



Genuine Service Excellence Program Summary

August 2017
prepared for



WATRY INDUSTRIES LLC
a LIGON  company



Tom
District Manager
New Berlin, WI

Thank you for partnering with us

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

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 & President



David Leef
Owner & Vice President

Your Genuine Service Excellence Team



Tom Westrom
District Manager
TWestrom@ITUAbsorbTech.com
19 years at ITU AbsorbTech



Pete Hurley
Route Service & Sales Rep
PHurley@ITUAbsorbTech.com
10 years at ITU AbsorbTech



Icon marks customized program reporting prepared for your facility



Managed programs at Watry Industries

We have a long-standing tradition of delivering Genuine Service ExcellenceSM - 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.
- **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.

Solutions at Watry Industries

Standard Shop Towel



SorbIts® Natural Mats



SorbIts® SuperSocks™



SorbIts® SlipBusters®



Dust Mops



Cotton Roll Towels



The ITU AbsorbTech team that services Watry Industries is Genuine Service ExcellenceSM Certified.

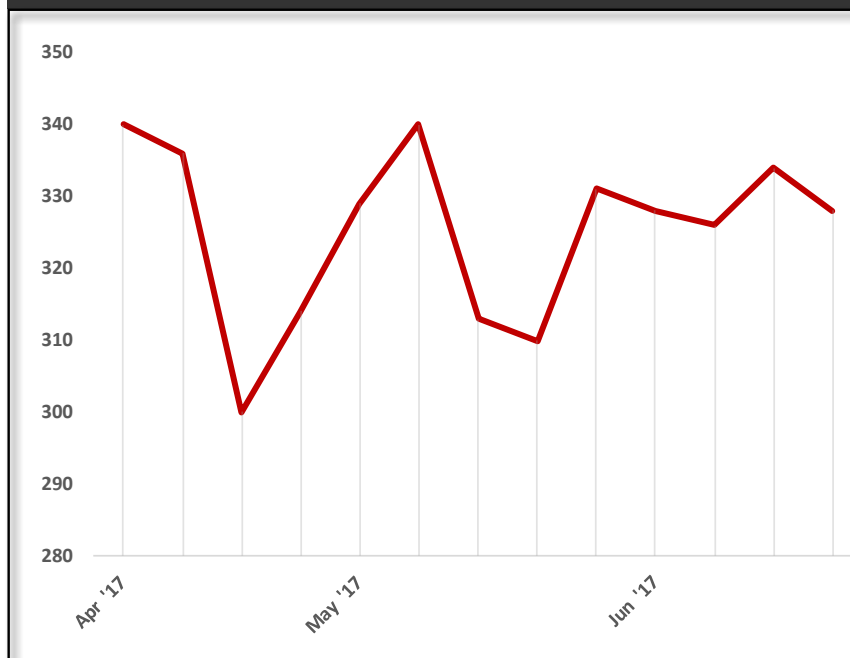
Proactive inventory management

We manage Watry Industries' 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 Watry Industries employee on a Customer Change Order.



Summary usage report
Sorblts® Standard Shop Towels at Watry Industries





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 hidden fees or surprises, no unauthorized inventory charges and no charge automatic replacement charges (can add up to over 7% of inventory with other programs). **And most importantly, we strive to be transparent with your program by providing reports to show you exactly what your program costs.**



Cost History Report Program costs at Watry Industries

Year	Qtr	Total Amount	Sorbites®	Sorbites® Ultras	Roll Towels	Uniforms	Misc ^a
2017	2	652	325	31	34	261	1
2017	1	669	371	31	34	233	0
2016	4	619	324	31	34	231	-1
2016	3	614	371	31	34	178	0
2016	2	550	319	30	34	167	0
2016	1	567	364	30	34	139	-1
2015	4	548	318	30	34	130	-1
2015	3	583	364	30	34	94	-1
2015	2	594	382	30	34	93	0
2015	1	679	476	30	35	94	0
2014	4	630	444	30	35	110	1
2014	3	555	398	29	32	95	-1
2014	2	570	451	24	24	69	0
2014	1	494	380	24	24	65	-1
2013	4	556	444	24	24	63	-1
2013	3	507	381	24	24	77	-1
2013	2	560	435	23	24	62	5
2013	1	492	363	24	23	59	8
2012	4	620	414	26	37	89	9
2012	3	555	334	26	47	63	9
2012	2	618	360	26	76	55	8
2012	1	554	308	24	73	51	9



