



Genuine Service Excellence Program Summary

Prepared August 2016

prepared for



*Jim & David
Leef*

*Family-Owned and
Operated Since 1930*

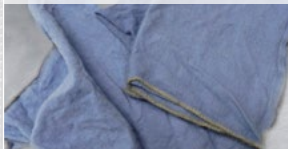


Solutions at Empire Level Incorporated

Sorblts® Shop Towels



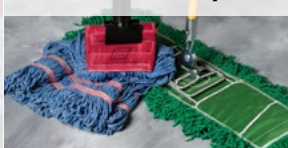
Sorblts® Ultra Printer



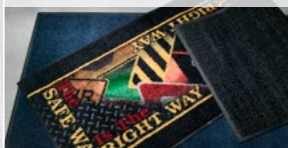
Sorblts® Quilted Pads



Wet & Dust Mops



Floor Mats



Thank you for partnering with us

Thank you for partnering with ITU AbsorbTech as your industrial laundry supplier.

We provide cleaner, safer solutions for industry. During our 80 plus years in business we have expanded operations to become one of the largest independently owned and operated industrial laundries in the United States. Servicing our customers through Genuine Service Excellence remains our focus.

The team of professionals servicing your account is highly experienced with tenure unmatched in the industry. We build loyal relationships by listening to and following up on your needs.

We appreciate your business and look forward to continuing to service your facility.

Jim Leef
Owner and President

David Leef
Owner and Vice President

Family owned and operated since 1930

ITU AbsorbTech is owned and operated by the Leef family, now in its fourth generation of ownership. Brothers Jim and David Leef are committed to delivering superior service, obtaining the newest technologies, and remaining active in the community. Our environmentally preferred services include mats, garments, absorbents, towels, mops, gloves and first aid.



Icon marks members of the Genuine Service Excellence™ Team that services Empire Level Incorporated.



Icon marks customized program reporting prepared for Empire Level Incorporated.

Managed Programs at Empire Level Incorporated

Exceptional people dedicated to you

We have a long-standing tradition of delivering Genuine Service Excellence™ - exceptional quality people, products, and services that attract, win and retain long-term, loyal customers.

- **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.



The ITU AbsorbTech team that services Empire Level Incorporated is Genuine Service Excellence™ Certified.

- **Experienced and Team-oriented** - Our service team boasts an average tenure of over 15 years. We have a culture of working together as a team to service your account.

- **Safety First** - We follow strict adherence to your facility's safety requirements and take pride in our state awards recognizing a ITU AbsorbTech as a leader in safety excellence. **Our 2016 MOD rate (a key indicator of safety) is 0.65.**

Scott,
District
Manager

27 years
NEW BERLIN, WI



To become certified, our employees invest over 30 hours of training and professional development through AbsorbU, our award-winning training program.





