

**HANDS + HEARTS  
LIVING OUR VALUES**





This book is dedicated to the people of ACE  
and the families who stand behind them.

To the work they do, the care they carry,  
and what they pass forward together.



**ACE METAL CRAFTS**

company



**When you build a company  
where people enjoy coming  
to work, you're not just  
creating better products —  
you're creating better lives.**

**Jean Pitzo**

Visionary

Teammate since 1983



When our fathers came to this company, they came with a belief that work mattered. That people mattered. And that the way you treated others showed up, eventually, in the quality of what you built.

They didn't talk much about values. They lived them. Through long days, hard decisions, and a deep sense of responsibility for the people who worked beside them and the customers who trusted their work. They built something steady, not because it was easy, but because it was right.

Over time, others joined them. New hands. New voices. New families. Each generation adding its own chapter, shaped by the same understanding: that a company is only as strong as the care, respect, and trust shared within it.

Today, all teammates carry that responsibility as stewards of something still very much alive. The work has changed. The tools have changed. The world around us has changed. But the foundation remains the same.



**As we made progress  
throughout the years, our  
values became our foundation.**

**Marty Trigueros**

Value Stream Leader  
Teammate since 1985



It is our hope that this book reflects how that foundation shows up now, through the people who do the work every day. Not as words on a wall, but as choices made here every day.

We offer it as a companion. Something to return to. Something to question, reflect on, and make your own. The values it speaks to only matter if they are lived with intention, curiosity, and care.

What follows isn't meant to explain ACE. It's meant to invite you into it. To recognize yourself in it. And to carry forward the responsibility we all share for the way we work together.

Jean Pitzo & Keith Stout



**We win as a team, we lose as a team, but the common theme is no one is left behind.**

**Dennis Ciruelas**

Project Engineer  
Teammate since 2010



# CREATING JOY THROUGH KINDNESS

**Keith Stout**

CEO

Teammate since 1992

**Jesus Avila**

Welder

Teammate since 2012

Our purpose, Creating Joy Through Kindness, isn't about being soft or sentimental. It's about remembering that work is done by people, and people notice how they're treated.

If you've heard of "Jeep ducking," you already understand the idea. A small, unexpected gesture, a rubber duck left behind, turns into a moment of connection. No rules. No recognition. Just a simple way of making someone feel seen.



That same thing happens here. Much of what gives this place its feel isn't written down. It comes from people paying attention, helping when it counts, and treating each other like they matter. Those small moments add up and create a kind of joy that lasts.

Creating joy through kindness doesn't replace hard work. It supports it. It creates an environment where people feel trusted, safe, and willing to give their best, not because they have to, but because they want to.



**Leonardo Hernandez**  
Welder  
Teammate since 2006

It begins the way most good stories do – early.  
Before the lights hum on, before the smell of  
coffee mixes with steel, someone unlocks the  
door and the building exhales.

The same way it has for sixty-five years.

A welder ties his boots.

A grinder wipes down his station.

A quiet nod across the floor.

You know, the kind that says, we're here again,  
let's make something worth the effort.

There's a man who came here nineteen  
years ago not knowing the language,  
but wanting to learn the work.

He learned both,  
one weld and one word at a time.

There's another who left once because he  
thought he'd found something better.  
He came back saying, "The grass isn't always  
greener. It's perfect right here."



**Marty Trigueros**  
Value Stream Leader  
Teammate since 1985

You'll hear the story of a father and son  
who rode into work together for two decades.

A young engineer whose parents crossed  
borders so he could cross this threshold.

A president who knows what the  
welders are building, and a CEO who believes  
you build people first and products second.

This place is more than a company...It's a rhythm.  
Machines sing, sparks fly, and laughter  
cuts through the noise...  
there's something about this place.

There's something in the air.  
It's the unmistakable feeling of joy.

It's the knowledge that you matter.  
When someone struggles,  
another hand appears without being asked.  
When someone learns something new,  
they turn around and teach it.



**Enrique Morales**  
Grinder / Polisher  
Teammate since 2022

**Omar Herrera**  
Value Stream Leader  
Teammate since 2025

ACE doesn't talk much about legacy,  
but you can see it in the work.  
In the mirror finish of a tank, in the lines of a  
drawing passed from engineer to floor,  
and in the simple, unspoken pride that  
hangs in the air with the heat.

