

# Managed Sorblts<sup>®</sup> and Garment Service Programs

*Delivered through Genuine Service Excellence<sup>SM</sup>*



*prepared for*



*Jim & David  
Leef*

*Family-Owned and  
Operated Since 1930*

 **AbsorbTech<sup>®</sup>**  
*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



**Garrett,**  
Account  
Executive

1 year  
ZELIENOPLE, PA



# 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.



“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.”

I highly recommend ITU AbsorbTech service. It not only keeps you compliant, but also convenient because you no longer deal with ordering product or disposal.”

**Jack Hill,**  
Manager,  
Consolidated Container



# Managed Sorblts® and Sorblts® Ultra Programs

## How it works

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

- **Delivery** - Clean Sorblts® are delivered to your facility for use again and again. No waste is generated at your facility using the Sorblts® System.
- **Pick-up and Laundering** - We pick up soiled Sorblts® from your facility and launder them. Fluids recovered from soiled Sorblts® 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 and gallons of solvent 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.

## 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 can compile information from various facilities and deliver a summary to the corporate level as needed.

Year	Qtr	Total Amount	Sorblts® Oil Absorbents	Sorblts® Ultra Towels	Sorblts® Ultra Printers	Mops	Mats	Cotton Roll Towels	Uniforms	First Aid
2015	4	574	135	75	99	45	75	20	103	22
2015	3	549	133	74	98	40	65	20	102	17
2015	2	587	140	100	105	48	63	19	100	12
2015	1	653	180	92	103	50	73	18	105	32
2014	4	585	133	78	96	46	73	20	106	33
2014	3	574	138	79	95	42	64	21	108	27
2014	2	596	145	88	100	49	64	22	109	19
2014	1	635	175	88	99	50	72	20	106	25
2013	4	543	130	70	87	48	73	19	103	13
2013	3	532	139	67	88	38	65	18	102	15
2013	2	582	150	78	98	49	62	17	104	24
2013	1	648	182	92	103	51	75	20	100	25
2012	4	551	129	85	85	45	74	19	100	14
2012	3	543	140	82	87	44	62	17	103	8
2012	2	578	148	94	100	49	63	16	103	5
2012	1	534	184	90	109	47	73	20	101	10

Sample Cost Review Report (\$ avg/week)

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

**Bill Evans,**

Customer Support Manager,  
Vantage Equipment, LLC



# Solid Waste Stream Elimination

The use of Sorblts® will have an immediate and measurable impact in pounds of solid waste eliminated from landfill. Sorblts® will benefit Beemac Trucking by:

