



Managed Programs for Manufacturers

Delivered through Genuine Service ExcellenceSM



prepared for

DB&S Steel Corporation

Garrett
Account Executive
Pulaski, PA

ITU AbsorbTech is one of the largest **family-owned** industrial laundry service companies. We help facilities **eliminate waste streams & support safety goals** with reuse programs including towels, absorbents, garments, & industrial safety mats.



Cleaner, safer solutions for industry

The Genuine Service Excellence Team

Our full-service, team management approach will service your facility with cleaner, safer solutions. You will realize significant savings through a program that fits your budget and your facility's needs.

Our program stands out because of our exceptional people. Here's why:

- **Award-winning training program** - All employees become certified in Genuine Service Excellence or Production Excellence. Our training program was recently ranked with Coca Cola and UPS as one of the world's best.
- **Experienced and team-oriented** - Our service team boasts an average tenure of over 15 years. We have a culture of working as a team to service your account.
- **Safety first** - We follow strict adherence to your facility's safety requirements and take pride in our awards recognizing ITU AbsorbTech as a leader in safety.





Sorbblts®

5 reasons to use Sorbblts® & Ultras™



Pictured: Sorbblts® SuperSocks™ and Sorbblts® Natural Mats

Sorbblts® & Ultras™ are professionally laundered for reuse



Sorbblts® & Ultras™ are professionally laundered mats, socks, pads and towels to keep your workplace safe and support your waste reduction goals. **We are confident you'll find Sorbblts® & Ultras™ the best program in the industry.**

- 1 Safety** → Reduce the risk of slip & fall injuries & help maintain a safer work environment.
- 2 Waste** → Have an immediate & measurable impact in pounds of solid waste eliminated from your facility.
- 3 Quality** → Sorbblts® & Ultras™ outperform alternatives in quality, cleanliness and absorbency.
- 4 Savings** → Customers save significant cost and time compared to alternative programs and disposables.
- 5 Managed** → Delivery, pick up, laundering, inventory management & more - we take care of all the details.



Jeff
District Manager
Titusville, PA

SorbIts®

Hassle-free absorbent programs

Pictured: Ultra™ Red Shop Towels

How it works

A Genuine Service Excellence team will monitor your budget and manage your program completely.



You use Sorblts® Absorbents & Ultras™ Towels

Absorbs synthetic oils, hydraulic fluids, solvents, process fluids.



You get a custom waste reduction report

We quantify your waste reduction to showcase your environmental achievement.



We pick-up & deliver

We pick up soiled & deliver clean Sorblts® & Ultras™ to specific work stations or storage areas on a dependable schedule.



We manage inventory

We recommend adjustments up or down with your written approval.



We recycle oils and solvents

Sorblts® & Ultras™ are cleaned at our ISO 14001 facilities and recovered oils are reused in industry.



You save time and money

Enjoy significant cost savings compared to alternatives & disposables.



Eliminate a solid waste stream



SorbIts® & Ultra™ are professionally laundered for reuse



Solid waste stream elimination and environmental reporting is an important part of corporate sustainability initiatives. SorbIts® & Ultra™ programs have a measurable impact in pounds of solid waste eliminated from landfill. Through the use of SorbIts®, & Ultra™ solutions, your facility will:

- Divert tons of non-hazardous fluids from landfills and the sewer system annually.
- Support ISO 14001 and other sustainability objectives by conserving water, air, and utilization of raw materials.
- Eliminate the need for costly solid waste disposal, manifesting and incineration.



Our **Environmental Engineer, Jodi Drew**, is available as a resource for waste stream elimination, solvent recovery and compliance questions.

Achievement in Waste Reduction

SorbIts®

DB&S STEEL CORPORATION

is recognized for its corporate environmental initiatives to reduce solid waste in support of ISO 14001 objectives from January 1 through December 31, 2016.

By utilizing the SorbIts® System including launderable, reusable textiles and managed service programs, your company eliminated the following solid waste

2,500 lbs. of industrial wiping towels

2,500 lbs. of waste oil absorbents

1,000 lbs. of restroom hand towels

1,000 lbs. of mop heads

500 lbs. of filter bags

AbsorbTech®
Cleaner, safer solutions for industry



SorbIts® Ultra™ Towel, Cotton Roll Towel, Mop and Filter Bag programs are Zero to Landfill Solutions supporting our customers' sustainability and waste stream elimination goals.