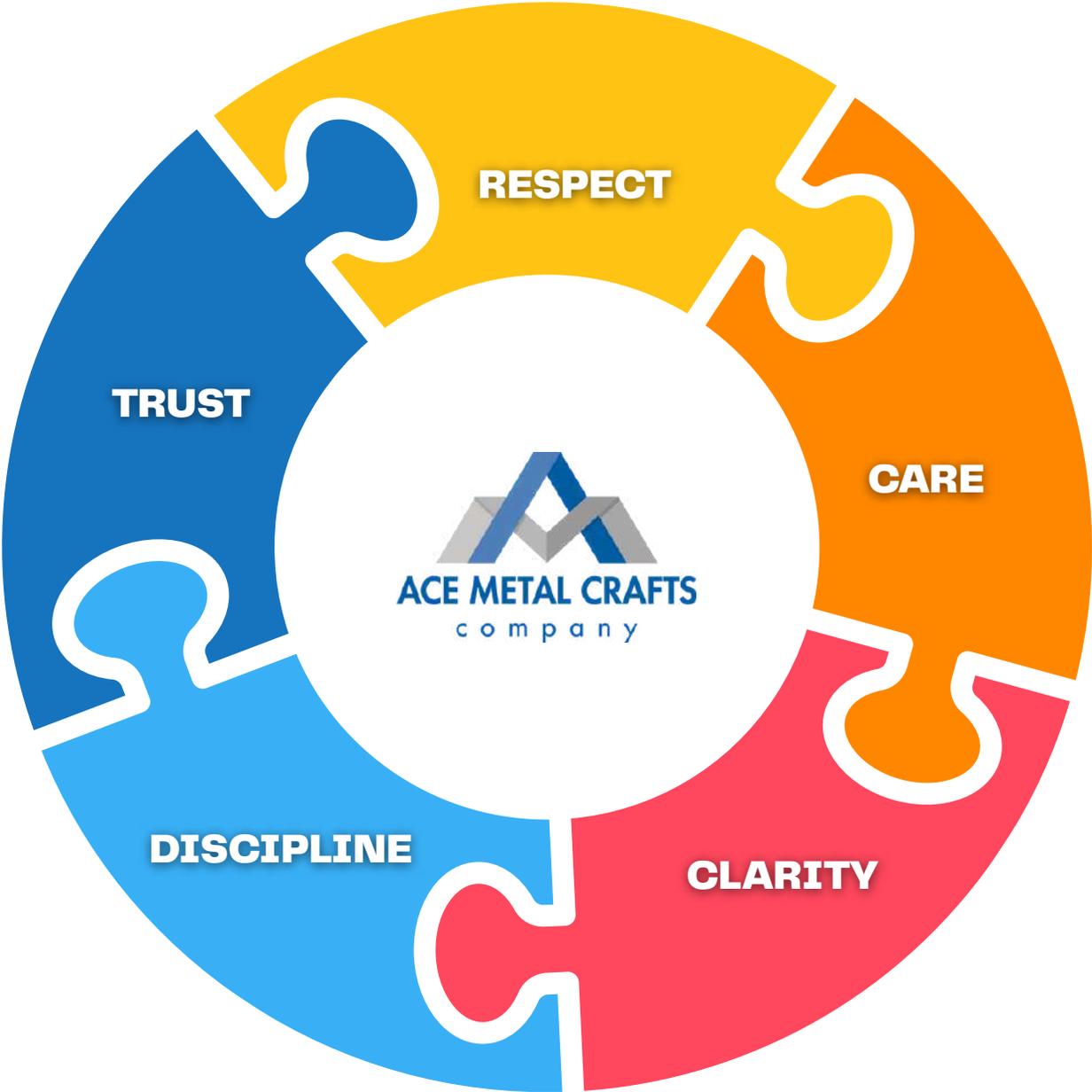
They say stainless steel doesn't rust.  
Neither does character.

Here, trust is welded, not written.  
Craftsmanship is a language everyone speaks.  
And belonging isn't a poster on a wall.

It's the sound of "See you tomorrow"  
as the lights go out at the end of the day.

That's ACE.

Hands and hearts. Work and joy.  
A company that makes things that last  
and people who do, too.



**RESPECT**

**TRUST**

**CARE**



**DISCIPLINE**

**CLARITY**

# Living Our Values

Our Core Values are aspirational or descriptions of who we hope to be someday. They are reflections of how work actually happens here and what we actively work to preserve.

These values show up in small, ordinary moments. In how people speak to one another when things go wrong. In how decisions are made under pressure. In how responsibility is shared, questions are asked, and standards are held.

