

# Managed Sorblts® 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.

## Recent Awards and Recognition



**Alaina,**  
Account  
Executive

2 years  
SOUTH BEND, IN



# Sorblts® - The Waste Free Absorbent System

## The Sorblts® Advantage

Sorblts® are launderable, reusable mats, socks, pads and towels 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

**Natural Mats**



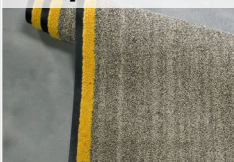
**Quilted Pads**



**SuperSocks™  
FlatSocks™**



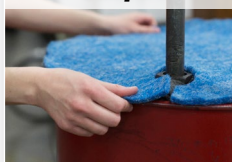
**SlipBusters®**



**SAFEmats®**

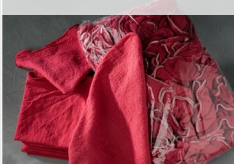


**Drum Top Liners**

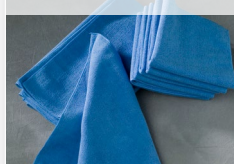


### Towels

**Ultra Red**



**Ultra HiTech**



**Ultra Lint Free**



“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

Before switching to Sorblts®, 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 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

**Doug,**  
Regional Sales  
Manager

9 Years  
SOUTH BEND, IN



## 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 Manchester Tank & Equipment Co. in Elkhart, IN.** We can compile information from various facilities and deliver a summary to the corporate level as needed.

Year	Qtr	Total Amount	Sorblts®	Misc*
2016	3	203	199	4
2016	2	209	205	4
2016	1	229	226	3
2015	4	271	266	5
2015	3	203	199	4
2015	2	203	199	4
2015	1	201	197	4
2014	4	244	240	4
2014	3	197	194	3
2014	2	197	194	3
2014	1	252	247	5
2013	4	180	176	4
2013	3	180	176	4
2013	2	157	153	4
2013	1	99	95	4

Cost Review Report from Manchester Tank & Equipment Co. in Elkhart, IN(\$ avg/week)

# 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®, Manchester Tank & Equipment Co. 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

### MANCHESTER TANK & EQUIPMENT CO.

is recognized for its corporate environmental initiatives to reduce solid waste in support of ISO 14001 objectives from January 1 through December 31, 2015.

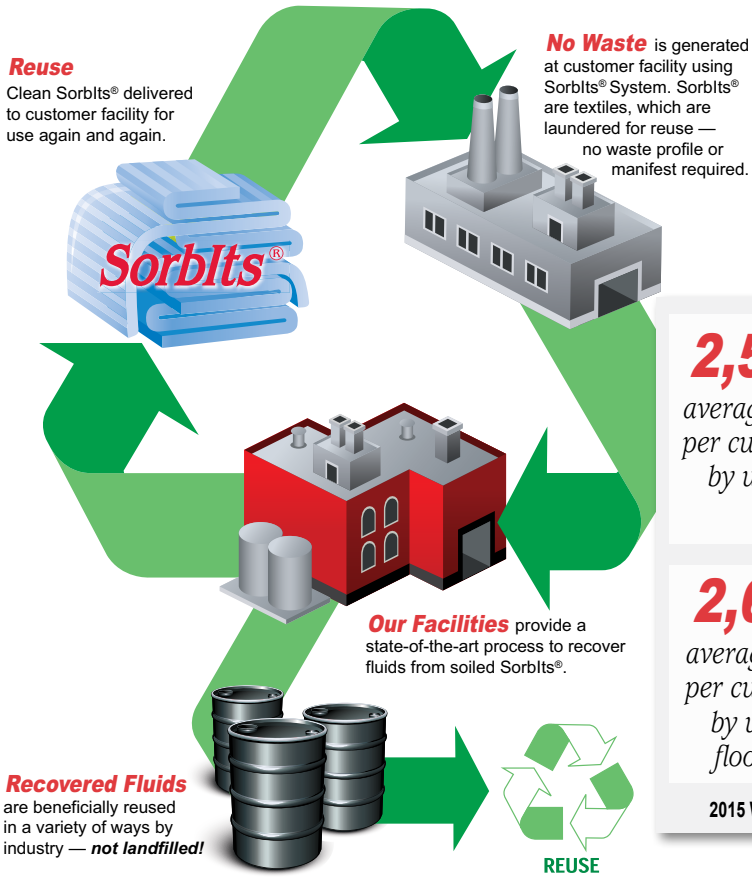
By utilizing the Sorblts® System including launderable, reusable textiles and managed service programs, your company eliminated the following solid waste

**2,157 lbs. of waste oil absorbents**



ITJ AbsorbTech's unique Sorblts® Waste Free Absorbent System, Cotton Roll Towels, Map Heads and Filter Bag processing are integral to sustainability philosophies that balance economic, environmental and social responsibilities.

2015 Waste Reduction certificate for Manchester Tank & Equipment Co. in Elkhart, IN



**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



**Jodi,**  
Environmental Engineer

21 years  
NEW BERLIN, WI

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

# 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 Manchester Tank & Equipment Co. in Elkhart, IN

First Location # 726333-001 City Elkhart State IN  
 Account Contact Name\* Steve V. Probert Account Contact Email\* STEVEVPROBERT@manhtank.co  
 Route Service & Sales Rep. WMI T Weise ITU AbsorbTech Employee Mark Marshall  
 \*Include additional contact names and emails on reverse side

### 1. CUSTOMER SERVICE

How satisfied are you with ...

	Not At All Satisfied								Extremely Satisfied		
	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 System?										10	N/A

Improvements/Actions Needed:

### 2. PRODUCTS

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

- Sorbites\*   
  Sorbites\* