



Genuine Service Excellence Program Summary

March 2017
prepared for

Hagemeyer - Crown Equipment



Matt
District Manager
Piedmont, SC

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



Matt Daly
District Manager
MDaly@ITUAbsorbTech.com
4 years at ITU AbsorbTech



Eric Martin
General Manager
EMartin@ITUAbsorbTech.com
7 years at ITU AbsorbTech



John Roy
Route Service & Sales Rep
JRoy@ITUAbsorbTech.com
9 years at ITU AbsorbTech



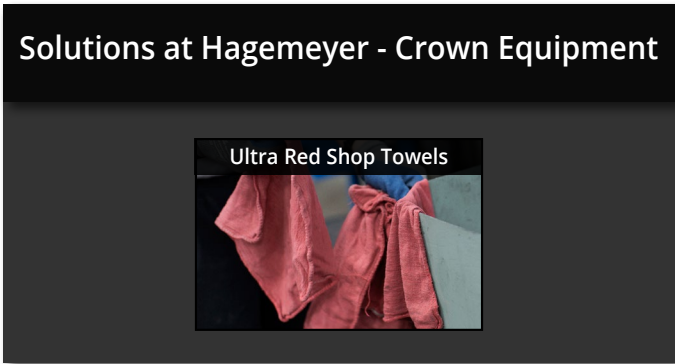
Icon marks customized program reporting prepared for your facility



Managed programs at Hagemeyer - Crown Equipment

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.



The ITU AbsorbTech team that services Hagemeyer - Crown Equipment is Genuine Service ExcellenceSM Certified.

Proactive inventory management

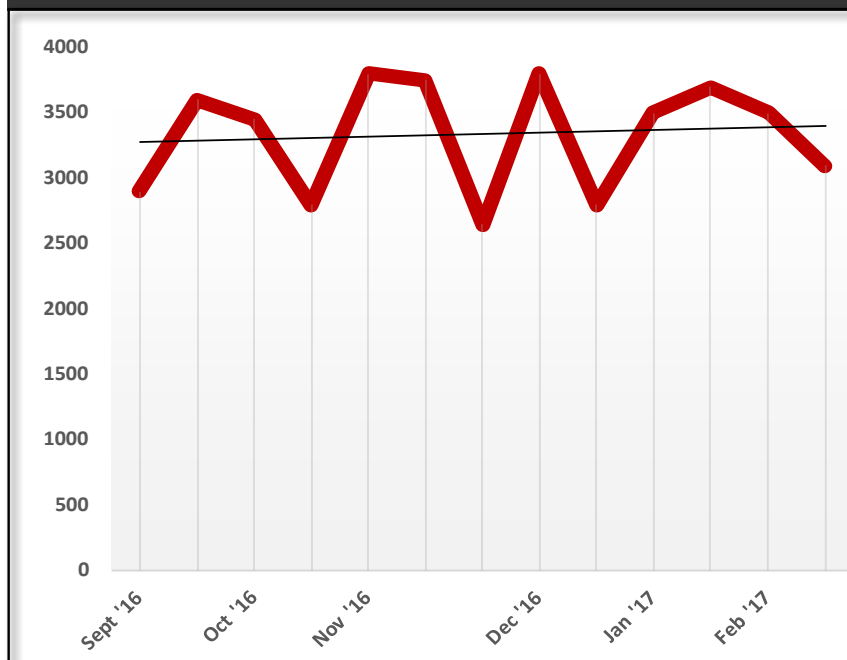
We manage Hagemeyer - Crown Equipment's inventory to ensure that product usage and inventory match current needs. We adjust inventory to match calendar and corporate seasonal adjustments to your program throughout the year, if necessary.

All adjustments made to inventory are authorized in writing by an authorized Hagemeyer - Crown Equipment employee on a Customer Change Order.



Summary usage report

Sorbblts® Ultra Red Shop Towels at Hagemeyer - Crown Equipment





StraightUp!™ Billing

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 Hagemeyer - Crown Equipment

Year	Qtr	Total Amount	Sorblits® Ultras
2016	4	253	253
2016	3	217	217
2016	2	253	253
2016	1	217	217
2015	4	253	253
2015	3	217	217
2015	2	253	253
2015	1	217	217
2014	4	235	235
2014	3	253	253
2014	2	239	239
2014	1	217	217
2013	4	174	174
2013	3	202	202
2013	2	58	58



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 Hagemeyer - Crown Equipment.
- ✓ 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 Hagemeyer - Crown Equipment's operational needs.
- ✓ Recommend inventory adjustments based on Hagemeyer - Crown Equipment's current and projected business conditions.



Anthony
Production Supervisor
Piedmont, SC



Net Promoter Score for ITU AbsorbTech's products and services at Hagemeyer - Crown Equipment *(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 Hagemeyer - Crown Equipment. Our programs have a measurable impact in pounds of solid waste eliminated from landfill. Through the use of Sorblits® Towels, Hagemeyer - Crown Equipment:

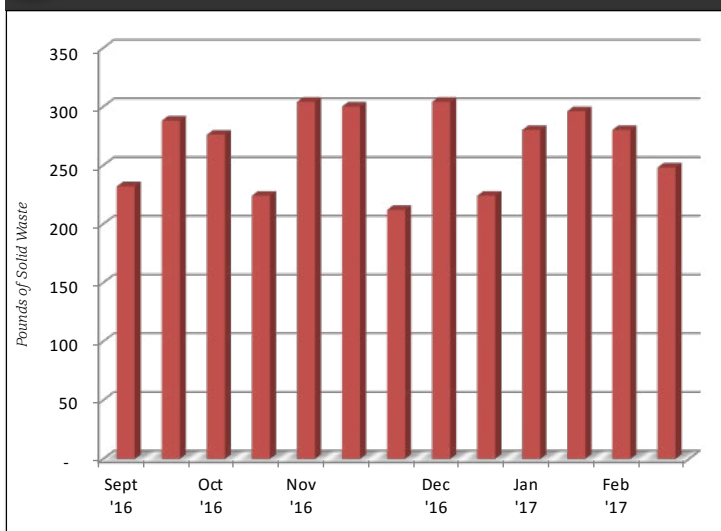
- Diverts non-hazardous fluids from landfills/sewers.
- Supports sustainability objectives (ISO 14001) by conserving water, air, and utilization of raw materials.
- Eliminates costly waste disposal, manifesting, incineration.



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



Waste reduction report
Sorblits® Towels



Achievement in Waste Reduction

Sorblits®

HAGEMEYER - CROWN EQUIPMENT

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 Sorblits® System including launderable, reusable textiles and managed service programs, your company eliminated the following solid waste

7,288 lbs. of industrial wiping towels



AbsorbTech®
Cleaner, safer solutions for industry

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

Hagemeyer - Crown Equipment's
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.