You may recognize yourself in these pages. You may recognize people you work beside. You may find moments that challenge you. That's intentional. These values only matter when they are lived, questioned, and carried forward by the people doing the work.



# TRUST

**Taylor Ventress**

Project Manager  
Teammate since 2021

**Brian Beglin**

Account Manager  
Teammate since 2022

Trust is not something you ask for. It's something you build, moment by moment, through what you do when things are unclear, uncomfortable, or hard.

At ACE, trust begins with the belief that people want to do good work. That belief shapes everything that follows. It changes how problems are handled, how mistakes are addressed, and how decisions are made when the pressure is on.

Trust shows up quietly in the way people speak to one another, in the way questions are welcomed, and in the way responsibility is shared.



**Our customers trust us  
with their reputation. That's  
why precision isn't optional  
here — it's expected.**

**Brian Beglin**

Account Manager

Teammate since 2022



When someone raises a concern, it's treated as an act of care, not disruption. When something goes wrong, the first question isn't who's to blame, but what needs to be done. Over time, these moments add up. That's how trust becomes real.

There is accountability at ACE. Real accountability. But it isn't a trap or a test. It's a compact. A shared understanding that everyone is responsible for doing what they say they will do, and for helping one another succeed when the work gets difficult. Accountability without trust creates fear. Trust without accountability creates drift. Here, the two move together.



**Arturo Bahena**  
Tube Laser Operator  
Teammate since 2000

Trust is also protected intentionally. People are trained not just in skills, but in how to recognize emotional triggers, how to pause before reacting, and how to stay grounded in moments of stress. This isn't about being polite. It's about creating a workplace where people can speak honestly without bracing themselves for impact. Where clarity replaces suspicion. Where listening matters as much as expertise.

Over time, this changes how people show up. They bring questions sooner. They share ideas more freely. They admit what they don't know. And because they're met with respect instead of judgment, the work gets better. Safer. More consistent. More human.



**There's a lot of trust in what we do. The engineer trusts the setup, and the operator trusts the program. It goes hand in hand.**

**Raphael Osinski**

VP, Operations – Machining

Teammate since 2017



Trust also means consistency. Doing the same thing tomorrow that you did yesterday. Holding the line even when it would be easier not to. Showing up the same way whether someone is watching or not. People notice that kind of steadiness. They rely on it. It becomes part of the culture without ever needing to be named.

For many people at ACE, trust is the reason they stay. It's the difference between protecting yourself and committing fully to the work. It's the feeling that your effort matters, your voice counts, and your integrity won't be used against you.

Trust doesn't make the work easier. It makes it possible.

# RESPECT

A man with short dark hair, wearing a blue t-shirt over a grey long-sleeved shirt, is leaning forward and smiling broadly. He has safety glasses perched on his head. The background is a plain, light-colored wall. The word "RESPECT" is written in large, bold, white capital letters at the top of the image.

**Jack Malik**  
Welder  
Teammate since 2003

Respect begins with how you see people.

At ACE, respect is not a tone you adopt or a rule you follow. It's a way of recognizing the person in front of you as someone who brings experience, judgment, and dignity to the work, regardless of role, title, or background.

Respect here is practical. It shows up in how time is used, how questions are answered, and how people are spoken to when the work is demanding. It lives in the small decisions that rarely make headlines but shape how a place feels to walk into every day.



**When I started, I didn't know  
English. People here helped  
me. Now I help others.**

**Jesus Avila**

Welder

Teammate since 2012



This is a workplace made up of many languages, many histories, and many paths that led here. That reality isn't managed or smoothed over. It's acknowledged. People help one another understand. They slow down when clarity is needed. They take the extra moment to explain, translate, or demonstrate, because good work depends on shared understanding.

Respect also means taking people seriously. Ideas are listened to no matter where they come from. Experience is valued, but so is curiosity. Someone who has been here for decades and someone who arrived last year both have something to contribute, and both are expected to speak up when they see a better way.



**Virginia Escobar**  
Manufacturing Engineer  
Teammate since 2019

**Rosali Valdes**  
Purchasing Leader  
Teammate since 2018

There is directness at ACE. Problems are addressed plainly. Feedback is given honestly. Respect doesn't avoid hard conversations; it makes them possible. When people trust that they won't be dismissed or diminished, they can focus on the work instead of protecting themselves.

Respect here is not passive. It takes effort. It takes maturity. And it takes a shared commitment to treating one another as capable adults.

