IT DONE!

BREWERY OMMEGANG PACKAGING



Brewery Ommegang in Cooperstown, NY has unique projects that HTC's teams tackle. One is an eight-bottle variety pack where new boxes need to be assembled. The variety pack boxes arrive flat, so need to first be folded. The bottles need to then get pulled two-by-two from their current packaging into the variety pack, then once they're filled need to be closed up and put on a pallet ready to ship for distribution to consumers.

Twenty skids of finished variety packs make a truckload and could take 2-3 days to complete. Each person along the mini assemble line has a specific job to do and to keep the team motivated, they support each other and sometimes switch jobs or even switch out people who are on other jobs so they have something new to work on.

Kevin Canastar shares that the best part of this type of job is "getting it done!" It's a great sense of accomplishment to take part in moving through that many skids of product and seeing it ship off... knowing you had a hand in getting it completed. It's a great job that promotes teamwork and helps provide a variety of work to employees at HTC.

<< The Ommegang crew: Tom Michaud, Steve Moseley, Tim Pike and Kevin Canastar

33,480
*variety packs for
Brewery Ommegang
were assembled in 2012*

FROM “OMG!” TO “PIECE OF CAKE”

THE MOLLE BAG CHALLENGE



Betty and Jasminka have everything that makes up a great team - a love to solve problems, a wealth of sewing knowledge, “can do” attitudes, humor and a supportive nature. So when the unique challenge of creating a Molle bag for the US Army came their way, they were ready.

The bag is used by the U.S. Army in mountain training – it holds ropes and other high alpine gear. The sample needed to be made without deconstructing the bag, which proved to be an extra challenge.

The opportunity to make the sample bag came in through the Ability One program in relationship with the U.S. Army Natick Soldiers Systems Center. HTC is one of nine manufacturing and design producers with the relationship. The team had about four days to complete it and the bag proved to have about 30+ different sewing operations to put it together. Betty’s first reaction was “Oh my gosh!” while “Jasminka’s was “piece of cake!” Together, they completed measurements, discussed the various sewing steps and techniques that would need to be performed, supported each other and made the sample that Natick approved after receiving the prototype.

After going through the process successfully, Betty gained a great deal of confidence and now 100% shares Jasminka’s “piece of cake” approach for any future projects like this that may come their way.

Beyond just this project, HTC has had a tremendous impact on both women. It has enhanced Jasminka’s professionalism and opportunity over the past decade that she has worked here and Betty, who has been on the team for 15 years, shares “at first, the job was for ‘me’ only, but seeing disabled people around me do great work everyday has been fulfilling... and it’s now much more than just me.”



<< The team behind the bag:
Betty Clark and Jasminka Martinez

30
*different sewing operations
were created to complete
the Molle bag assembly*

PULLING OUT THE BIG NUMBERS

THE ROCKTENN TEAM



Many projects that HTC has requires great teamwork. RockTenn is one of North America's leading producers of corrugated and consumer packaging and recycling solutions that contracts with HTC for specific projects that need just that. A nimble HTC team of six people (two on each task) will tackle breaking down and reshipping 15-18 skids of cream cheese boxes per day, with 5,250 boxes on each skid... that's up to 94,500 boxes per day and approximately 7.25 million boxes a year.

How does it feel to move that much product through the place in a single shift? 26-year HTC veteran John Laflair says that he feels a great sense of accomplishment when it's done. Chris Closter, who has been with HTC for 8 years, is happy to get out of the house and have an activity to do and also says that he makes some good friends on the job. Alan Roy likes the independence that jobs like this give him and shares that the money he makes helps him be more independent at home as well. Adam Bonovic, the team's newest member having been at HTC only about a month, is simply happy to have a job and also likes feeling accomplished when all the boxes are broken down and off the floor.

<< The RockTenn team at HTC: Alan Roy, Chris Closter, Adam Banovic and John Laflair. Kevin Canastar is pictured above moving pallettes with the fork lift.

