

Managed Sorblts® & Sorblts® Printer Towel Programs

Delivered through Genuine Service ExcellenceSM

prepared for



*Jim & David
Leef*

*Family-Owned and
Operated Since 1930*



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



Carrie,
Account Executive

1 year
ELK GROVE VILLAGE, IL



Sorblits® Ultra Printer Towels

The Better Choice for the Printing Industry

Sorblits® Ultra Printer Towels are thicker, softer, highly absorbent and very low linting which makes them the perfect towel for graphics applications such as screens, beds and rollers on presses. Our state-of-the-art laundering and unparalleled quality standards ensure a cleaner, more absorbent towel.

Sorblits®

Compare our towels to alternatives. We are confident you'll find them the best in the industry:

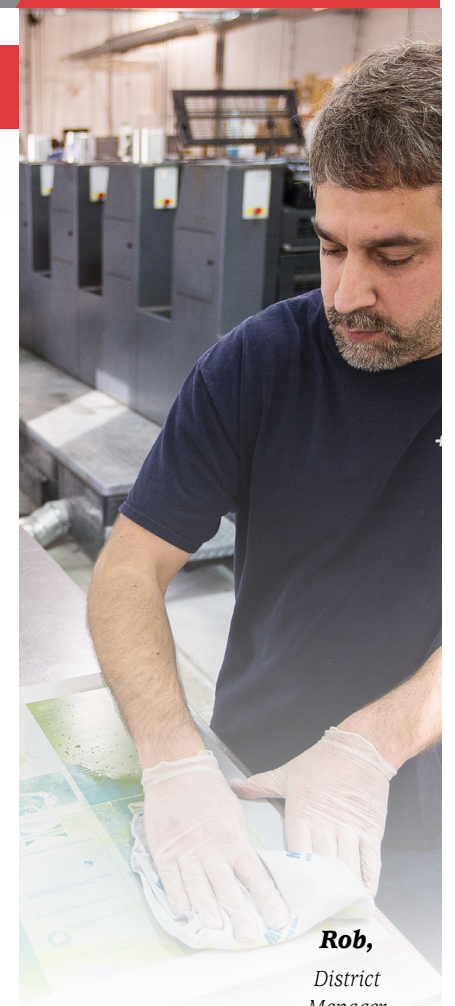
- **Feel** - Our towels are thicker, stronger and softer than industry standard. They are free of ink and solvent deposits.
- **Wick** - Our towels absorb 50% faster than the industry standard and hold more ink and solvent - a clear indication of a cleaner towel.
- **Smell** - Take a sniff. Our towels simply smell cleaner.
- **Rub** - Rub a piece of white paper with our towel - it doesn't leave residue.
- **Shake** - Shake our towel to check for lint or other fine particles. Our dual tumbling and cleaning process removes lint.

Printer Towels



“My previous supplier was inconsistent, the towels occasionally had foreign matter and the overall quality was poor. I thought this was industry standard until I switched to ITU AbsorbTech. I strongly recommend ITU AbsorbTech as a supplier of superior printer towels.”

Tom Leonard
Press Room Manager,
National Publishing



Rob,
District Manager

26 years
ELK GROVE VILLAGE, IL





Sorblts® - The Waste Free Absorbent System

The Sorblts® Advantage

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

Sorblts®

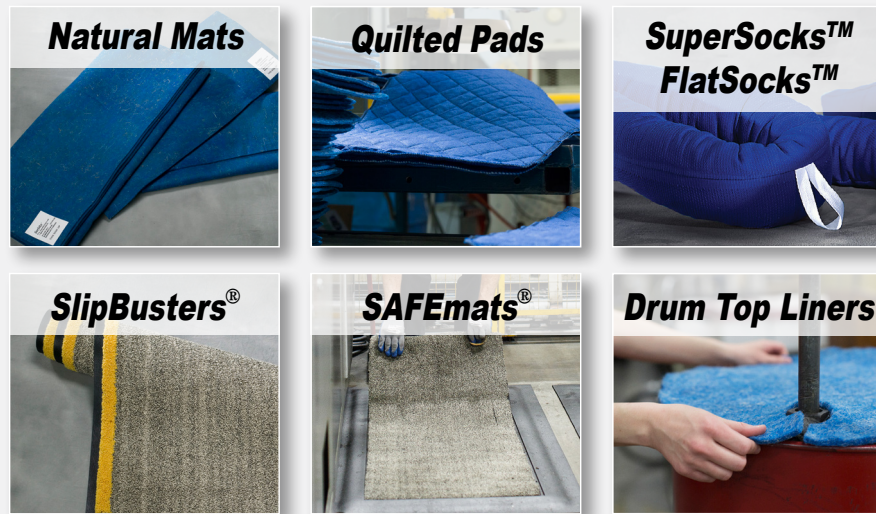
- **Hassle-Free** - We will deliver clean Sorblts® to your facility on a regular schedule. We pick up and launder soiled Sorblts® for reuse and manage your program completely.
- **Cost Effective** - Your company can **save an average of 15% over disposables** and **up to 40% over "pay by the drum"** 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. Our in-house, proprietary process recovers fluids for use in industry and soiled product is laundered for reuse. Sorblts® programs support 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

Oil Absorbents



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® absorbents and towels will benefit Sommers & Fahrenbach Inc. 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

SOMMERS & FAHRENBACH INC.

