

Managed Sorblts® Programs

Delivered through
Genuine Service ExcellenceSM



prepared for



*Jim & David
Leef*

*Family-Owned and
Operated Since 1930*

Gestamp 

 **AbsorbTech**®
Cleaner, safer solutions for industry

Cleaner, Safer Solutions for Industry

Our Company

Brothers Jim and David Leef are committed to building upon the four principles and continuing the family tradition started over 80 years ago: delivering superior service, obtaining the newest technologies, innovating new products and processes, and remaining active in the community.



At ITU AbsorbTech, we define our sustainability as long-term prosperity for our people, our customers, our communities and our company always delivered through Genuine Service Excellence.

The Genuine Service Excellence Team

Our full-service, team management approach helps your company realize significant time savings through a program that fits your budget and needs. We'll pair you with a professional, certified and dedicated service team. 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 15 years. We have a culture of working together as a team to service your account.
- **Safety First** - We strictly follow your facility's safety requirements and take pride in our state awards recognizing ITU AbsorbTech as a leader in safety excellence.

Recent Awards and Recognition



Dave,
Sr. Account
Executive

4 years
DETROIT, MI



Sorblts® - The Waste Free Absorbent System

The Sorblts® Advantage

Sorblts® are launderable, reusable mats, socks, pads and towels to keep your workplace safe and support your waste reduction goals.

Sorblts®

- **Hassle-Free** - We will deliver clean Sorblts® to your facility on a regular schedule. We pick up and launder soiled Sorblts® for reuse and manage your program completely.
- **Cost Effective** - Your company can **save an average of 15% over disposables** and **up to 40% over “pay by the drum”** programs. Sorblts® last longer, absorb more, require less labor, and there are no disposal fees.
- **Zero waste to landfill** - Sorblts® have an immediate impact on solid waste reduction. In-house, proprietary process recovers fluids for use in industry and soiled product is laundered for reuse. Program supports ISO 14001 objectives.
- **Solid waste tracking** - We track and report the pounds of waste our products eliminate from your facility.
- **Improves safety** - Sorblts® oil absorbents provide superior protection against slips, trips and falls for a cleaner, safer work environment - they are durable and absorb 3-5 times more than disposable alternatives.



Oil Absorbents

Natural Mats



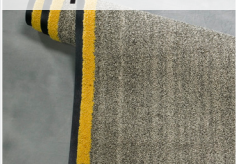
Quilted Pads



**SuperSocks™
FlatSocks™**



SlipBusters®



SAFEmats®

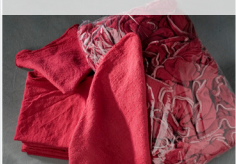


Drum Top Liners



Towels

Ultra Red



Ultra HiTech



Ultra Lint Free



“It’s amazing how much oil that these pads can absorb! The savings are huge - half the cost of purchasing and hazardous waste disposal. The service team monitors usage to make sure you never run out of product or have too much product that will make unnecessary costs.”

Jack Hill,
Manager,
Consolidated Container

Before switching to SorblIts®, we were using SpeedyDry and the product was hard to clean up and dispose of. I like how simple the process is with ITU AbsorbTech's SorblIts® System. They pick up and drop off so we always have clean absorbents and shop towels.

Bill Evans,
Customer Support Manager,
Vantage Equipment, LLC

Ken,
Route
Manager

4 years
DETROIT, MI



Managed SorblIts® Program

How it works

Your Genuine Service Excellence team will monitor your inventory, monitor your budget and manage your program completely.

- **Delivery** - Clean SorblIts® are delivered to your facility for use again and again. No waste is generated at your facility using the SorblIts® System.
- **Pick-up and Laundering** - We pick up soiled SorblIts® from your facility and launder them. Fluids recovered from soiled SorblIts® are beneficially reused in industry. ITU AbsorbTech's state-of-the-art processing facilities are registered to 14001:2004 and generate virtually zero process-related hazardous waste.
- **Reporting** - We track and report the pounds of solid waste that our services eliminate from your facility. You'll receive an annual environmental certificate (also available as needed) to showcase your environmental commitment to employees and visitors. See sample on next page.