7.25 MILLION
*cream cheese boxes
were broken down and
shipped in 2012.*

SOCIAL MEDIA AND INTERNAL

IMPACT

Social media proved to be an enormous asset for HTC this year. We have a big story to tell and Facebook especially has helped to tell it in a big way. The IMPACT poster campaign was an internal effort to give all employees a chance to share how HTC has made an impact in their lives. What starts on the job often translates to betterment in every day life for our employees – confidence, independence, happiness, a sense of accomplishment and belonging. HTC's positive and supportive work environment is one-of-a-kind and this campaign shares that. 38 employees took part and shared their impact story and in turn were featured on HTC's Facebook page for a whole month.



ARE YOU READY TO MAKE AN IMPACT?
JOIN US.



STORIES OF PERSONAL

IMPACT

MEET SOME OF THE HTC TEAM

I LOVE TO WORK

AUBREY WELLS



Aubrey Wells is celebrating seven years at HTC. He learned how to sew on the job - his first project being tags for chemical suits. He has been cross trained on other jobs so that he's very flexible based on HTC's workload. He has done alterations on uniforms for the US Forest Service at HTC's distribution center and above, he works on crimping elastic bands that will go on head harnesses for the military. Aubrey says that the work he does at HTC make a big impact on his life. **"I'd go crazy if I wasn't working! I love to work,"** he shares.



I CAN JUMP RIGHT IN

CHRISTINE PERRY

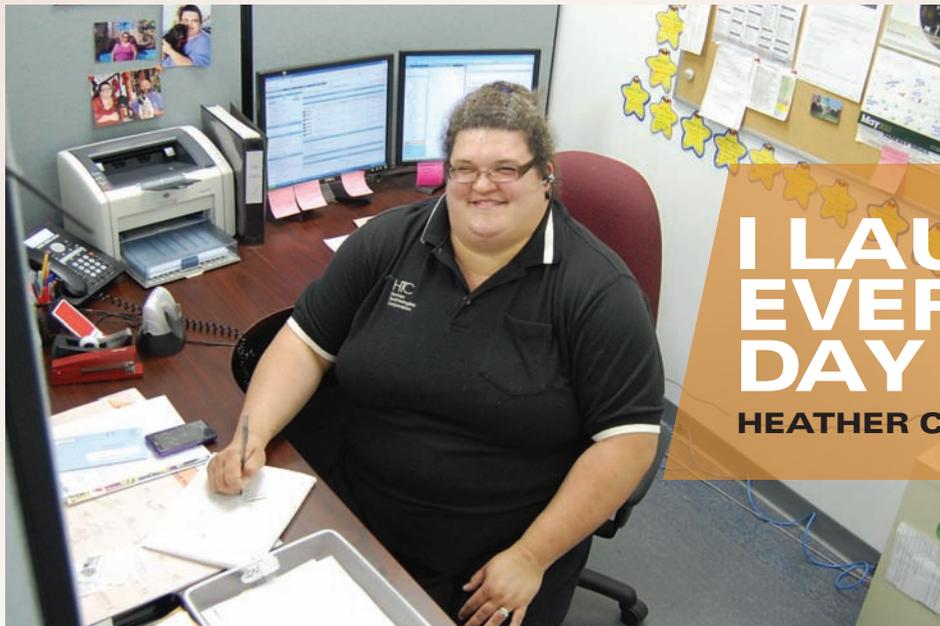
Christine will be the first to tell you that HTC is all about opportunities. In the past 13 years of her employment, she has been cross-trained in practically every division of HTC. She began in packaging and assembly, went to manufacturing, the distribution center, learned how to sew for Northern Apparel and even filled in at GraphTex as needed. She then moved outdoors with PMG's Forever Green, worked with Maintenance Plus and is now at home with ProClean. Struggling with a learning disability, in the past she would only hold a job for about 2-6 weeks. She is surprised, thankful and continually motivated that her tenure at HTC has spanned well over a decade and that she has gained more marketable skills that she ever imagined she would. **"It feels good knowing I can do so many different things. I can just jump right in wherever they need me now."**