Over time, this builds something durable. People stay engaged. They take pride in teaching what they know. They feel responsible not just for their own output, but for the success of the team around them. Respect creates room for people to grow without feeling exposed.



**There are so many cultures  
here, but one goal – do good  
work and help each other.**

**Kasia Malatos**

HR Leader

Teammate since 2005



For many, this is what makes ACE feel different. Not because respect is talked about, but because it is practiced consistently, even when it would be easier not to.

Respect doesn't lower standards. It raises the bar for how people work together. When that bar is held steady, the work becomes something everyone can stand behind.

# CARE



**Fernando Morales**  
Janitor  
Teammate since 2021

Care begins with the understanding that the work does not end at the door.

Every person who comes to ACE is connected to others who depend on them. Families. Partners. Children. Parents. People who count on them to come home each day present, whole, and able to carry the weight of their lives outside of work. That reality is never abstract here. It's personal.

Care at ACE is rooted in the belief that work should not consume what matters most. It should support it. The responsibility doesn't stop with producing good parts or meeting high standards. It extends to protecting the people who do the work, and by extension, the people who love them.



**I get energized by the thought that we can keep our team members in our span of care — to create a great place to work.**

**Angela Pitzo**

President

Teammate since 2011



This belief changes how decisions are made. Safety is treated as a personal obligation, not a requirement. When someone looks out for a coworker, it isn't because a rule demands it. It's because they understand what's at stake. One missed moment, one rushed decision, one unspoken concern can ripple far beyond the floor.

Care also shows up in attention. People notice when something is off. When someone is quieter than usual. When stress is creeping in. When life outside the building is pressing harder than usual. The response isn't always big or formal. Often, it's a check-in. A pause. Someone stepping in so another person can take a breath.



**Ana Arizmendi**  
Receptionist / HR Assistant  
Teammate since 2021

There are structures in place that make this possible. Ways to support people when life gets heavy. Ways to respond when someone needs help navigating more than just the work. But the heart of care here isn't the structure. It's the instinct behind it. The shared understanding that no one carries hard things alone.

Care also asks people to look inward. To recognize when frustration is rising, when pressure is shaping reactions, and when pausing is the wiser choice. Over time, people learn that steadiness matters, that how they respond carries weight, and that involving others, slowing down, and choosing a more deliberate path protects not just the work, but the people doing it. This isn't about removing accountability. It's about sustaining it. People do their best work when they are protected, not pushed past the point of breaking.



**It's kindness.  
It's not being nice.  
It's being kind.**

**Eric Principato**

VP, Contract Assembly  
Teammate since 2012



When care is practiced this way, it becomes steady and unremarkable. It creates an environment where people can focus, contribute, and return home with enough left to be fully present in their lives beyond the work.

Care doesn't soften standards. It safeguards what standards are meant to protect. When that responsibility is shared, the work sustains more than itself.

# CLARITY

A close-up portrait of a man with dark hair and a goatee, wearing clear safety glasses and a dark blue button-down shirt. He is smiling warmly at the camera. The background is a workshop with yellow pegboards and various tools and equipment.

**Mario Flores**  
Project Engineer  
Teammate since 2021

Clarity is an act of respect.

At ACE, clarity isn't about having all the answers. It's about making sure people aren't left guessing. When expectations are clearly set in a morning huddle, when decisions are explained in a company-wide meeting people can focus their energy on the work instead of navigating uncertainty.

Clarity shows up early and often. In authentic and honest conversations. In processes that are designed to be understood. In leaders who take the time to explain the "why," especially when the work is complex or the stakes are high.



**A lot of my job is thinking through systems so people can do their work safely and efficiently without having to guess.**

**Ray Baade**

VP, Information Systems  
Teammate since 2010



When clarity is present, fear has less room to grow. People don't have to interpret silence or read between the lines. They can ask, listen, and move forward with confidence. Over time, this builds momentum. Problems surface sooner. Solutions come faster. The work becomes more predictable without becoming rigid.

Clarity also depends on emotional awareness. It requires people to notice when frustration is masking confusion, or when pressure is clouding judgment. Instead of pushing through, there's space to pause, to reframe, and to make sure everyone is working from the same understanding. That pause saves time in the long run. It protects quality. It protects people.



**Mario Hernandez**  
Grinder / Polisher  
Teammate since 1999

This approach extends across roles and disciplines. Engineers, operators, technicians, leaders, all rely on one another to communicate clearly and consistently. No one benefits when information is held too tightly. No one succeeds when expectations are vague. Clarity keeps the work connected, from idea to execution.

