



Managed Sorblts® Towel Programs

Delivered through Genuine Service ExcellenceSM

prepared for



**SHERWIN
WILLIAMS®**

*Jim & David
Leef*



AbsorbTech®
Cleaner, safer solutions for industry

Cleaner, Safer Solutions for Industry

Our Company

ITU AbsorbTech, Inc. is a family owned and operated company following sustainable business practices.

Brothers Jim and David Leef are committed to building upon the four principles and continuing the 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.

It's not just about our products and services - our long-term corporate success depends on a sustainability strategy that integrates economic, environmental and social responsibilities with the ingenuity to adapt over time for maximum impact.



The Genuine Service Excellence Team

Our full-service, team management approach will help your company realize significant time savings through a program that fits your budget and needs.

We'll pair you with a professional, certified service team including a Route Service and Sales Representative, a route manager, a district manager or account executive and our Customer Response Center. 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 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 ITU AbsorbTech as a leader in safety excellence.



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

Joe,
Route Service
& Sales
Representative

12 years
ELK GROVE VILLAGE, IL



Sorblts® Ultra Printer Towels

The Better Choice for the Graphics Industry

Sorblts® 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.

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.



Frank,
District
Manager

8 years
ELK GROVE VILLAGE, IL



“ 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



Printer Towels





Managed Sorblits® Ultra Printer Towel Program

How it works

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

- **Delivery** - Clean Sorblits® Ultra Printer Towels 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® Ultra Printer Towels from your facility and launder them. Fluids extracted from soiled Sorblits® Ultra Printer Towels 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 solvent extracted from the towels. You'll receive an annual environmental certificate (also available as needed) to showcase your environmental commitment to employees and visitors. 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 that we prepare for each facility on a quarterly basis. We can compile information from various facilities and deliver a summary to the corporate level.

Year	Qtr	Total Amount	Sorblits® Ultra Printer Towels	Sorblits® Ultra Towels	Uniforms	Mats	Washroom Services	First Aid
2014	4	673	205	122	98	125	57	66
2014	3	664	203	122	97	119	57	66
2014	2	666	205	122	98	119	57	65
2014	1	671	202	123	98	127	56	65
2013	4	674	202	125	99	125	57	66
2013	3	670	202	128	98	120	55	67
2013	2	670	200	129	97	120	56	68
2013	1	674	200	129	97	127	56	65
2012	4	674	206	128	97	125	56	62
2012	3	668	207	128	97	112	55	69
2012	2	671	208	128	97	114	57	67
2012	1	675	208	127	99	119	57	65
2011	4	680	208	128	99	121	54	70
2011	3	672	206	129	99	109	55	74
2011	2	667	206	130	98	108	57	68
2011	1	670	207	126	98	116	56	67

Sample Cost Review Report (avg \$/week)

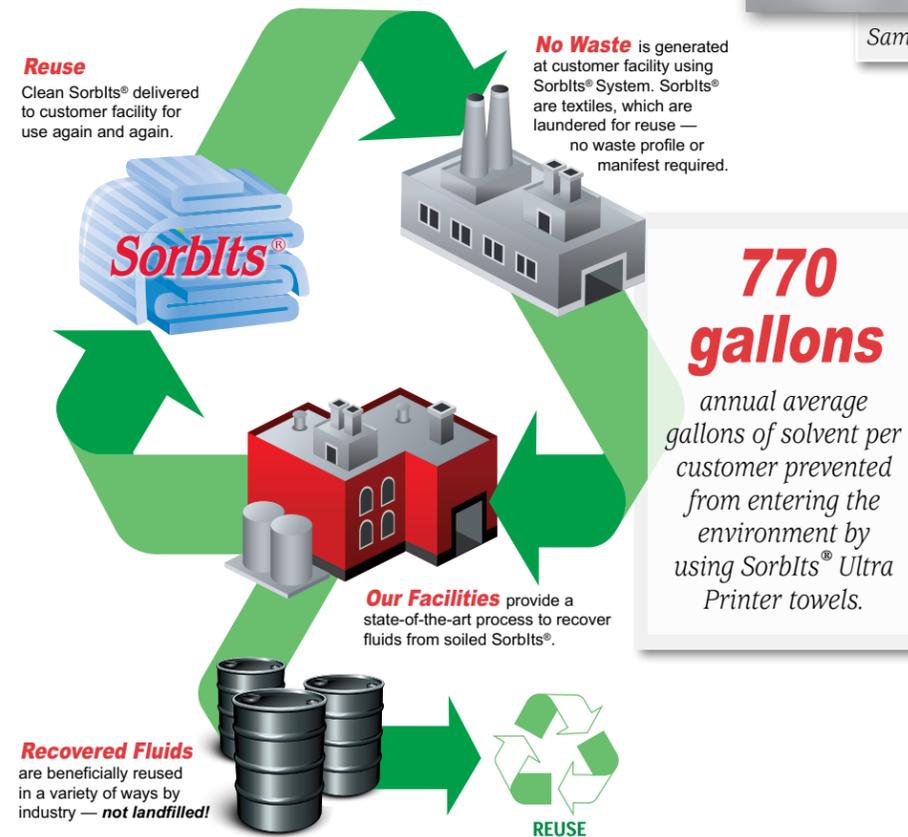
“ We have used ITU AbsorbTech for printer towels for many years and get excellent service. The program has assisted us with compliance and solvent recovery, and we like getting the certificate. Overall, ITU AbsorbTech does an excellent job. ”