Service Excellence Reports

Our Genuine Service Excellence Representatives will visit your facility on a regular basis (usually quarterly) to audit our programs, add value to our services and review program costs and other important data for the past three months.

Below is a sample cost review report we prepare for customers. We can compile information from various facilities and deliver a summary to the corporate level as needed.

Year	Qtr	Total Amount	SorblIts® Oil Absorbents	SorblIts® Ultra Towels	Mops	Mats	Cotton Roll Towels	Uniforms	First Aid
2015	4	475	135	75	45	75	20	103	22
2015	3	451	133	74	40	65	20	102	17
2015	2	482	140	100	48	63	19	100	12
2015	1	550	180	92	50	73	18	105	32
2014	4	489	133	78	46	73	20	106	33
2014	3	479	138	79	42	64	21	108	27
2014	2	496	145	88	49	64	22	109	19
2014	1	536	175	88	50	72	20	106	25
2013	4	456	130	70	48	73	19	103	13
2013	3	444	139	67	38	65	18	102	15
2013	2	484	150	78	49	62	17	104	24
2013	1	545	182	92	51	75	20	100	25
2012	4	466	129	85	45	74	19	100	14
2012	3	456	140	82	44	62	17	103	8
2012	2	478	148	94	49	63	16	103	5
2012	1	525	184	90	47	73	20	101	10

Sample Cost Review Report (\$ avg/week)

Solid Waste Stream Elimination

Solid waste stream elimination and environmental reporting is an important part of corporate sustainability initiatives. Sorblts® programs have a measurable impact in pounds of solid waste eliminated from landfill. Through the use of Sorblts®, Gestamp Automocion can:

- 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.

Sorblts® — The Waste Free Absorbent System

Achievement in Waste Reduction

GESTAMP AUTOMOCION

is recognized for its corporate environmental initiatives to reduce solid waste in support of ISO 14001 objectives from January 1 through December 31, 2015.

By utilizing the Sorblts® 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**



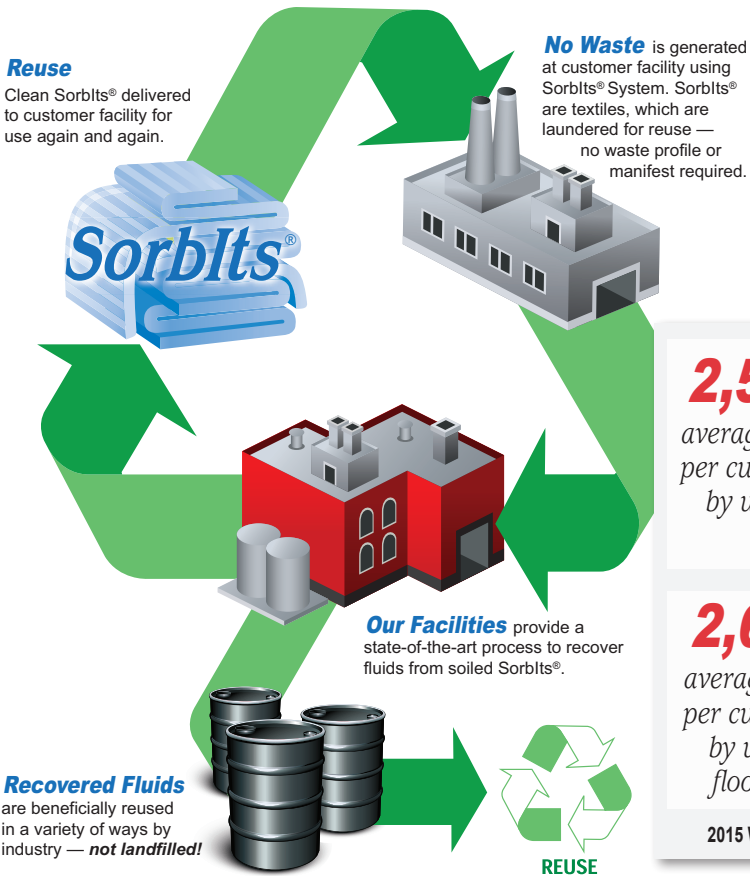
ITJ AbsorbTech's unique Sorblts® Waste Free Absorbent System. Cotton Roll Towels, Mop Heads and Filter Bag processing are integral to sustainability philosophies that balance economic, environmental and social responsibilities.