Sample Waste Reduction Certificate



Sorblits®

Reduce your facility costs

Pictured: Sorblits® Natural Mat



Significant cost savings compared to alternatives

Customers save **15%-30%** over disposable absorbents & towels by switching to reusable program. Here's how:

- ✓ Sorblits® & Ultras™ last longer and absorb more than disposable absorbents.
- ✓ No disposal or incineration costs. Sorblits® & Ultras™ are professionally laundered for reuse.
- ✓ Sorblits® & Ultras™ reduce soft labor costs. No ordering, storing, or manifesting required.

Pay-by-the-drum reusable absorbent & towel programs cost **40%-60%** more than our programs. Here's why:

- ✓ Our cleaning standards are unmatched so you need less product to do the job. Sorblits® & Ultras™ are processed in our ISO 14001 certified facilities.
- ✓ We manage your inventory so you have enough product to do the job but not too much to create unnecessary cost. We do not charge by the drum.
- ✓ With our StraightUp!™ billing practices, there are no hidden fees. Invoices are straightforward with no surprises.



Eric

Regional General Manager
Piedmont, SC

Hassle-free uniform program

We manage all the details

Let our Genuine Service Excellence team customize a program to meet your image and safety needs. Your dedicated team will monitor your budget and manage your program completely.



Sizing

We will size all your employees by try-on method to ensure a proper fit.



Install & train

We will install lockers, labels, signs & train wearers on the program.



Clean & deliver

Garments laundered in our 14001 facilities & deliver to each locker on a reliable schedule.



Repairs & upgrades

We proactively mend, repair & upgrade garments.



Add wearers

We add and remove employees from your program to ensure accurate invoices.



Garment report

A StraightUp!™ Garment reporting details usage, service turnaround and program costs.



Rick

Route Manager
Titusville, PA

How we process garments

How it works



ITU AbsorbTech picks up soiled garments at customer site



Garments arrive at ITU AbsorbTech's 14001 processing facility



Customer-identified mending scanned

StraightUp!™ Report Data



Garments sorted by type (cotton, blend) and washed



Garments scanned and sorted by customer and wearer

StraightUp!™ Report Data



Garments scanned prior to first sorting

Inspection takes place



Garments mended and put back into sortation



Garments conditioned for drying and wrinkle removal

Inspection takes place



Final scan ensures garments accounted for and sorted

Inspection takes place

StraightUp!™ Report Data



Garments staged for loading and return to customer



Clean and mended garments delivered to customer

“ Our uniforms are well taken care of and our guys look great. ”

Dan Braun
General Manager
Consumers Co-op Oil

Radio Frequency Identification (RFID) has streamlined our processing and allows us to provide the most efficient and accurate garment program. Benefits of RFID for our customers include quick turnaround, most accurate service, garments mended faster, and advanced garment tracking and reporting.



Complete transparency


Our promise to customers

Complete transparency is our promise to handle all transactions and interactions in plain sight. It means delivering honest, complete, and regular communication to ensure you get the best value for your program investment.

- ✓ We actively **review your employee roster** so you are not paying for employees that left the company.
- ✓ We physically show you **damaged garments** for your authorized approval.
- ✓ We provide a **list of employees** that are not turning in their garments regularly.
- ✓ We clearly show any applicable **loss and damage charges** on your invoice.
- ✓ We schedule **regular, ongoing visits** with you to review the value and effectiveness of your program.
- ✓ We review **personalized reports** that show all program costs, change requests, and usage.

StraightUp!™ Garment Report

This exclusive, personalized report provides a detailed summary of your entire garment program, making it easy to control and monitor your costs.