I'VE MET NEW FRIENDS

DYLAN WHEELER



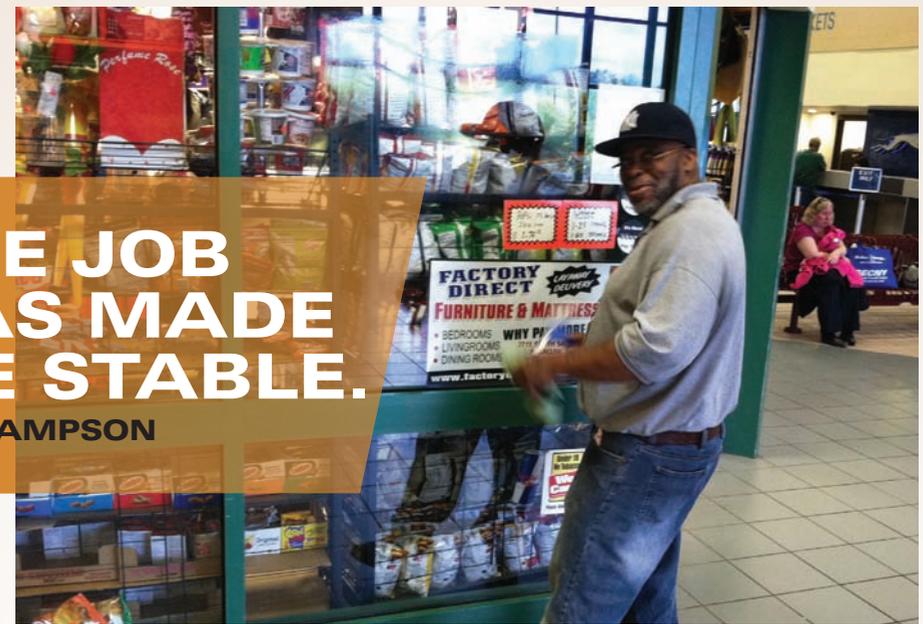
Dylan joined HTC just a few months ago and he is happy to share that it is his first job ever. He really likes working with computers, so he fit right in at the distribution center, where he has been training on the logistics side - entering shipping information and helping get products all over the world. Originally from the Delta Lake area of Rome, he loves boating and swimming. **He is happy to have met some new friends on the job and to be making some money!**



I LAUGH EVERY DAY HERE.

HEATHER CONNELL

Heather has been in the customer service department for the past four years at HTC. She handles inbound calls, takes and enters orders, answers emails and sometimes inspects orders as needed. Approximately 12,000 calls and emails (per year?) come into HTC and 23,000 individual customers may need assistance and Heather is right there on the line! The best things about her job? **"I like problem solving,"** she shares, **"and I laugh every day here. There's great people at this company - my previous jobs haven't been like that."** The greatest impact on her life being at HTC is that she's happy at work and actually looks forward to coming in every day. She is on the first aid team, which satisfies her previous nursing background as well. It's the best of both worlds.



THE JOB HAS MADE ME STABLE.

JOE SAMPSON

Joe Sampson, a native of Syracuse, has been with HTC for four years and is happy to share that that is **the longest he's ever kept a job.** Joe is the lead janitor at the Regional Transportation Center in Syracuse where his daily routine includes upkeep of bathrooms, floors, the parking lot, grounds, basic cleaning like windows, emptying garbages, etc. HTC has made an immeasurable impact on Joe. Having a tough background of drug and alcohol addiction, he shares that **"the company makes me feel like I want it."** The stability of working at HTC has helped him stay clean, feel confident, and has even assisted in helping him get custody of his two children. **"It helps me be committed not just to my job, but to my life. The job has made me stable... before I wasn't."** Joe is now celebrating nine years clean and is a leader for a growing team for HTC in the Syracuse area. He is also a great cook and graced the Syracuse team with his culinary prowess at their Thanksgiving dinner.



THERE'S NO PRESSURE.

NANCY FAIRBANKS



Nancy Fairbanks is the woman behind the name plates.... hundreds of them. At the distribution center, she is responsible for engraving names and titles onto metal and plastic plates, finishing them with oil and protectant and packaging them for the Air Force and various Forest Service customers. The job requires computer and organizational skills, patience and attention to detail to make all the orders perfect. Having been laid off for the past three years, she is happy to find a good fit at HTC and enjoys the work environment. **"There's not the pressure here you feel at other companies. I appreciate that a lot."** Nancy started in a department that required her to be on her feet, which didn't work for her disability. Because of HTC's variety of departments and jobs, she was able to be placed and trained in a job that was a better fit, made her more comfortable and kept her employed.