There is discipline in this. It takes effort to communicate well, especially when things are moving fast. It takes patience to answer the same question more than once. It takes humility to admit when something isn't clear yet. But that effort pays off. People trust what they understand. They commit to what makes sense.



**With every investment in technology,  
we try to make the work clearer and  
faster — giving people the tools to do  
it right the first time.**

**Ryan Skarb**

Operations and Facilities Leader  
Teammate since 2010



Over time, clarity becomes part of how the work feels. Less tension. Fewer surprises. More confidence in each other and in the process. The work moves forward with intention instead of urgency.

Clarity doesn't slow things down. It keeps them from coming apart. When people know where they're headed and why it matters, they can give their full attention to doing the work well.

# DISCIPLINE

A man with a beard and safety glasses, wearing a blue work shirt, is focused on a task in a workshop. He is holding a small, circular metal part. The background shows industrial equipment and a control panel with a screen and various buttons.

**Cesar Valazquez**  
Machinist  
Teammate since 2019

Discipline is what allows everything else to endure.

At ACE, discipline is about consistency. It's the quiet commitment to doing things the right way, even when it would be easier to take a shortcut, even when no one is watching, even when the pressure is on.



**We deliver performance. If it's not right, our customers can't run. That's why we check, double-check, and make sure it's right before it ever goes out the door.**

**Jeff Szczupaj**

VP, Sales

Teammate since 2009



Discipline shows up in the standards people hold themselves to and the pride they take in meeting them. It's visible in the care given to every detail, the patience to get it right, and the follow-through that turns intention into results. This kind of discipline doesn't limit people. It protects the work and the people doing it.

There is an understanding here that standards exist for a reason. They safeguard quality. They protect safety. They honor the trust customers place in the work. And they respect the effort of the person who comes next in the process. Discipline keeps the entire system working together instead of pulling apart under stress.



**Francisco Castellanos**  
Welder  
Teammate since 2010

This approach requires emotional steadiness. It asks people to stay grounded when things are difficult, to resist urgency that undermines quality, and to choose the long view over short-term ease. Discipline is not about perfection. It's about reliability. Showing up the same way, day after day, and taking responsibility for the outcome.

Importantly, discipline at ACE is shared. It isn't enforced from above. It's reinforced across the team. People hold one another to the standard because they respect the work and the responsibility that comes with it. That shared ownership is what makes discipline sustainable.



**Everything that I do, everything that comes out of my booth, I'm very proud of. I just love it. I love what I do.**

**Juan Soto**

Welder

Teammate since 2011



In the end, discipline is what turns values into something durable. Trust holds. Respect stays intact. Care remains steady. Clarity continues to guide. Discipline ensures none of it fades when circumstances change.

Discipline gives our culture its strength. When applied with intention and care, it allows the work to become something people are proud to stand behind, for years to come.



# THE ACE WAY



At the end of the day, this is still work. Hard work.

The kind of work that demands focus, effort, and responsibility. The kind that asks you to show up fully, even when you're tired. There are timelines to meet. Standards to hold. People here and at home who count on you.

The work at ACE asks for both your hands and your heart. Your skill and your judgment. It asks you to think, to listen, to speak up, and to stay engaged even when it would be easier not to.

That's because what we do matters. To our customers. To one another. To the people waiting for us at the end of the day.

But here's the other truth. You are here for a reason. You bring something that this place needs. Your experience. Your perspective. Your skill. Your willingness to care about the work and the people beside you.

You deserve to work in a place where your effort is seen and appreciated, where accountability is shared, and where belonging isn't something you have to earn by pretending to be someone else. This is a place where support and responsibility move together. We look out for one another. At Ace, doing good work and being treated with dignity are not competing ideas.

This booklet doesn't promise that the work will be easy. It won't be. What it offers instead is something more durable. A shared commitment to how we treat one another and how we protect what matters, together.

If what you've read feels familiar, if it sounds like the way you want to work and the kind of place you've been looking for, then trust that instinct.

You belong here. We are glad you are part of what comes next.



**We make things that people rely on — equipment that feeds people, keeps medicine safe, or protects the environment. When you think about that, it's not just metal anymore. It matters.**

**Keith Stout**

CEO

Teammate since 1992





**ACE METAL CRAFTS**

company

Mark Vance, thank you for telling our story  
so beautifully, with thoughtfulness and a  
deep appreciation for who we are.

— Jean Pitzo





# ACE METAL CRAFTS

company

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A continuation of this story