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

**Sorblts® — The Waste Free Absorbent System**

## Achievement in Waste Reduction

### BEEMAC TRUCKING

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**



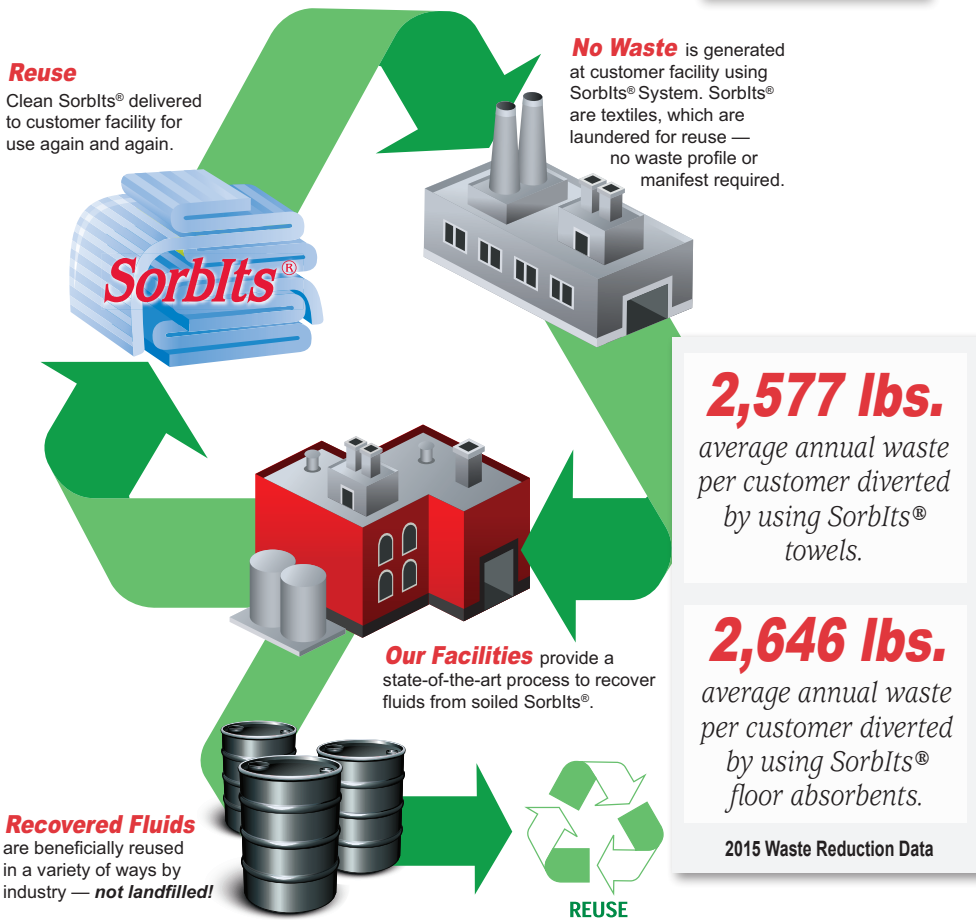
ITU AbsorbTech's unique Sorblts® Waste Free Absorbent System, Cotton Roll Towels, Mop Heads and Filter Bag processing are integral to sustainability philosophies that balance economic, environmental and social responsibilities.

Sample Certificate



**Jodi,**  
Environmental  
Engineer

21 years  
NEW BERLIN, WI



# Managed Garment Rental Programs

## How It Works

Our Genuine Service Excellence team will customize a program to meet your image and safety needs and proactively manage the program for you.

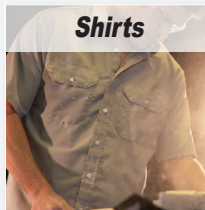
- **Sizing** - We will size all of your current and new employees at your convenience by try-on method to ensure proper fit. Pants will be hemmed to length.
- **Training** - We conduct employee training to educate your garment wearers about how to use the bag racks, request a repair, and communicate with our Genuine Service Excellence team.
- **Installation** - We install lockers, labels, and program signs.
- **Delivery and pick-up** - We deliver garments to individual lockers or other designated drop points at your facility.
- **Garment repair and upgrades** - We proactively mend, repair and upgrade garments as needed, even if your employees do not see that a repair is needed.
- **Add and remove wearers** - We will add and remove employees from your garment rental program for you.
- **Reporting** - We provide garment rental program reports showing usage, service turnaround and cost details.



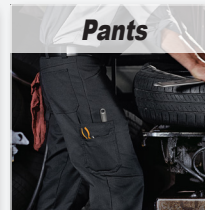
*In my 26 years as a small business owner I've had the opportunity to work with most of the national uniform carriers and in my experience none of them have been able to meet my expectations like ITU AbsorbTech.*

**Mike Duesing,**  
Owner,  
Advantage Freight

### Professional Workwear



**Shirts**



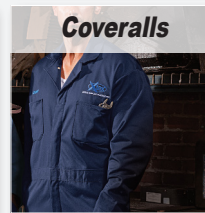
**Pants**



**Coats & Smocks**



**Aprons**



**Coveralls**

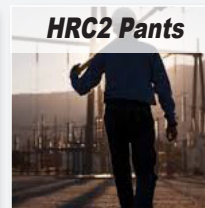


**Jackets**

### HRC2



**HRC2 Shirts**



**HRC2 Pants**



**HRC2 Coveralls**



# Radio Frequency Identification

We recognize that getting repairs done quickly and delivering the right garment to the right wearer every time is crucial to the success of a garment rental program.