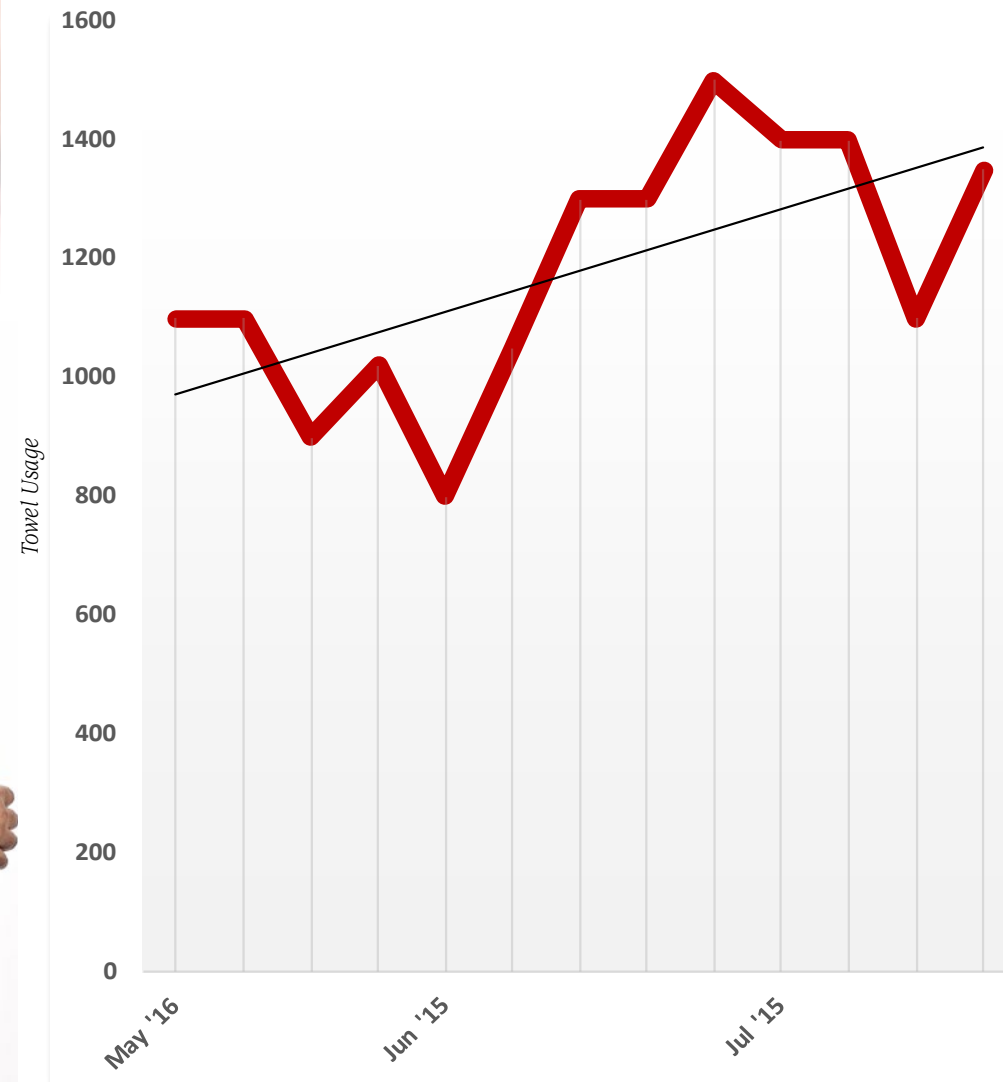
Proactive Inventory Management

We manage Empire Level Incorporated's inventory to ensure that product usage and inventory match current needs. We adjust inventory to match calendar and corporate seasonal adjustments to your program throughout the year, if necessary.

All adjustments made to inventory are authorized in writing by an authorized Empire Level Incorporated employee on a Customer Change Order.

Pictured below is a summary usage report for Sorblits® Ultra Red Shop Towels at Empire Level Incorporated over the past year.

Usage Report - Sorblits® Ultra Red Shop Towels at Empire Level Incorporated



Mike,
Route Service &
Sales Representative

11 years
NEW BERLIN, WI



StraightUp™ Billing - no hidden fees

StraightUp!™ billing offers peace of mind so you can budget for the annual expense of your program. StraightUp!™ also saves time - you never have search for hidden or ancillary fees on your invoice.

- No automatic replacement charges (can add up to over 7% of inventory, or up to \$0.50 per towel, for example, with other programs).
- No hidden fees or surprises
- No unauthorized inventory charges

