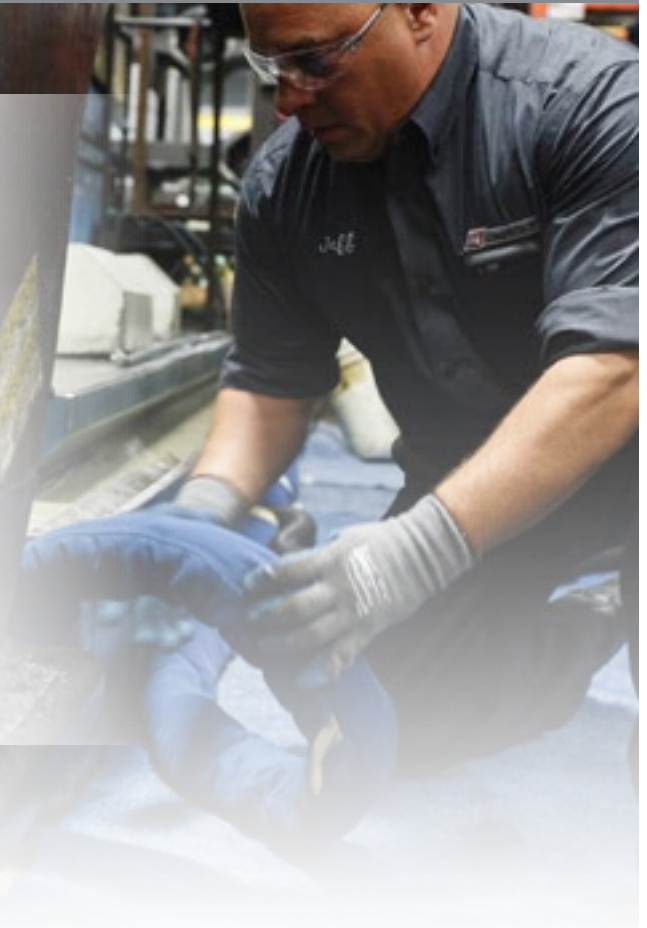


# Managed Sorblits® Programs

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



*prepared for*



*Jim & David  
Leef*

*Family-Owned and  
Operated Since 1930*

 **AbsorbTech**®  
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.

**Jena,**  
Account  
Executive

3 years  
NEW BERLIN, WI



## Recent Awards and Recognition



## Our Sustainability Philosophy

We define our sustainability as long-term prosperity for our people, customers, communities and company delivered through Genuine Service Excellence.

We believe the foundation of sustainability success comes from the inside out. Below is a summary of our sustainability model.



### Environment

- Our Neenah, Wis.; New Berlin, Wis.; South Bend, Ind.; and Titusville, Penn.; processing facilities are registered to ISO 14001:2004. Our South Bend, Ind.; processing facility is also registered to ISO 9001:2008.
- We utilize advanced processing systems for wastewater, VOC emissions and other environmental controls.
- We strive to increase the life of our textiles and drive down consumption of energy, water and packaging. Our water conservation efforts have reduced water use by up to 60%.
- We employ a patented environmental process to recover, measure, and beneficially reuse waste and solvents from the products at our customers' facilities.

### People & Safety

- We strive to maintain a best-in-class workplace safety environment as evidenced by our low MOD rate of .65 (2016). Our injury rate is half the industry average.
- ITU AbsorbTech has a long-standing, charitable relationship with the Juvenile Diabetes Research Foundation and a variety of other charitable organizations.

### Economic

- We employ conservative practices that position us to weather economic changes ... a philosophy that ITU AbsorbTech has carried over since 1930 and four generations of family ownership.
- 5S and lean events throughout the company help to improve safety and lower operating costs. All employees are trained at making bottom line contributions to the business.
- We continue to develop new technologies to meet the changing needs of our customers at the lowest overall cost.



**Jerry,**  
Corporate  
Safety Manager

20 years  
NEW BERLIN, WI



# 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. Our in-house, proprietary process recovers fluids for use in industry and soiled product is laundered for reuse. Sorblts® programs support 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.



