



# Managed Programs for Manufacturers

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



**Scott**  
Corporate Sales Manager  
*New Berlin, WI*

*prepared for*



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.





SorbIts®

# 5 reasons to use Sorblts® & Ultras™

Pictured: Sorblts® SuperSocks™ and Sorblts® Natural Mats

SorbIts® & Ultras™ are professionally laundered for reuse



ZERO  
LANDFILL

SOLUTION

SorbIts® & 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 Sorblts® & 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

SorbIts® & 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.



**Dan**  
District Manager  
Greensburg, IN



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 & Ultra™ Shop 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.





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 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.



**Bob**  
Route Service & Sales  
Greensburg, IN





Sorblts®

# Eliminate a solid waste stream

Sorblts® & Ultra™ are professionally laundered for reuse

ZERO  
LANDFILL

SOLUTION

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

## Achievement in Waste Reduction

Sorblts®

### HERITAGE INTERACTIVE SERVICES

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

**211,940 lbs. of industrial wiping towels**  
**173,879 lbs. of waste oil absorbents**  
**2,982 lbs. of mop heads**

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

ZERO  
LANDFILL  
SOLUTION

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

2016 Waste Reduction Certificate for all customers serviced through Heritage Interactives Services



Sorblits®

# The Ultra™ Printer Towel Advantage

Pictured: Sorblits® Ultra™ Printer Towels

Ultra™ towels are professionally laundered for reuse

ZERO  
LANDFILL

SOLUTION

Ultra™ Printer Towels are the better choice for the graphics industry. Compare our towels to alternatives. We are confident you'll find them the best in the industry.

**Shake** - Check for fine particles. Our dual tumbling and cleaning process removes lint.



**Feel** - Ultra™ towels are thicker, strong and softer than industry standard.

**Rub** - Rub an Ultra™ towel against white paper. Ultra™ towels do not leave residue.



**Smell** - Ultra™ towels simply smell cleaner than alternatives.



**Wick** - Ultra™ towels absorb 50% faster than the industry standard and hold more ink and solvent.





# Simple printer towel programs

Pictured: Mirus™ Towels

SM-52  
MAINTENANCE LOG

Sorblits®

## How it works

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



**You use the printer towels**  
Use for wiping inks and solvents.



**You get a custom solvent recovery report**  
We report gallons of solvent recovered from your towels for mass balance reporting.



**We pick-up & deliver**  
We pick up soiled & deliver clean printer towels 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 the solvents**  
Towels are laundered at our ISO 14001 processing facilities. Printer towels are cleaned separately from shop towels.



**You save time and money**  
Enjoy significant cost savings compared to alternatives & disposables.

Visit [ITUAbsorbTech.com/epa-wiper-rule-compliance](http://ITUAbsorbTech.com/epa-wiper-rule-compliance) for more information on how our programs can help your facility comply with the EPA standard.





# Decrease environmental impact

Ultra™ towels are professionally laundered for reuse



We understand that environmental reporting is an important part of sustainability initiatives in many industries. The use of Ultra™ Printer Towels will significantly enhance efforts to decrease your environmental impact. We support your initiatives by measuring and reporting solvent recovery data.

- Reduce waste liability
- Solvent recovery reports assist with EPA, OSHA, SARA, Title V and POTW reporting and ISO 14001 objectives
- Solvent recovery and waste reduction certificates reinforce corporate sustainability.



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

## Achievement in Pollution Prevention



### ARDAGH METAL BEVERAGE HERITAGE INTERACTIVE SERVICES

is recognized for its corporate environmental initiatives to reduce air emissions from January 1 through December 31, 2016.

**892 gallons of solvent**

were prevented from entering the environment through your company's utilization of Sorblts® Ultra™ launderable, reusable towels, processed through ITU AbsorbTech's proprietary solvent recovery and data reporting system.



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

2016 Solvent Recovery Certificate for Ardagh Metal Beverage  
in Winston Salem, NC



 SorbIts®

# Wet Mop Programs

Wet mops are professionally laundered for reuse.



Reusable wet mops can reduce your cost and waste compared to disposable mops. Antimicrobial fiber provides bacterial resistance and superior longevity. Our wet mops have a 9" reinforced polyester headband and double tail bands for wide surface span and even coverage.

Mop programs are fully-managed; we manage pick up and delivery, laundering, proactively monitor your inventory and tracking waste diverted from landfills.

# 5-6X

Our professional grade mops absorb 5-6 times its weight in moisture.

# 2X

Our mops absorb twice the amount of a disposable mop



**Randy**  
Route Manager  
Greensburg, IN



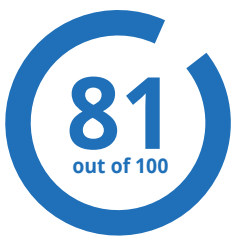


# Customer Reviews

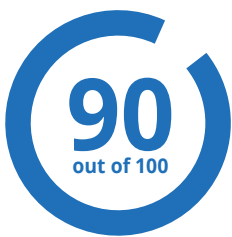
## Customer Quality Visitation Reports

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.

Combined results for all customers serviced through Heritage Interactive Services in 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?

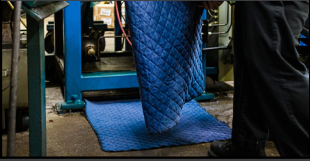
Net Promoter Score - a proven method companies worldwide use to measure & improve loyalty. Across industries, a **69 out of 100** is considered exceptional.





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.