Sample Certificate

Jodi,
Environmental
Engineer

21 years
NEW BERLIN, WI



2,577 lbs.
average annual waste per customer diverted by using Sorblts® towels.

2,646 lbs.
average annual waste per customer diverted by using Sorblts® floor absorbents.

2015 Waste Reduction Data



Our commitment to uncompromising operator safety, environmental stewardship, and exceptional products and services through consistent training, process control and quality standards.



Bernie,
Route Sales & Service
Representative

11 years
DETROIT, MI



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. Through this process we:

- Maintain healthy, regular communications with each facility
- Learn about specific concerns so we can take proactive action
- Measure our performance and adhere to ISO principles
- Compile data from your facilities to deliver a summary to the corporate level

1. CUSTOMER SERVICE

How satisfied are you with ...	Not At All Satisfied									Extremely Satisfied	
Representatives? (Professionalism, Communication, Responsiveness)	1	2	3	4	5	6	7	8	9	10	N/A
Customer Response Center?	1	2	3	4	5	6	7	8	9	10	N/A
Delivery timeliness?	1	2	3	4	5	6	7	8	9	10	N/A
Invoicing System?	1	2	3	4	5	6	7	8	9	10	N/A

Improvements/Actions Needed:

*"THEY'RE EXTREMELY HAPPY WITH EVERY ASPECT
BSSR KEVIN O. TO MATT, JIM & NICK
AND TIMELY SERVICE AT ALL TIMES"*

"Extremely happy with every aspect of service...constant communication and timely service at all times."

2. PRODUCTS

Indicate current product usage: Y = Currently Used ✓ = Need

- Sorbites[®]
 Sorbites[®] Ultras
 Floor Protection
 Garment Program
 Direct Purchase
 Gloves
 Dust Control
 Filter Bags
 Washroom Services
 First Aid

How satisfied are you with ...	Not At All Satisfied									Extremely Satisfied	
Product Performance?	1	2	3	4	5	6	7	8	9	10	N/A
Current Quantities?	1	2	3	4	5	6	7	8	9	10	N/A

Include improvements/actions needed on reverse side

3. OVERALL PERFORMANCE

How likely are you to recommend to friends and colleagues?	Not At All Likely									Extremely Likely	
How likely are you to renew the service agreement?	1	2	3	4	5	6	7	8	9	10	N/A
How would you rate our overall performance?	1	2	3	4	5	6	7	8	9	10	N/A

Would you like to visit one of our facilities? Yes No If yes, which one?

Include improvements/actions needed on reverse side

4. BUSINESS CLIMATE AT YOUR FACILITY

Projected 3-month climate compared to previous 3 months...	Significantly Lower					About the Same				Significantly Higher				
Order Volume	1	2	3	4	5	6	7	8	9	10	N/A			
Production Hours	1	2	3	4	5	6	7	8	9	10	N/A			
Employment	1	2	3	4	5	6	7	8	9	10	N/A			

93

ITU AbsorbTech's Net Promoter Score

Net Promoter Score (NPS) is a proven method utilized by companies worldwide for measuring and improving loyalty. Across industries, a score of 69 is considered exceptional.

StraightUp!™ Billing

Our StraightUp!™ invoices are straightforward and easy to understand. StraightUp!™ eliminates frustration by providing you with a consistent invoice with no surprises.

Below is a sample of our simple and easy to understand invoices that never include extra fees and hidden charges.



