

# Managed Sorblts<sup>®</sup> Programs

Delivered through  
Genuine Service Excellence<sup>SM</sup>



*prepared for*

**CATERPILLAR<sup>®</sup>**



*Jim & David  
Leef*

*Family-Owned and  
Operated Since 1930*

**AbsorbTech<sup>®</sup>**  
*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



Trina,  
Account  
Executive

1 year  
PIEDMONT, SC



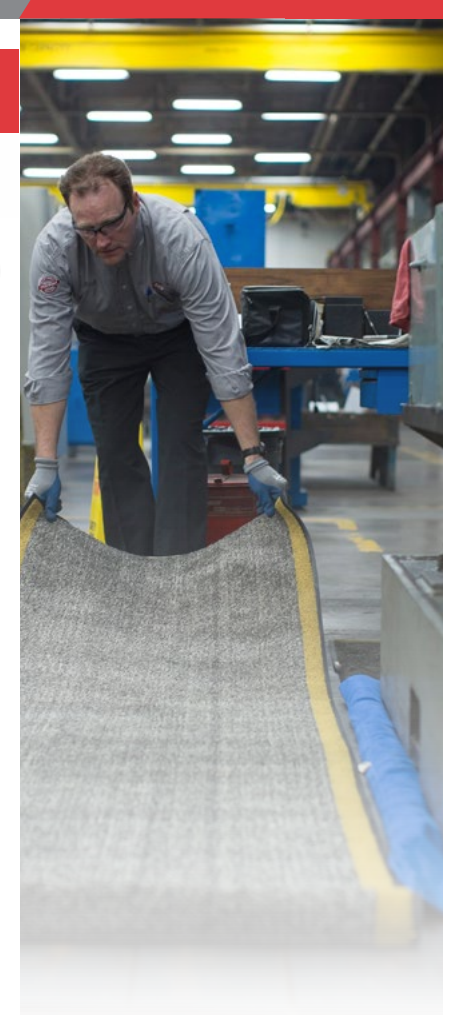
## Sorblts® - The Waste Free Absorbent System

### The Sorblts® Advantage

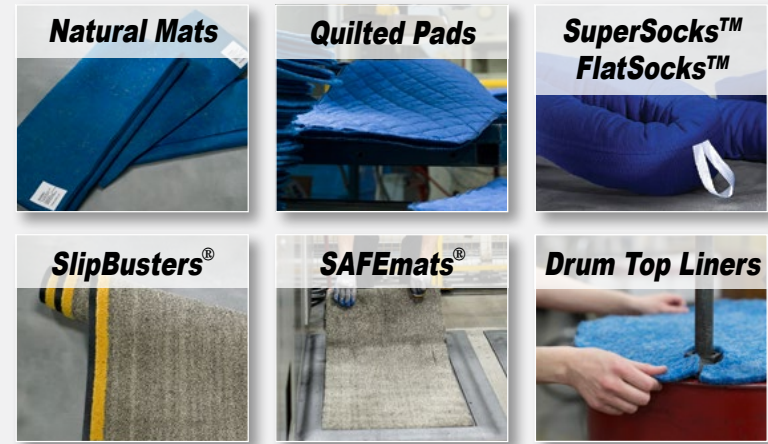
Sorblts® are launderable, reusable mats, socks and pads to keep your workplace safe and support your waste reduction goals.

# 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. In-house, proprietary process recovers fluids for use in industry and soiled product is laundered for reuse. Program supports 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.



#### Oil Absorbents



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

## Managed Sorblts® Program

### 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 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. See 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 cost review report for Caterpillar in Joliet, IL. We can compile information from various facilities and deliver a summary to the corporate level as needed.

Year	Qtr	Total Amount	Sorblts®	Misc*
2016	2	579	572	7
2016	1	589	582	7
2015	4	775	765	10
2015	3	515	507	8
2015	2	470	463	7
2015	1	73	73	0

Cost Review Report for Caterpillar in Joliet, IL (\$ 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

Solid waste stream elimination and environmental reporting is an important part of corporate sustainability initiatives. Sorblts® programs have a measurable impact in pounds of solid waste eliminated from landfill. Through the use of Sorblts®, Caterpillar can:

- 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.