StraightUp!™ Garment Report 

912345-001 SAMPLE ACCOUNT
Time Period: Qtr 1 2013 - Qtr 3 2013

SUMMARY OF GARMENT CHANGES TO YOUR STANDARD PER INVENTORY

	Qty	Actual	Normal
TOTAL GARMENTS	30	\$0	\$120
SUMMARY			
Garment cost	129	\$0	\$194
Endors			
Flag	1	\$5	\$17
Mechanical Loss	-1	\$-10	\$0
Damage			
Visual Damage	4	\$56	\$74
Loss			
TOTAL SUPPLIES			
		\$191	\$117
SUMMARY OF GARMENT COSTS			
Total value of investment in program			
Less: or costs are incurred by			
ADD EMPLOYEES			
ISSUE/REPLACE			
INCREASE INVENTORY	2	\$6	
REPLACE/REISSUE/RETECH	11	\$30	
SIZE CHANGE	7	\$21	
STYLE CHANGE	7	\$21	
	18	\$78	

“ Our account rep schedules quarterly reviews with us to keep us abreast of our costs, usage. [He] implemented a plan to have the route person alert me to any person not turning in uniforms routinely, very helpful in controlling costs. ”

Jim Hamilton
Supervisor, Vita Plus Inc.

Managed First Aid Program



How our managed first aid program works

Our certified First Aid Specialists provide first aid cabinet restocking services and regular, scheduled visits to ensure products are up-to-date.

We are 100% committed to helping you comply with OSHA and ANSI first aid workplace requirements. We will only stock your cabinets with products that you authorize.

You will never be charged for our manage service visits. We deliver Genuine Service Excellence through straightforward, honest and reliable service.

ITU First Aid is the best choice:

- Regular four week scheduled visits
- ANSI & OSHA approved individual packaging
- Routine monitoring of expiration dates
- Organized cabinets
- Cabinets sanitized and disinfected during service visits

Your dedicated ITU AbsorbTech First Aid Specialist will:

-  **Install** → Install new first aid cabinets that meet ANSI/ISEA Z308.1-2005 requirements
-  **Clean** → Check & clean first aid stations to ensure function and compliance with regulations
-  **Update** → Remove and discard out-of-date products at all first aid stations
-  **Replenish** → First aid station will be replenished on a regular bases with authorized products
-  **Be Safe** → Comply with safety & personal protection equipment requirements while on site
-  **Check In** → Meet with a designated employee each time first aid stations are serviced
-  **Comply** → Ensure first aid stations meet ANSI's five major areas of first aid needs
-  **Train** → Train employees on effective use of first aid products



Customer Reviews

Customer Quality Visitation Reports

Customer Quality Visitation Reports (CQVRs) help facilitate a conversation about your program. We take the comments and ratings seriously in order to measure and track how our customers value our solutions and services.

Company-wide results for 2016:



How likely are you to recommend ITU AbsorbTech to friends and colleagues?



How likely are you to renew your service agreement with ITU AbsorbTech?

Net Promoter Score - a proven method companies worldwide use to measure & improve loyalty. Across industries, a **69 out of 100** is considered exceptional.



Marc
First Aid Specialist
Pulaski, PA

Compare our products, processing and service to alternatives.
We are confident you'll find our programs the **best** in the industry.

Sorbblts® Oil Absorbents



Industrial Safety Mats



Ultra™ Shop Towels



Ultra™ Print Towels



Garments



First Aid



Cotton Roll Towels



Wet & Dust Mops



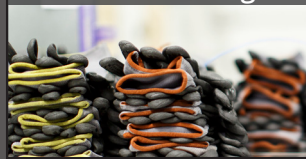
Office Floor Mats



Washroom Services



Glove Cleaning



Filter Bag Cleaning



Additional Programs: Uniforms, Flame Resistant Uniforms, Cotton Roll Towels, First Aid, Office Floor Mats, Wet Mops, Dust Mops, Washroom Needs, Glove & Filter Bag Cleaning

A Leader in the Industry

Locally, nationally and internationally recognized as a leader in safety, training and environmental practices.



Family owned and operated since 1930

ITU AbsorbTech is owned and operated by the Leef family now in its third generation of ownership. Brothers Jim and David Leef are committed to continuing the company's historical tradition of Genuine Service Excellence, process and service innovation, and community involvement.



Customer Response Center (888) 729-4884

ITUAbsorbTech.com



Jim & David Leef
Third Generation Owners

All ITU AbsorbTech processing facilities are registered to ISO 14001:2004. Our South Bend, Ind., processing facility is also registered to ISO 9001:2008.