Service Questions: (800) 767-2487
Billing Questions: (262) 827-3600
Fax: (262) 782-9930
E-mail: ar@AbsorbTech.com

Invoice #: 74155723
Invoice Date: 12/04/2014
Page #: 1 of 1

Bill to: ABC Manufacturing
123 N. 96th Ave.
New Berlin, WI

Ship to: ABC Manufacturing
123 N. 96th Ave.
New Berlin, WI

Account 123456-001
Route 199 WE

Billing Type CHG30 Delivery

FREQ	ITEM	DESCRIPTION	INVENTORY	UNIT PRICE	AMOUNT
F4	R123456	SorbIts® Natural Mat 3' X 2'	60	\$XX.XX	\$XX.XX
F4	R123457	SorbIts® Natural Mat 3' X 10'	20	\$XX.XX	\$XX.XX
F4	R223456	SorbIts® SuperSock™ 3" x 56"	25	\$XX.XX	\$XX.XX
F4	R323456	SorbIts® Quilted Pad, standard size	250	\$XX.XX	\$XX.XX
F4	R323457	SorbIts® Quilted Pad, x-large size	90	\$XX.XX	\$XX.XX
F4	R423456	SorbIts® Ultra Red Shop Towel	900	\$XX.XX	\$XX.XX
F4	C223456	Walk Mat 4' X 6'	12	\$XX.XX	\$XX.XX
F4	C423456	Brush Mat 3' X 10'	6	\$XX.XX	\$XX.XX
F4	R111222	SlipBusters® 3' X 5'	15	\$XX.XX	\$XX.XX
F4	R222333	SlipBusters® 3' X 10'	4	\$XX.XX	\$XX.XX
F4	R333444	SAFEmats® 3' X 5'	10	\$XX.XX	\$XX.XX
F4	R444555	Spill Kit, 20 gallon	3	\$XX.XX	\$XX.XX
F4	R555666	Spill Kit, 55 gallon	2	\$XX.XX	\$XX.XX
F4	C523456	Cloth Roll Towel	20	\$XX.XX	\$XX.XX
F4	C623456	Wet Mop	22	\$XX.XX	\$XX.XX

SUBTOTAL: \$XX.XX SALES TAX: \$0.00 PAY THIS AMOUNT: \$XX.XX

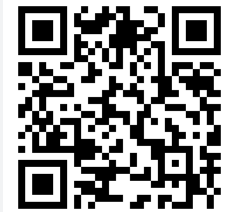
“ ITU AbsorbTech offers a program called StraightUp!™ pricing. We had in the past a national account. We kept seeing surprises on our invoices. Every month it would vary. With the agreed upon price at ITU AbsorbTech, those prices were honored, and that's what we like about ITU AbsorbTech.”

Paul Brockert,
Monona Plumbing and Fire Protection



Sorblts® Savings Calculator

Try our Sorblts® Savings Calculator to **see how much money and waste you can save** by switching from disposable absorbents to The Sorblts® System



**ITUAbsorbTech.com/
SavingsCalculator**

Our Customer Response Center

- Empowered to answer questions and manage your requests quickly.
- Speak to a live, local person
- 85% of all customer requests fulfilled immediately
- Experienced team with average tenure of 18 years

888-729-4884 or
CRC@ITUAbsorbTech.com

Mark,
District
Manager

12 years
DETROIT, MI



Family of Services

For over 80 years, ITU AbsorbTech has provided managed service programs for launderable, reusable textile products in support of cleaner, safer and more productive work environments.



Complimentary Trial

No-obligation, complimentary trials are available for most of our programs. Our Genuine Service Excellence Team will conduct a needs analysis and install a trial to match the needs of your facility.

A trial period typically lasts two service cycles. This allows enough time to experience the quality and efficiency of not only the products themselves, but also our managed service programs. Call us at 888-729-4884 or email CRC@ITUAbsorbTech.com to get started today.

 **AbsorbTech**®
Cleaner, safer solutions for industry

Family-Owned and Operated Since 1930

888-729-4884 ■ ITUAbsorbTech.com

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