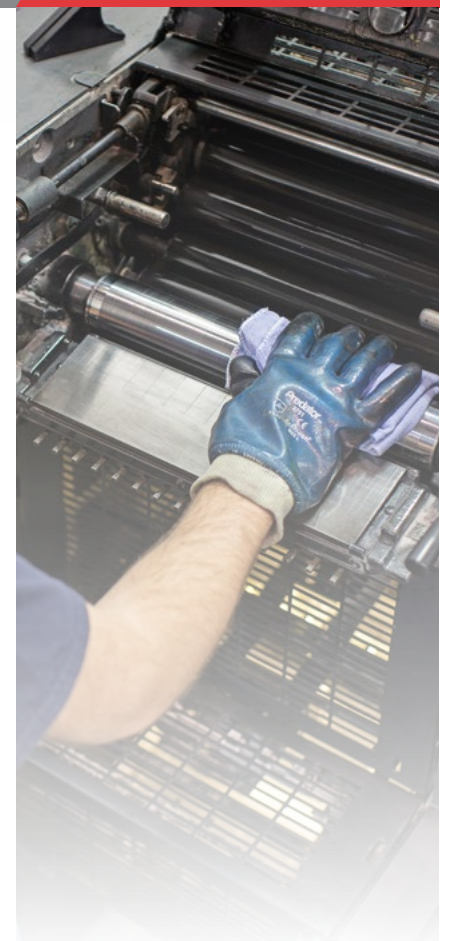
Cost History Report Empire Level Incorporated

Year	Qtr	Total Amount	Sorblits® Ultras	Sorblits® Ultra Printers	Mops	Mats	Misc*
2016	2	240	91	56	45	36	12
2016	1	324	121	75	59	52	17
2015	4	242	91	56	45	38	12
2015	3	242	91	56	46	37	12
2015	2	225	77	53	48	35	12
2015	1	243	47	71	64	43	16
2014	4	155	33	49	45	17	11
2014	3	164	35	53	47	16	13
2014	2	208	45	67	61	20	15
2014	1	146	33	50	39	12	12
2013	4	145	33	50	38	12	12
2013	3	145	33	50	38	12	12
2013	2	276	61	85	66	24	40
2013	1	287	45	64	119	21	38
2012	4	319	45	64	146	23	41
2012	3	319	45	64	146	23	41
2012	2	416	59	83	191	30	53
2012	1	256	43	60	93	22	38
2011	4	206	43	60	45	22	36
2011	3	204	43	60	43	22	36
2011	2	268	56	78	57	28	49
2011	1	194	40	57	41	20	36

Totals are dollar amounts shown as average weekly amounts (quarter total divided by 13 or 14 weeks).



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



Scott,
General Manager

7 years
NEW BERLIN, WI





Measuring Our Performance at Empire Level Incorporated

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 Empire Level Incorporated.
- Learn about specific concerns so we can take action in a proactive manner.
- Measure our performance and adhere to ISO principles.
- Discuss additional solutions and programs that address Empire Level Incorporated's operational needs.
- Recommend inventory adjustments based on Empire Level Incorporated's current and projected business conditions.

Sample CQVR

1. CUSTOMER SERVICE

How satisfied are you with ...

	1	2	3	4	5	6	7	8	9	10	N/A
Representatives? (professionalism, communication, responsiveness)										10	N/A
Customer Response Center?										10	N/A
Delivery timeliness?										10	N/A
Invoicing System?										10	N/A

Improvements/Actions Needed:
THEY'RE EXTREMELY HAPPY WITH EVERY ASPECT OF SERVICE...CONSTANT COMMUNICATION AND TIMELY SERVICE AT ALL TIMES.
RSSR KEVIN D. TO AGENT, TARA S. N. ...

2. PRODUCTS

Indicate current product usage: = Currently Used = Need

Sorblits® Sorblits® UltraS Floor Protection Garment Program Direct Purchase
 Gloves Dust Control Filter Bags Washroom Services First Aid

How satisfied are you with ...

	1	2	3	4	5	6	7	8	9	10	N/A
Product Performance?										10	N/A
Current Quantities?										10	N/A

Include improvements/actions needed on reverse side

3. OVERALL PERFORMANCE

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? 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...

	1	2	3	4	5	6	7	8	9	10	N/A
Order Volume						6	7	8	9	10	N/A
Production Hours						5	7	8	9	10	N/A
Employment						6	7	8	9	10	N/A

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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.

