



SorbIts®

Absorbents and Shop Towel Programs

Delivered through Genuine Service ExcellenceSM

prepared for



Mark

District Manager

12 years at ITU AbsorbTech

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

We service manufacturers with cleaner, safer solutions. Our dedicated service teams help customers realize significant savings through a program that fits budget and facility 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 our customers' safety requirements and take pride in our awards recognizing ITU AbsorbTech as a leader in safety.

GENUINE SERVICE
CERTIFIED
EXCELLENCE™



Dave
Strategic Account Manager
4 years at ITU AbsorbTech





SorbIts®

5 reasons to use Sorblts® & Ultras™

Pictured: Sorblts® SuperSocks™ and Sorblts® Natural Mats

SorbIts® & Ultras™ are professionally laundered for reuse



SorbIts® & Ultras™ are professionally laundered mats, socks, pads and towels to keep workplaces safe and support customers' 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** → Immediate & measurable impact in pounds of solid waste eliminated from customer facilities.
- 3 Quality** → Sorblts® & 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.



Sorblits®

Simple, hassle-free programs

Pictured: Ultra™ Red Shop Towels

How it works

A Genuine Service Excellence team will proactively monitor and manage the program completely.



Use Sorblits® Absorbents & Ultras™ Towels

Absorbs synthetic oils, hydraulic fluids, solvents, process fluids.



Get a custom waste reduction report

We quantify customers' waste reduction to showcase their environmental achievement.



We pick-up & deliver

We pick up soiled & deliver clean Sorblits® & Ultras™ to specific work stations or storage areas on a dependable schedule.



We manage inventory

We recommend adjustments up or down with written approval from the customer.



We recycle oils and solvents

Sorblits® & Ultras™ are cleaned at our ISO 14001 facilities and recovered oils are reused in industry.



Save time and money

Enjoy significant cost savings compared to alternatives & disposables.



Eliminate a solid waste stream



SorbIts® & Ultra™ are professionally laundered for reuse



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

- 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.



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

Achievement in Waste Reduction

SorbIts®

ABC MANUFACTURING

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 SorbIts® 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 wet mop heads

AbsorbTech®
Cleaner, safer solutions for industry



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

Sample Waste Reduction Certificate



Sorblts®

Reduce facility costs

Pictured: Sorblts® Natural Mat

Significant cost savings compared to alternatives



Customers save **15%-30%** over disposable absorbents & towels by switching to reusable program. Here's how:

- ✓ Sorblts® & Ultras™ last longer and absorb more than disposable absorbents.
- ✓ No disposal or incineration costs. Sorblts® & Ultras™ are professionally laundered for reuse.
- ✓ Sorblts® & 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 less product is needed to do the job. Sorblts® & Ultras™ are processed in our ISO 14001 certified facilities.
- ✓ We manage inventory to ensure customers 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.



Arvy
Route Service & Sales
29 years at ITU AbsorbTech

Customer Reviews



Customer Quality Visitation Reports

Customer Quality Visitation Reports (CQVRs) help facilitate a conversation about the program. We take the comments and ratings seriously in order to measure and track how our customers value our solutions and services.

Year-to-date company-wide results:



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



How likely are you to renew your service agreement with ITU AbsorbTech?

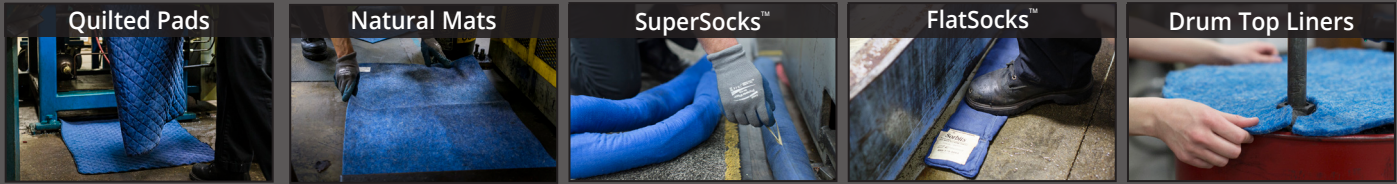
Net Promoter Score - a proven method companies worldwide use to measure & improve loyalty. Across industries, a **69 out of 100** is considered exceptional.



Scott
Corporate Sales Manager
31 years at ITU AbsorbTech

Compare our products, processing and service to alternatives. We are confident you'll find our programs the **best** in the industry.

Sorbblts® Absorbents



Sorbblts® Safety Mats



Ultra™ Towels



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

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.