“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.”

**Jack Hill,**  
Manager,  
Consolidated Container

## Oil Absorbents

**Natural Mats**



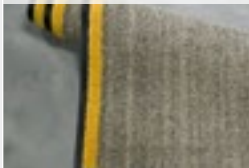
**Quilted Pads**



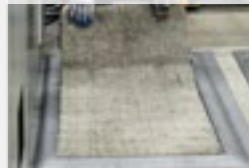
**SuperSocks™  
FlatSocks™**



**SlipBusters®**



**SAFEmats®**



**Drum Top Liners**



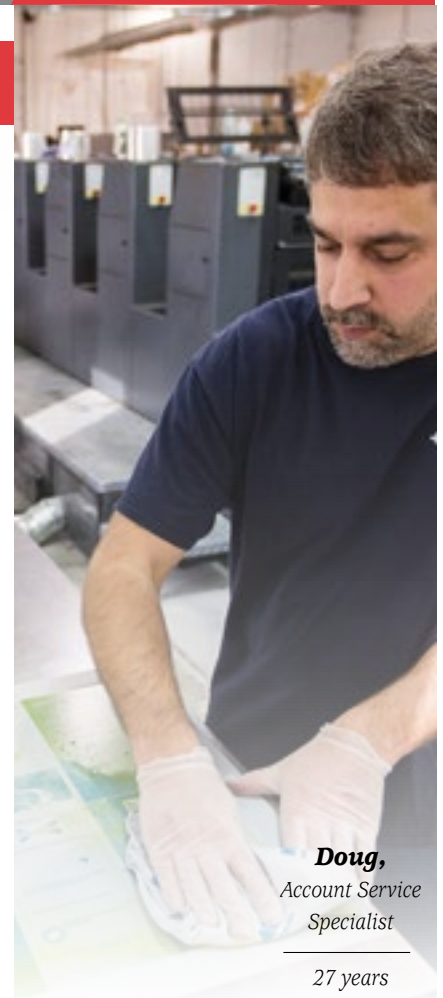
## SorbIts® Ultra Printer Towels

### The Better Choice for the Printing Industry

SorbIts® Ultra Printer Towels are thicker, softer, highly absorbent and very low linting which makes them the perfect towel for graphics applications such as screens, beds and rollers on presses. Our state-of-the-art laundering and unparalleled quality standards ensure a cleaner, more absorbent towel.

Compare our towels to alternatives. We are confident you'll find them the best in the industry:

- **Feel** - Our towels are thicker, stronger and softer than industry standard. They are free of ink and solvent deposits.
- **Wick** - Our towels absorb 50% faster than the industry standard and hold more ink and solvent - a clear indication of a cleaner towel.
- **Smell** - Take a sniff. Our towels simply smell cleaner.
- **Rub** - Rub a piece of white paper with our towel - it doesn't leave residue.
- **Shake** - Shake our towel to check for lint or other fine particles. Our dual tumbling and cleaning process removes lint.



**Doug,**  
Account Service  
Specialist

27 years  
NEW BERLIN, WI



### Printer Towels

**Ultra Printer**



**Ultra Lint Free**



**Mirus™**



*“My previous supplier was inconsistent, the towels occasionally had foreign matter and the overall quality was poor. I thought this was industry standard until I switched to ITU AbsorbTech. I strongly recommend ITU AbsorbTech as a supplier of superior printer towels.”*

**Tom Leonard**  
Press Room Manager,  
National Publishing





# Managed SorblIts® and SorblIts® Ultra Programs

## How it works

Your Genuine Service Excellence team will monitor your inventory, monitor your budget and manage your program completely.

- **Delivery** - Clean SorblIts® are delivered to your facility for use again and again. No waste is generated at your facility using the SorblIts® System.
- **Pick-up and Laundering** - We pick up soiled SorblIts® from your facility and launder them. Fluids recovered from soiled SorblIts® 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 and gallons of solvent 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 page 7/8.