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

SUSTAINABILITY

AbsorbTech®

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

Solvent Recovery & Reporting

We understand that environmental reporting is an important part of corporate sustainability initiatives. The use of Sorblts® Ultra towels will significantly enhance efforts to decrease your environmental impact. We support your initiatives by measuring and reporting solvent recovery data.

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

Sorblts® — The Waste Free Absorbent System

Achievement in Pollution Prevention

SOMMERS & FAHRENBACH INC.

is recognized for its corporate environmental initiatives to reduce air emissions from January 1 through December 31, 2015.

750 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.

SUSTAINABILITY

AbsorbTech®

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

Sample Certificate

AbsorbTech®
Cleaner, safer solutions for industry

Solvent Recovery

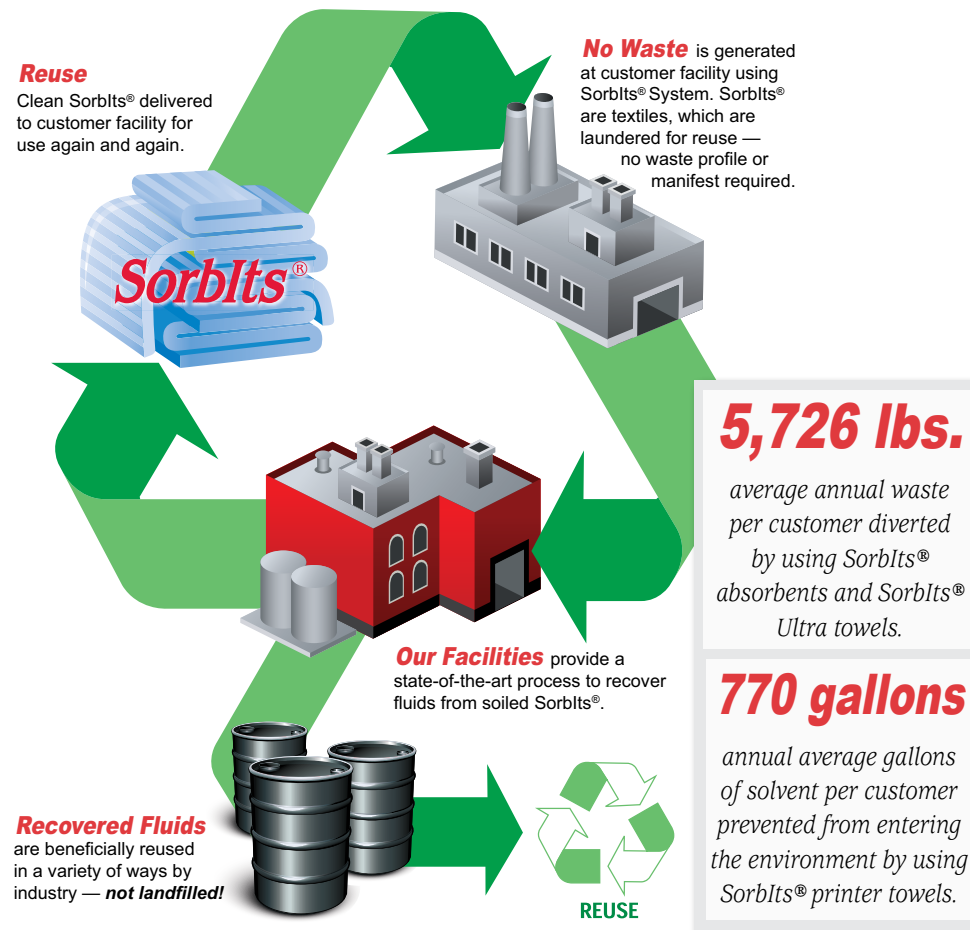
Customer Response Center
Email: info@absorbtech.com
Phone: (800) 787-2487
Fax: (974) 271-2320