IT'S SOMETHING DIFFERENT ALL THE TIME.

RICHARD LASHER

Richard has made his impact at HTC for the past decade. He is cross trained, so can handle a variety of projects, which he really likes. **"I appreciate changing jobs sometimes - it breaks it up for me. It's something different all the time."** He started in packaging and assembly and recently transferred to Northern Apparel. One day he could be working on thousands of head harness pieces for the military and other days he could be working on a large project breaking down cardboard boxes. The fact that he's versatile means **"I'll always have more work!"** Richard is an avid volunteer at the Salvation Army in Rome and makes a big impact himself in the community.

IMPACT

FROM WITHIN

THE INSPIRATIONAL STORYTELLERS



The Inspirational Storytellers group at HTC was founded in 2011 as a grassroots advocacy effort to empower employees to tell their personal story, encourage others to tell theirs and to produce a bolder, more cohesive voice overall for people with disabilities in their communities, workplace and government. Employees of HTC have traveled to Washington D.C. to the NISH Grassroots Advocacy Conference for the past three years. While at the conference, they meet and talk with members of Congress and other elected officials and even sit in on Congress in session. They also attend sessions that give them guidance on putting together their personal stories in an impactful way to have their voices heard. The Inspirational Storytellers is a direct result of what was brought back from the conference and put into action.

The essence of the Inspirational Storytellers is to share stories – the past, the struggles and the journey – which by nature can open up the door to tell about some very personal things. Shame, guilt, fear, bullying, being judged and imperfection are common themes that arise. Positive things also prevail such as triumph, success, relief and joy.

The Inspirational Storytellers meets during work hours and does take a couple hours a month out of each member's schedule, but the payoff is now being realized and the results are undeniable. HTC's managers have reported a spike in morale and spirit. Productivity has increased because the group is giving its members an intangible lift personally that translates into a more fulfilling workplace. The personal gains and empowerment are yet another benefit that helps employees not only at work, but in their every day lives and relationships. Positive things prevail: stability, triumph, relief, success and the ability to do well in a job.



FINANCIAL IMPACT

2012 WAS OUR BEST YEAR EVER!

Working with Barb on

FROM OUR BOARD CHAIR



The year 2012 marked the beginning of a historical time at Human Technologies, Corp. Our success over the past year reflects the strength of our mission, people, values and culture. On behalf of the Board of Directors, it's my honor to personally thank the dedicated team at HTC who continue to find new opportunities that allow the company to move forward, and at the same time stay true to our mission of providing employment to people with barriers. **Please know the work that you're doing directly impacts others.** Others you may never have the opportunity to meet.

Over the last year, the Board has developed relationships with the staff, and we've all come to realize that each employee has a story of why they choose to be part of the HTC family. We as Board members have greatly been impacted by those stories, reminding all of us why we choose to be part of the HTC family.

I would like to thank the Board of Directors for offering me the opportunity to serve as your Chair for the past two years. It has been both a privilege and an honor to lead such a committed and dedicated group of volunteers. We are entering the most exciting era yet. We want to continue to be looked at as a leader in our industry. Being a leader means choosing to do the right things for the right reasons. It means taking the long, sometimes more challenging road rather than the easy one. In 2013 and beyond, we will maintain our focus on our successful business strategy and serving our customers; and we will continue to provide a quality of life for those we employ.

Andrea LaGatta, 2012 Board Chair

OUR BOARD

OFFICERS

Andrea LaGatta, *Board Chair*
William Randall, *Vice Chair*
John Bullis, *Secretary/Treasurer*
Richard E. Sebastian, Jr., *President/CEO*
James H. Brockway, *Immediate Past Chair*

CORPORATE OFFICERS

Barbara DeAngelis, *Chief Financial Officer*
Gregory Frank, *Chief Operation Officer*
Linda Forth, *Vice President of Human Resources*

DIRECTORS

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Gerard Capraro
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William Kline
Scott McCarthey
Roxanne K. Mutchler
Denise Snyder
James Stewart



HUMAN TECHNOLOGIES CORPORATION

Our People ★ Your Solutions

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