## 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 Ampac in Hanover Park, IL. We can compile information from various facilities and deliver a summary to the corporate level as needed.

*Before switching to SorblIts®, we were using SpeedyDry and the product was hard to clean up and dispose of. I like how simple the process is with ITU AbsorbTech's SorblIts® System. They pick up and drop off so we always have clean absorbents and shop towels.*

**Bill Evans,**  
Customer Support Manager,  
Vantage Equipment, LLC

Year	Qtr	Total Amount	SorblIts® Ultras	SorblIts® Ultra Printers	Misc*
2016	3	231	1	226	4
2016	2	299	1	293	5
2016	1	226	1	220	5
2015	4	257	2	250	5
2015	3	212	1	206	5
2015	2	242	2	235	5
2015	1	208	1	202	5
2014	4	242	2	235	5
2014	3	386	2	379	5
2014	2	270	1	265	4

Cost Review Report for Ampac in Hanover Park, IL (\$ avg/week)

# Customer Quality Visitation Reports

Customer Quality Visitation Reports (CQVRs) help facilitate a conversation about your program. We take 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



**Nick,**  
Account Executive

4 years  
PHILADELPHIA, PA



## CQVR for Ampac in Hanover Park, IL

Name Contact Name: Alan Young Account Contact Email: alan.young@ampac.com  
 Facility Name: Shawna Station ITU Account/Trade Employee: C. Johnson

*Include additional contact names and emails on reverse side*

### CUSTOMER SERVICE

How satisfied are you with ...

	1	2	3	4	5	6	7	8	9	10	N/A	
Representatives' Professionalism, Communication, Responsiveness												10 N/A
Customer Response Center												10 N/A
Delivery timeliness												10 N/A
Invoicing Systems?												10 N/A

Improvements/Actions Needed:  
Shawna is great!

### PRODUCTS

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

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

How satisfied are you with ...

	1	2	3	4	5	6	7	8	9	10	N/A	
Product Performance?												10 N/A
Current Quantities?												10 N/A

Include improvements/actions needed on reverse side  
Note Rate 10 because we're proactive w/ product    See back page

### OVERALL PERFORMANCE

How likely are you to recommend to friends and colleagues? 10 N/A  
 How likely are you to renew the service agreement? 10 N/A  
 How would you rate our overall performance? 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*

### BUSINESS CLIMATE AT YOUR FACILITY

Projected 3-month climate compared to previous 3 months ...

	1	2	3	4	5	6	7	8	9	10	N/A	
Order Volume												10 N/A
Production Hours												10 N/A
Employment												10 N/A

Customer Signature: Alan Young Date: 8/9/16  
 Account Executive: Cassidy [Signature] Date: 8/19/16

# 100

Net Promoter Score for  
our services at Ampac in  
Hanover Park, IL

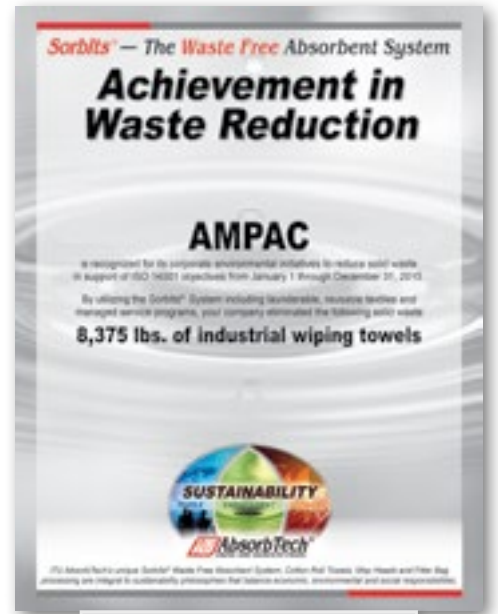
Net Promoter Score (NPS) is a proven method utilized by companies worldwide for measuring and improving loyalty. Across industries, a score of 69% is considered exceptional.



