



Managed First Aid Programs

Delivered through Genuine Service ExcellenceSM

prepared for

KUKA



David
First Aid Specialist
Detroit, MI

Cleaner, safer solutions for industry



How our managed first aid program works

Our certified First Aid Specialists provide first aid cabinet restocking services and conduct regular, scheduled visits to ensure products are in-stock and up-to-date.

We are 100% committed to helping you comply with OSHA and ANSI first aid workplace requirements ensuring your first aid cabinets are always filled with what you need. We will only stock your cabinets with products that you authorize.

You will never be charged for our manage service visits. We deliver Genuine Service Excellence through straightforward, honest and reliable service.

ITU First Aid is the best choice:

- Regular four week scheduled visits
- ANSI & OSHA approved individual packaging
- Routine monitoring of expiration dates
- Organized cabinets
- Cabinets sanitized and disinfected during service visits



Dan

First Aid General Manager
New Berlin, WI



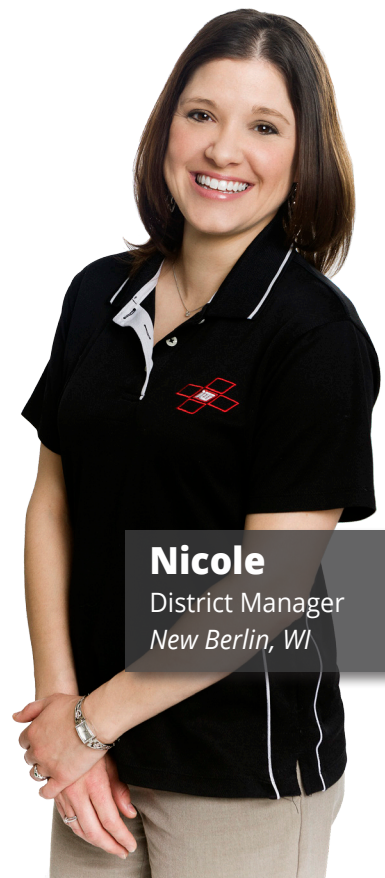
Our Promise



First Aid Program at KUKA Systems North America

Your dedicated ITU AbsorbTech First Aid Specialist will:

- ✓ **Install** → Install new first aid cabinets that meet ANSI/ISEA Z308.1-2005 requirements
- ✓ **Clean** → Check and clean first aid stations to ensure they function and comply with regulations
- ✓ **Update** → Remove and discard out-of-date products at all first aid stations
- ✓ **Replenish** → First aid station will be replenished on a regular bases with authorized products
- ✓ **Be Safe** → Comply with safety and personal protection equipment requirements while on site
- ✓ **Check In** → Meet with a designated employee each time first aid stations are serviced
- ✓ **Comply** → Ensure first aid stations meet ANSI's five major areas of first aid needs
- ✓ **Train** → Train employees on effective use of first aid products



Nicole
District Manager
New Berlin, WI



Program Improvements

First Aid Program at KUKA Systems North America

Issue

Over stuffing product in cabinet. Does not stick to original fill list.

Missing product in cabinet. Does not follow original fill list.

Dirty cabinets. Does not clean complete cabinet.

Unable to contact service representative, customer service.

Solution

Customized "First Aid Route Card" showing approved items and quantities.

Follow our "First Aid Route Card" showing items and quantities.

Clean and sanitize every cabinet, every time.

One Service Representative for all locations plus Customer Response Center.



First Aid Item List

First Aid Program at KUKA Systems North America

Item #	Product	Qty	Total Price
D700097	Refresh Eye Drops	5	\$4.95
D700015	Triangle Bandage	Each	\$3.95
D700016	7/8 X 3 Elastic Bandage	50	\$5.95
D700023	3/4 X 3 Plastic Bandage	100	\$6.95
D700036	Hydrocortisone	25	\$5.95
D700037	Tripple Antibiotic	25	\$5.95
D700031	Alcohol Swab	50	\$2.95
D700032	Antiseptic wipes	20	\$2.95
D700021	Finger Bandage	40	\$6.95
D700019	Knuckle Bandage	40	\$6.95
D700018	2 X 3 Patch Bandage	25	\$6.95
D700044	Antiseptic pump 3oz	Each	\$6.00
D700034	Hydrogen peroxide pump 3oz	Each	\$6.00

Item #	Product	Qty	Total Price
D700042	Burn Spray 3oz	Each	\$6.00
D700025	Butterfly Strip	16	\$3.95
D700035	Alcohol Spray 3oz	Each	\$6.00
D700039	Small Ice Pack	Each	\$2.00
D700040	Large Ice Pack	Each	\$2.95
D700052	Tri-cut Tape	Each	\$5.95
D700059	2" Gauze roll	Each	\$1.95
D700050	2 X 2 Gauze Pad	10	\$2.95
D700047	3 X 3 Gauze Pad	10	\$3.95
D700049	4 X 4 Gauze Pad	10	\$5.95
D700068	Tweezer	Each	\$1.00
D700071	Scissors	Each	\$2.95
D700095	Eye Wash, 4oz	Each	\$5.20
D700096	Eye Wash, 1oz	Each	\$3.95
D700953	Gloves	4 pair	\$4.95
D700239	CPR Shield	Each	\$11.35
D700109	BBP Kit	Each	\$25.95



StraightUp!TM Billing

EVERY
4
weeks

Service schedule for KUKA's First Aid program:

Our StraightUp!TM invoices are straightforward and easy to understand. StraightUp!TM 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.

- No** contracts
- No** service fees
- No** unauthorized charges

ITU AbsorbTech, Inc. - First Aid Division
2700 S.160th St, New Berlin, WI 53151

Packing Slip: MS0AAU001787

Item	Qty	Price	Ext Price
CAB01	1	\$0.00	\$0.00
SOUTH BUILDING			
D700124	1	\$12.95	\$12.95
ITU LENS CLEANING WIPES ANTISTATIC ANTIFOG - 100 CT			
D700037	1	\$5.95	\$5.95
A1048 - TRIPLE ANTI-BIOTIC OINTMENT - 25 CT			
D700019	1	\$6.95	\$6.95
A1024 - WOVEN FLECK KNUCKLE BANDAGE - 40 CT			
CAB01	1	\$0.00	\$0.00
BACK OF SHOP			
D700124	1	\$12.95	\$12.95



AI
First Aid Specialist
Detroit, MI

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.

Current results for all ITU AbsorbTech First Aid customers:



How likely are you to recommend ITU AbsorbTech to friends and colleagues?



How likely are you to continue using ITU AbsorbTech for your First Aid needs?

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



Tim
First Aid Specialist
Pulaski, PA



Val, Margaret & Carolyn
Customer Response Center Team

Customer Response Center

- 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.