Measuring our performance

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 Watry Industries.
- ✓ 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 Watry Industries' operational needs.
- ✓ Recommend inventory adjustments based on Watry Industries' current and projected business conditions.



Scott
General Manager
New Berlin, WI



Net Promoter Score for ITU AbsorbTech
(based on CQVR results)

Net Promoter Score - proven method companies worldwide use to measure and improve loyalty. A **69 out of 100** is considered exceptional.

Solid waste reduction

We understand that waste reduction is important to Watry Industries. Our programs have a measurable impact in pounds of solid waste eliminated from landfill. Through the use of Sorblts® Towels, Cottron Roll Towels, and Dust Mops, Watry Industries:

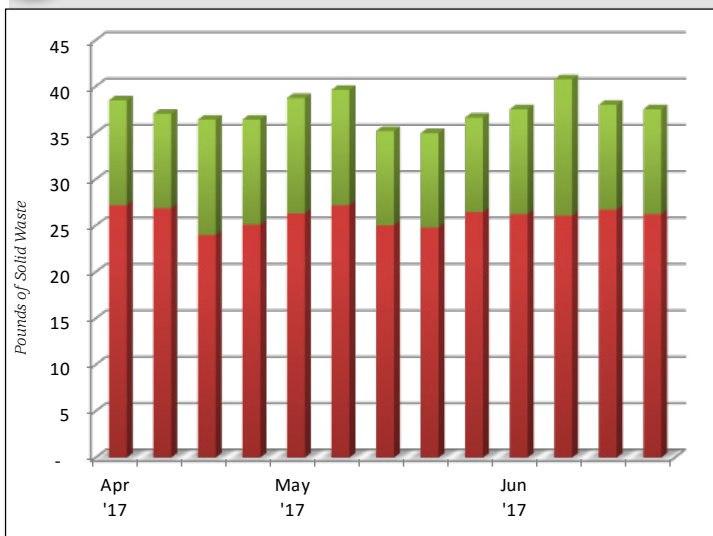
- Diverts non-hazardous fluids from landfills/sewers.
- Supports sustainability objectives (ISO 14001) by conserving water, air, and utilization of raw materials.
- Eliminates costly waste disposal, manifesting, incineration.



Our **Environmental Engineer, Jodi Drew**, is available for solid waste, solvent recovery & compliance questions.



Sustainability Impact of Sorblts® Towels and Cotton Roll Towels



Achievement in Waste Reduction

Sorblts®

WATRY INDUSTRIES

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

1,383 lbs. of industrial wiping towels

8,195 lbs. of waste oil absorbents

695 lbs. of restroom hand towels



AbsorbTech®
Cleaner, safer solutions for industry

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

Watry Industries' 2016
Waste Reduction Certificate

Customer Response Center



Val, Margaret & Carolyn
Customer Response Center Team

- Speak to a live, local person
- Empowered to answer questions and manage your requests quickly.
- 85% of all customer requests fulfilled immediately
- Available by phone at (888) 729-4884 or by email at CRC@ITUAbsorbTech.com

A Leader in the Industry

ITU AbsorbTech is locally, nationally and internationally recognized as a leader in safety, environmental and training.



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.



Jim & David Leef
Third Generation Owners



Customer Response Center (888) 729-4884
ITUAbsorbTech.com

All products processed in our ISO 14001:2004 registered facilities. Our South Bend, Ind., processing facility is also registered to ISO 9001:2008.