## Solid Waste Stream Elimination

The use of Sorblits® will have an immediate and measurable impact in pounds of solid waste eliminated from landfill. Sorblits® absorbents and towels will benefit Prolamina by:

- Diverting tons of non-hazardous fluids from landfills and the sewer system annually.
- Supporting ISO 14001 and other sustainability objectives by conserving water, air, and utilization of raw materials.
- Eliminating the need for costly solid waste disposal, manifesting and incineration.



2015 Waste Reduction Certificate for Ampac in Hanover Park, IL

**Dan,**  
District  
Manager

27 years  
NEW BERLIN, WI



### Reuse

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



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

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

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



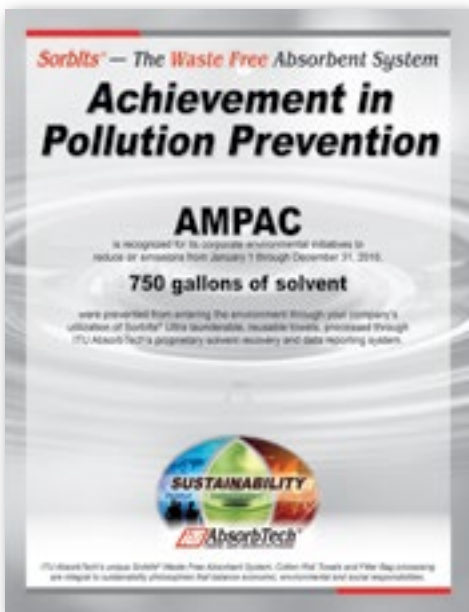
Our commitment to uncompromising operator safety, environmental stewardship, and exceptional products and services through consistent training, process control and quality standards.



# Solvent Recovery & Reporting

We understand that environmental reporting is an important part of corporate sustainability initiatives. The use of Sorblts® Ultra towels will significantly enhance efforts to decrease your environmental impact. We support your initiatives by measuring and reporting solvent recovery data.

- Solvent recovery reports assist with EPA, OSHA, SARA, Title V and POTW reporting and ISO 14001 objectives
- Reduce waste liability
- Solvent recovery certificates reinforce corporate sustainability efforts



Sample Certificate

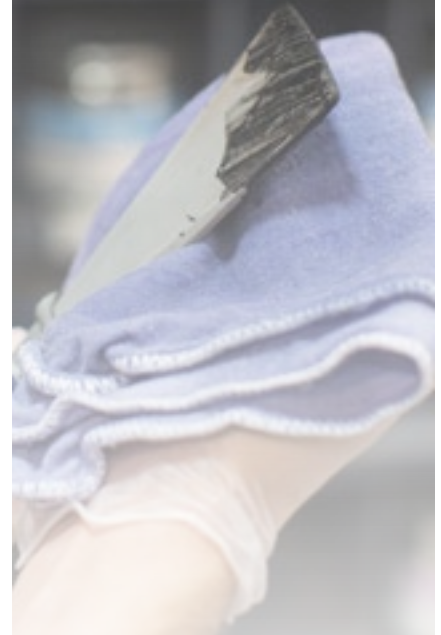
**AbsorbTech®**  
 solvent-recovery solutions for industry

**Solvent Recovery**

HeadTech, LLC  
 Customer Response Center  
 Email: [cust@absorbtech.com](mailto:cust@absorbtech.com)  
 Phone: 800.767.2467  
 Fax: 878.271.0300

**SAMPLE**

Month	Product	Date	Gal.	Gallons of Solvent
January 2014	Log Post Sorblts® Ultra	01/02/2014	21,073.0	5.6
		01/09/2014	20,546.0	6.0
		01/16/2014	20,020.0	7.7
		01/23/2014	19,504.0	5.2
			19,000.0	36.5
	<b>SUMMARY/TOTAL:</b>		200,789.0	61.0
February 2014	Log Post Sorblts® Ultra	02/06/2014	75,000.0	20.0
		02/13/2014	7.0	0.0
		02/20/2014	70,000.0	16.0
		02/27/2014	60,000.0	18.4
	<b>SUMMARY/TOTAL:</b>		215,007.0	67.1
March 2014	Log Post Sorblts® Ultra	03/06/2014	60,000.0	17.4
		03/13/2014	20,100.0	7.4
		03/20/2014	16,000.0	5.2
		03/27/2014	20,210.0	7.8
	<b>SUMMARY/TOTAL:</b>		146,310.0	57.8
	<b>TOTAL SUMMARY:</b>		562,417.0	196.9