Sorblts® — The Waste Free Absorbent System

### Achievement in Waste Reduction

#### CATERPILLAR

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**



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

#### Reuse

Clean Sorblts® delivered to customer facility for use again and again.

**No Waste** is generated at customer facility using Sorblts® System. Sorblts® are textiles, which are laundered for reuse — no waste profile or manifest required.



#### Recovered Fluids

are beneficially reused in a variety of ways by industry — **not landfilled!**

**Our Facilities** provide a state-of-the-art process to recover fluids from soiled Sorblts®.

**2,577 lbs.**  
average annual waste per customer diverted by using Sorblts® towels.

**2,646 lbs.**  
average annual waste per customer diverted by using Sorblts® floor absorbents.

2015 Waste Reduction Data



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

**Eric,**  
Regional  
District Manager

6 years  
PIEDMONT, SC





## 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

**CQVR for Caterpillar in Joliet, IL**

Account Name: Caterpillar  
 First Location: 12300 S. 22nd  
 Account Contact Name: SASON JONES Account Contact Email: vsj@cedulski.com  
 Route Service & Sales Rep: JDE KUMAR ITU AbsorbTech Employee: ASH CEBULSKI  
\*Include additional contact names and emails on reverse side

**1. CUSTOMER SERVICE**

How satisfied are you with... (Not At All Satisfied to Fully Satisfied)

Representatives' effectiveness	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: Worries See back

**2. PRODUCTS**

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

Sorblits®  Sorblits® Ultra  Floor Protection  Garment Program  Direct Purchase  
 Gloves  Dust Control  Filter Bags  Washroom Services  First Aid

How satisfied are you with... (Not At All Satisfied to Fully 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? (Not At All Likely to Fully Likely)

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?

\*Include improvements/actions needed on reverse side

**4. BUSINESS CLIMATE AT YOUR FACILITY**

Projected 3-month climate compared to previous 3 months... (Significantly Lower to 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

[Signature] 9/28/15 Ash Cebulski P-28-15  
 ITU AbsorbTech Employee Signature

Matt,  
Route  
Manager

3 years  
PIEDMONT, SC



# 100

Net Promoter Score for our services  
at Caterpillar in Joliet, IL

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) 767-2487  
 Billing Questions: (262) 627-3600  
 Fax: (262) 762-9900  
 E-mail: [ar@AbsorbTech.com](mailto:ar@AbsorbTech.com)

Invoice #: 74155723  
 Invoice Date: 12/04/2014  
 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: 123456-001  
 Route: 199 WE  
 Billing Type: CHG30 Delivery

FREQ	ITEM	DESCRIPTION	INVENTORY	UNIT PRICE	AMOUNT
F4	R123456	Sorblits® Natural Mat 3' X 2'	60	\$XX.XX	\$XX.XX
F4	R123457	Sorblits® Natural Mat 3' X 10'	20	\$XX.XX	\$XX.XX
F4	R223456	Sorblits® SuperSock™ 3" x 56"	25	\$XX.XX	\$XX.XX
F4	R323456	Sorblits® Quilted Pad, standard size	250	\$XX.XX	\$XX.XX
F4	R323457	Sorblits® Quilted Pad, x-large size	90	\$XX.XX	\$XX.XX
F4	R423456	Sorblits® 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

Jason,  
Route Service &  
Sales Representative

2 years  
PIEDMONT, SC



### \$ Sorblits® Savings Calculator

Try our Sorblits® Savings Calculator to see how much money and waste you can save by switching from disposable absorbents to The Sorblits® System



“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 18 years

888-729-4884 or  
[CRC@ITUAbsorbTech.com](mailto:CRC@ITUAbsorbTech.com)

Scott,  
Regional  
Sales Manager

3 years  
PIEDMONT, SC



## 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](mailto:CRC@ITUAbsorbTech.com) to get started today.

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

*Family-Owned and Operated Since 1930*

888-729-4884 ■ [ITUAbsorbTech.com](http://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**.