SAMPLE

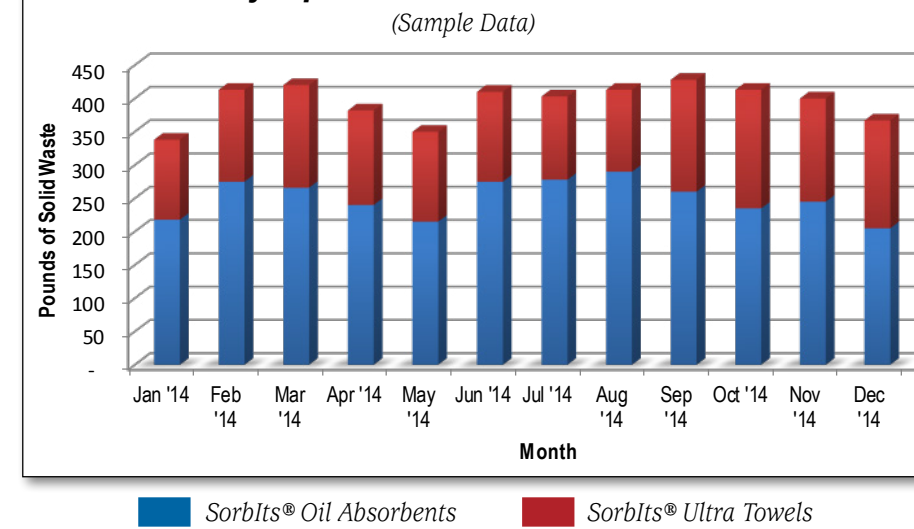
Month	Product	Date	ML	Gallons of Solvent
January 2014	Lig Print Sorblts® Ultra	01/02/2014	21,072.0	5.6
		01/09/2014	25,846.0	6.8
		01/16/2014	29,020.0	7.7
		01/23/2014	19,534.0	5.2
SUMMARY/MONTH=			233,761.0	61.8
February 2014	Lig Print Sorblts® Ultra	02/06/2014	75,699.0	20.0
		02/13/2014	7.0	0.0
		02/20/2014	70,995.0	18.8
		02/27/2014	69,591.0	18.4
SUMMARY/MONTH=			216,295.0	57.1
March 2014	Lig Print Sorblts® Ultra	03/06/2014	66,005.0	17.4
		03/13/2014	28,150.0	7.4
		03/20/2014	19,891.0	5.2
		03/27/2014	29,515.0	7.8
SUMMARY/MONTH=			143,361.0	37.9
TOTAL SUMMARY=			593,417.0	156.8

John,
Route
Manager

20 years
ELK GROVE VILLAGE, IL



Sustainability Impact of Sorblts® and Sorblts® Ultra Towels



"We have used ITU AbsorbTech for printer towels for many years and get excellent service. The program has assisted us with compliance and solvent recovery, and we like getting the certificate. Overall, ITU AbsorbTech does an excellent job."

Rob Huebner,
Pre-Press Manager,
American Packaging

EPA Wiper Rule Compliance

In July 2013, the EPA issued a final rule that modified the hazardous waste management regulations for solvent-contaminated wipes. The Wiper Rule outlines new standards for how to store, manage and transport solvent-contaminated wipes. ITU AbsorbTech assists its customers in complying with this rule by:

- Providing removable labels for customers to place on transportation containers for solvent-contaminated wipes.
- Making changes to storage containers to ensure they are sealed and labeled according to the new standard.
- Implementing strict checks, as no free liquids can be accepted for transportation.
- Providing contact information for Jodi Drew, our full time Environmental Engineer, as a resource for compliance questions.



For more information about the new wiper rule and how ITU AbsorbTech assists customers with compliance, scan below:



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

Jodi,
Environmental
Engineer

21 years
NEW BERLIN, WI



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

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
Involving System?	1	2	3	4	5	6	7	8	9	10	N/A

Improvements/Actions Needed: *Extremely happy with every aspect of service...constant communication and timely service at all times.*

Indicate current product usage: = Currently Used = Need

Sorbils* Sorbils* 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

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

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.



Jose,
Route Service &
Sales Representative

11 years
ELK GROVE VILLAGE, IL





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.

		<small>Service Questions: (800) 787-2487 Billing Questions: (262) 827-3600 Fax: (262) 782-8930 E-mail: ar@AbsorbTech.com</small>				
		Invoice #:	74155723			
		Invoice Date:	01/27/2015			
		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 Route:	123456-001 199 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

\$ 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

“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

Our Sustainability Philosophy

We define our sustainability as long-term prosperity for our people, customers, communities and company delivered through Genuine Service Excellence.

We believe the foundation of sustainability success comes from the inside out. Below is a summary of our sustainability model.



Environment

- Our Neenah, Wis.; New Berlin, Wis.; South Bend, Ind.; and Titusville, Penn.; processing facilities are registered to ISO 14001:2004. Our South Bend, Ind.; processing facility is also registered to ISO 9001:2008.
- We utilize advanced processing systems for wastewater, VOC emissions and other environmental controls.
- We strive to increase the life of our textiles and drive down consumption of energy, water and packaging. Our water conservation efforts have reduced water use by up to 60%.
- We employ a patented environmental process to recover, measure, and beneficially reuse waste and solvents from the products at our customers' facilities.

People & Safety

- We strive to maintain a best-in-class workplace safety environment as evidenced by our low MOD rate of .65 (2016). Our injury rate is less than half of the industry average.
- ITU AbsorbTech has a long-standing, charitable relationship with the Juvenile Diabetes Research Foundation and a variety of other charitable organizations.

Economic

- We employ conservative practices that position us to weather economic changes ... a philosophy that ITU AbsorbTech has carried over since 1930 and four generations of family ownership.
- 5S and lean events throughout the company help to improve safety and lower operating costs. All employees are trained at making bottom line contributions to the business.
- We continue to develop new technologies to meet the changing needs of our customers at the lowest overall cost.



Jerry,
Corporate
Safety Manager

20 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

Chris,
General
Manager

10 years
ELK GROVE VILLAGE, IL



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.



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**.