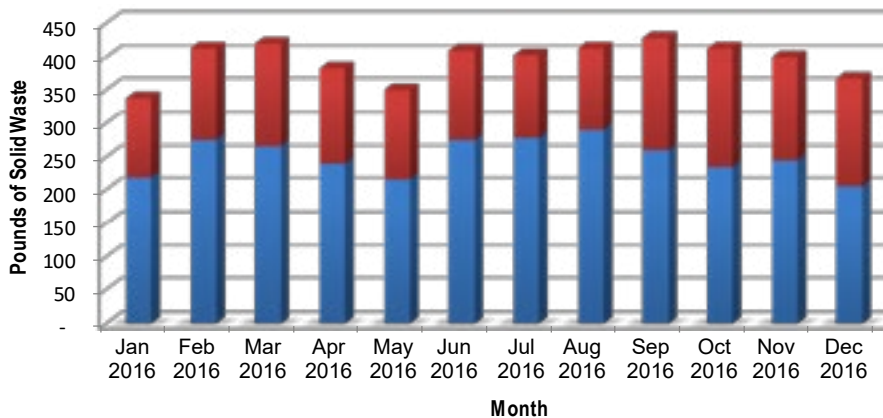


“ We have used ITU AbsorbTech for printer towels for many years and get excellent service. The program has assisted us with compliance and solvent recovery, and we like getting the certificate. Overall, ITU AbsorbTech does an excellent job.”

**Rob Huebner,**  
 Pre-Press Manager,  
 American Packaging

## Sustainability Impact of Sorblts® and Sorblts® Ultra Towels

(Sample Data)



Sorblts® Oil Absorbents

Sorblts® Ultra Towels

## EPA Wiper Rule Compliance

In July 2013, the EPA issued a final rule that modified the hazardous waste management regulations for solvent-contaminated wipes. The Wiper Rule outlines new standards for how to store, manage and transport solvent-contaminated wipes. ITU AbsorbTech assists its customers in complying with this rule by:

- Providing removable labels for customers to place on transportation containers for solvent-contaminated wipes.
- Making changes to storage containers to ensure they are sealed and labeled according to the new standard.
- Implementing strict checks, as no free liquids can be accepted for transportation.
- Providing contact information for Jodi Drew, our full time Environmental Engineer, as a resource for compliance questions.

**Jodi,**  
Environmental  
Engineer

21 years  
NEW BERLIN, WI



*For more information  
about the new wiper rule  
and how ITU AbsorbTech  
assists customers with  
compliance, scan below:*



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

# 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.



Service Questions: (202) 743-2467  
 Billing Questions: (202) 827-5802  
 Fax: (202) 743-9830  
 E-mail: [info@AbsorbTech.com](mailto:info@AbsorbTech.com)

Invoice #: 74155723  
 Invoice Date: 01/27/2015  
 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 Billing Type CHG30 Delivery  
 Route 199 WE

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

SUBTOTAL: \$XX.XX      SALES TAX: \$0.00      PAY THIS AMOUNT: \$XX.XX



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



**ITUAbsorbTech.com/  
SavingsCalculator**

*“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

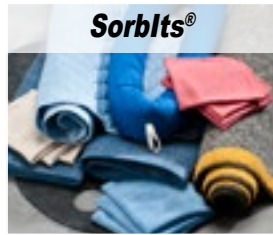
Matt,  
District  
Manager

6 years  
PHILADELPHIA, PA



## 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 to get started today.



Family-Owned and Operated Since 1930

888-729-4884 ■ 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.