Our recent investment in RFID technology - the most advanced technology available for garment tracking and reporting - has streamlined our processing and allowed us to provide the most efficient and accurate garment program available. **You benefit from quick turnaround, accurate service, faster garment mending and advanced garment tracking and reporting.**



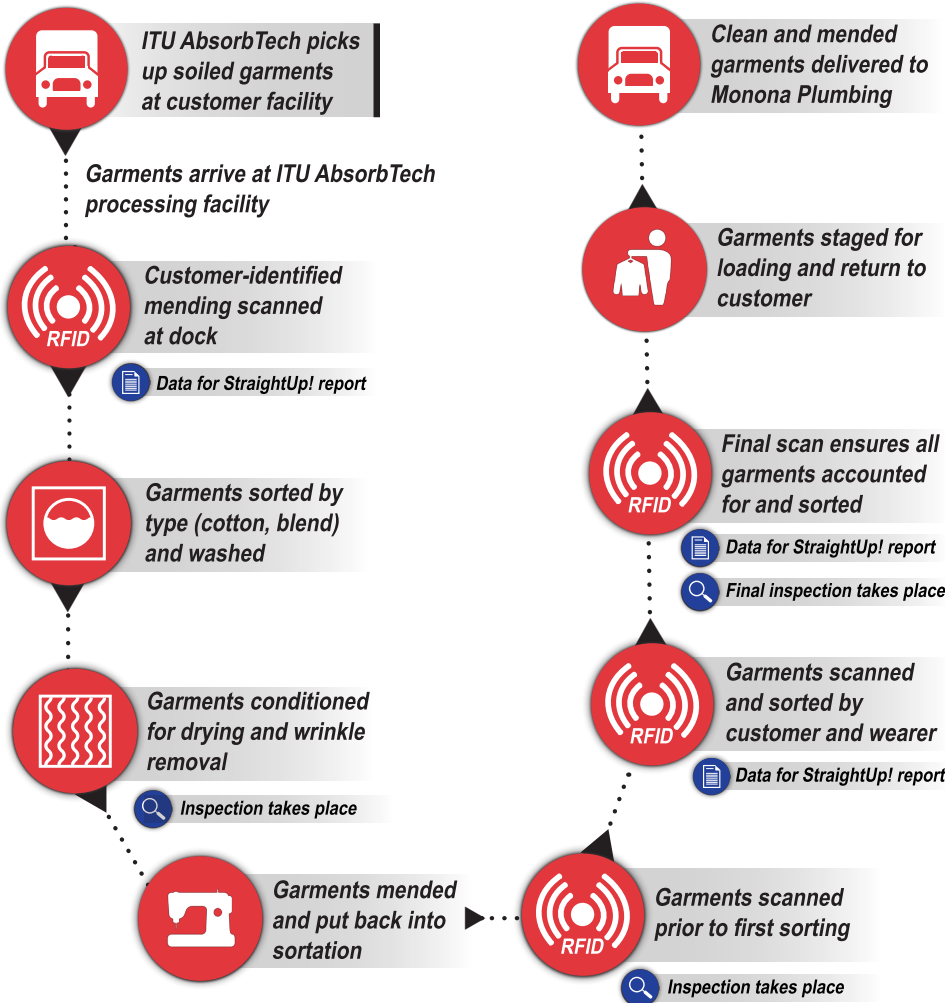
RFID chips are completely safe for wearers and are placed in the garment with comfort in mind.



Photo shows cut-away for illustration only.

## Garment Process Flow

at ITU AbsorbTech



**Jeff,**  
District  
Manager

17 years  
TITUSVILLE, PA



## Complete Transparency

Choose ITU AbsorbTech for complete transparency in your garment program. We physically show you when a garment may pose a safety risk, we identify wearers that are not fully utilizing the program, and we indicate any applicable damage and repair charges in an easy-to-read report, to name a few.

We promise to handle all transactions and interactions in plain sight, easily accessible for you to see.

## StraightUp!™ Billing

With StraightUp!™ billing, you can budget for the annual expense of your program with confidence because you will not have to worry about surprise charges or hidden fees. Our StraightUp!™ invoices are straightforward and easy to understand. StraightUp!™ eliminates frustration by providing you with a consistent invoice with no surprises.