Solid Waste Stream Elimination

We understand that waste reduction is important to Empire Level Incorporated. Sorblits® programs have a measurable impact in pounds of solid waste eliminated from landfill. By using Sorblits® Towels and Mops, Empire Level Incorporated:

- Diverts non-hazardous fluids from landfills and the sewer systems.
- Supports ISO 14001 and other sustainability objectives by conserving water, air, and utilization of raw materials.
- Eliminates the need for costly solid waste disposal, manifesting and incineration.

Sorblits® — The Waste Free Absorbent System

Achievement in Waste Reduction

EMPIRE LEVEL INCORPORATED

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 Sorblits® System including launderable, reusable textiles and managed service programs, your company eliminated the following solid waste:

5,250 lbs. of industrial wiping towels
3,584 lbs. of mop heads

SUSTAINABILITY

ITU AbsorbTech®

ITU AbsorbTech's unique Sorblits® 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.

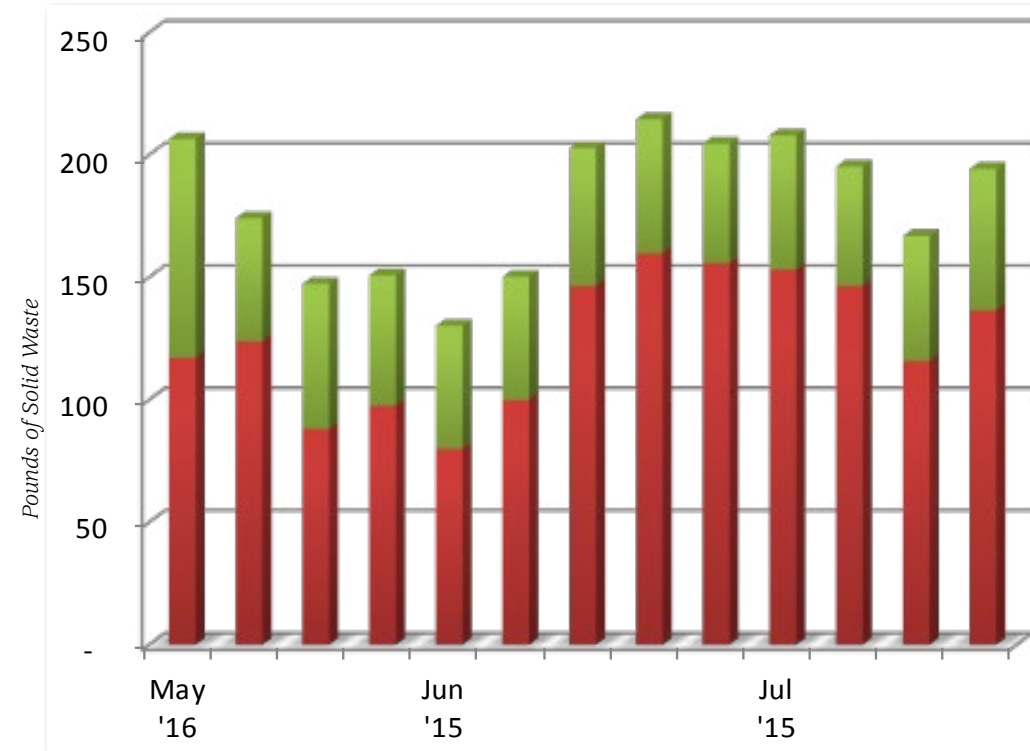


Empire Level Incorporated's 2015 Waste Reduction Certificate



Sustainability Impact of Sorblits® Towels and Mops

at Empire Level Incorporated



Jodi,
Environmental Engineer

21 years
NEW BERLIN, WI



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.



It's a pleasure to provide Genuine Service Excellence to Empire Level Incorporated!

Val
10 years



Margaret
28 years

Carolyn
1 year

Customer Response Center Team

ITU AbsorbTech[®]
 Cleaner, safer solutions for industry

Family-Owned and Operated Since 1930

888-729-4884 ▪ ITUAbsorbTech.com

All our processing facilities are registered to **ISO 14001:2004**.
 South Bend processing facility also registered to **ISO 9001:2008**.