Rob Huebner,
Pre-Press Manager,
American Packaging

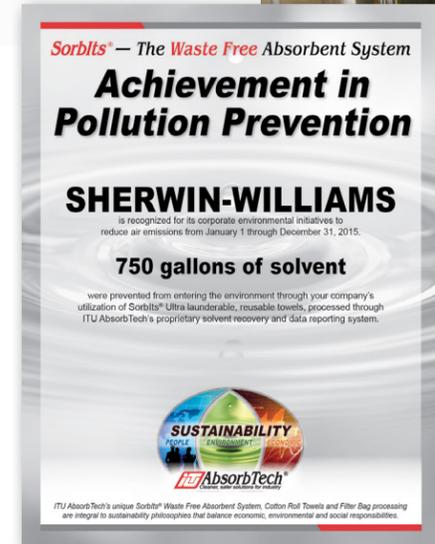
Solvent Recovery & Reporting

We understand that environmental reporting is important to many companys' sustainability initiatives. The use of Sorblits® Ultra Printer 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 and waste reduction certificates reinforce corporate sustainability.



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



Sample Certificate

Jodi,
Environmental Engineer

20 years
NEW BERLIN, WI





John,
Route
Manager

19 years
ELK GROVE VILLAGE, IL



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:
Sorbblts perform well. Very satisfied with quality and lack of foreign material in towels. [Service & Sales Rep] does a great job. Appreciate solvent reporting"

2. PRODUCTS

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

<input type="checkbox"/> Sorblits*	<input checked="" type="checkbox"/> Sorblits* Ultras	<input checked="" type="checkbox"/> Floor Protection	<input type="checkbox"/> Garment Program	<input type="checkbox"/> Direct Purchase
<input type="checkbox"/> Gloves	<input type="checkbox"/> Dust Control	<input type="checkbox"/> Filter Bags	<input type="checkbox"/> Washroom Services	<input type="checkbox"/> 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? 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?
put not at this time

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	

M. H. [Signature] 6/16/15 Date *Matt Kusznowski* ITU AbsorbTech Employee Signature 6/16/15 Date

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.

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.

ITU AbsorbTech
Cleaner, safer solutions for industry

Service Questions: (800) 787-2487
 Billing Questions: (262) 827-3600
 Fax: (262) 782-9630
 E-mail: ai@AbsorbTech.com

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

Bill to: ABC Printing
 123 N. 96th Ave.
 Milwaukee, WI

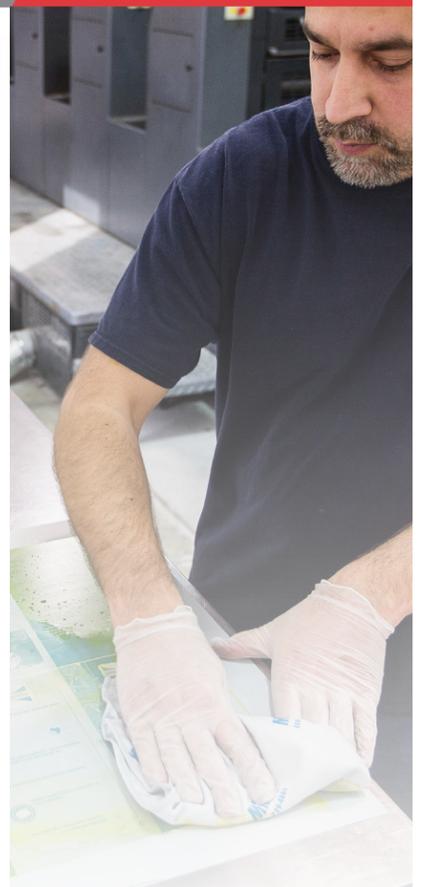
Ship to: ABC Printing
 123 N. 96th Ave.
 Milwaukee, WI

Account: 123456-001
 Route: 199 WE

Billing Type: CHG30 Delivery

FREQ	ITEM	DESCRIPTION	INVENTORY	UNIT PRICE	AMOUNT
F4	R123456	Sorbblts® Natural Mat 3' X 2'	60	\$XX.XX	\$XX.XX
F4	R123457	Sorbblts® Natural Mat 3' X 10'	20	\$XX.XX	\$XX.XX
F4	R223456	Sorbblts® SuperSock™ 3" x 56"	25	\$XX.XX	\$XX.XX
F4	R323456	Sorbblts® Quilted Pad, standard size	250	\$XX.XX	\$XX.XX
F4	R323457	Sorbblts® Ultra Printer Towel	900	\$XX.XX	\$XX.XX
F4	R423456	Sorbblts® Ultra Red Shop Towel	450	\$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



EPA Wiper Rule Compliance

In July 2013, the EPA modified the hazardous waste management regulations for solvent-contaminated wipes. The rule outlines new standards for storing, managing and transporting solvent-contaminated wipes.

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



“ 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 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 17 years

888-729-4884 or
CRC@ITUAbsorbTech.com

Rob,
District
Manager

25 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.

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

Family-Owned and Operated Since 1930

888-729-4884 ■ ITUAbsorbTech.com

Neenah, New Berlin, South Bend, and Titusville processing facilities registered to **ISO 14001:2004**.
South Bend processing facility also registered to **ISO 9001:2008**.