- You will not see new charges during the term of your service agreement
- All loss and damage charges are reviewed with you prior to invoicing. Our damage charges are pro-rated whereas most national laundries charge damage at 100%.

**Rick,**  
Route  
Manager

1 year  
TITUSVILLE, PA



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	QUANTITY	UNIT PRICE	AMOUNT	INVENTORY
		DAMAGED - JIM WILSON SHIRT NAVY	1	\$XX.XX	\$XX.XX	1
		LOSS/REPL - TOM HARRIS SHIRT NAVY	7	\$XX.XX	\$XX.XX	7
		LOSS/REPL - TOM HARRIS PANT NAVY	11	\$XX.XX	\$XX.XX	11
F4	R162511	JOE MILLER SHIRT	11	\$XX.XX	\$XX.XX	11
F4	R162510	JOE MILLER PANT	11	\$XX.XX	\$XX.XX	11
F4	R162511	BEN SMITH SHIRT	11	\$XX.XX	\$XX.XX	11
F4	R162510	BEN SMITH PANT	11	\$XX.XX	\$XX.XX	11
F4	R162511	MIKY JONES SHIRT	11	\$XX.XX	\$XX.XX	11
F4	R162510	MIKY JONES PANT	11	\$XX.XX	\$XX.XX	11
F4	R162511	BOB BROWN SHIRT	11	\$XX.XX	\$XX.XX	11
F4	R162510	BOB BROWN PANT	11	\$XX.XX	\$XX.XX	11
F4	R162511	JOHN ROBERTS SHIRT	11	\$XX.XX	\$XX.XX	11
F4	R162510	JOHN ROBERTS PANT	11	\$XX.XX	\$XX.XX	11
F4	R162511	PAUL DAVIS SHIRT	11	\$XX.XX	\$XX.XX	11
F4	R162610	PAUL DAVIS PANT	11	\$XX.XX	\$XX.XX	11

Unlike competitors,  
**StraightUp!™ always includes:**

Set-Up ▪ Alterations ▪ Emblem Application  
Company Logo Change ▪ Oversize Garments  
Repairs ▪ Restocking ▪ Sewing  
Garment Upgrades ▪ Laundry Bags



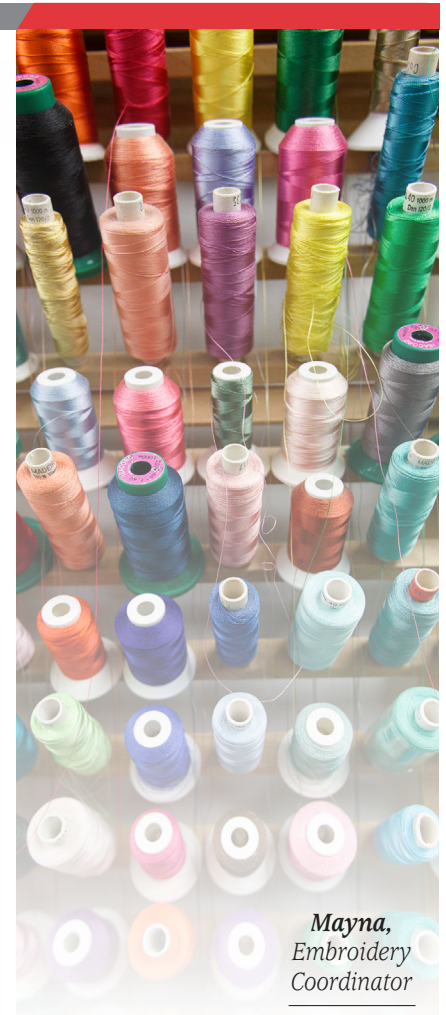
# Tracking and Reporting

Our Genuine Service Excellence Team will visit your facility on a scheduled basis (usually quarterly) to review your garment program.

We will review your StraightUp!™ Garment Report (sample below). This exclusive report details your entire garment program, making it easier to control and monitor your costs. Through this report, we can show you all program costs as well as:

- Garments added, removed and upgraded
- Repairs that were made at no cost to you
- Utilization of garments

StraightUp!™ Garment Report			
912345-001 SAMPLE ACCOUNT			
Time Period: Qtr 1 2013 - Qtr 3 2013			
SUMMARY OF GARMENT CHARGES FOR PERIOD			
Basic garment charges: COG - Industrial laundering of customer owned garments; Direct Sale - garments purchased through ITUdirect; Rental - garment rental cost excluding supplemental program charges listed below.			
		<u>Actual</u>	
Rental		\$11,066	
COG Laundering		\$40	
Direct Sales		\$1,320	
<b>TOTAL GARMENT CHARGES</b>		<b>\$12,426</b>	
SUMMARY OF SUPPLEMENTAL RENTAL PROGRAM CHARGES			
Garment rental program charges that are in addition to your standard per inventory cost. Actual is the cost you incurred, and normal is our standard list price.			
	<u>Qty</u>	<u>Actual</u>	<u>Normal</u>
Emblems	30	\$0	\$120
Prep	129	\$0	\$194
Manual Loss & Damage	1	\$5	\$17
Credits-Loss & Damage	-1	-\$10	\$0
Damage	4	\$56	\$74
Voided Damage	6	\$0	\$117
Loss	8	\$191	\$191
<b>TOTAL SUPPLEMENTAL CHARGES</b>	<b>177</b>	<b>\$242</b>	<b>\$713</b>
SUMMARY OF GARMENT RE-INVESTMENT			
Total value of investment made by ITU AbsorbTech for new garments added to your program. Garment re-investment is included in your StraightUp! pricing - no additional fees or costs are incurred by you for new employees, garment upgrades, size changes, etc.			
	<u>Quantity</u>	<u>Total</u>	
ADD EMPLOYEE	38	\$1,035	
GARMENT UPGRADE	5	\$91	
INCREASE INVENTORY	11	\$205	
REPLACE-ITU ABSORBTECH	2	\$60	
SIZE CHANGE	11	\$330	
STYLE CHANGE	7	\$210	
	<b>74</b>	<b>\$1,931</b>	



Mayna,  
Embroidery  
Coordinator

30 years  
NEW BERLIN, WI



**Garment E-Catalog**  
Check out our full line  
up of garments and  
identity options



# First Aid Program

## Convenient program, reliable service

### Dedicated First Aid Specialist

We will pair you with a trained First Aid Specialist who will:

- Provide a comprehensive needs assessment
- Install First Aid cabinets
- Train your employees on how to use the products
- Manage your inventory



### Meet OSHA and ANSI Regulations

Your First Aid Specialist will help you:

- Distinguish between OSHA required and optional product enhancements so you can control what goes in your cabinets
- Comply with OSHA 29 CFR 1910.151, Subpart K and OSHA 29 CFR 926.5, Subpart D standards.

### Reliable Delivery

Your First Aid Specialist will make scheduled service visits to ensure:

- Expired products are removed from your cabinets
- Your employees have the necessary First Aid products when they need them
- Only authorized products go in your cabinets

### StraightUp!™ Billing

Easy to understand invoices - you only pay for the products we deliver:

- No unauthorized charges
- No service charges
- No contracts or service agreements



**Marc,**  
First Aid  
Specialist

4 years  
ZELIENOPLE, PA



“Our First Aid Specialist makes sure cabinets are full, checks expiration dates and eye wash stations. We always get excellent service. ITU First Aid is a great program - cabinets are always tidy and stocked.”

**Kathryn McNaughten,**  
Mckay Electric



# Customer Quality Visitation Reports

Customer Quality Visitation Reports (CQVRs) help facilitate a conversation about your program. We take 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



**Travis,**  
Route Sales & Service  
Representative

12 years  
TITUSVILLE, PA



## 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:  
 ⇒ Chris does a nice job, and the adding of wearers has gone smoothly.  
 ⇒ some inventory w/ some of the inventory of towels and products

## 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

	Not At All Likely								Extremely Likely		
How likely are you to recommend to friends and colleagues?	1	2	3	4	5	6	7	8	9	10	N/A
How likely are you to renew the service agreement? #130/14	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? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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	

Sample CQVR

# 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.

## 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

## 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**.

**David,**

Route Sales & Service  
Representative

4 years  
TITUSVILLE, PA

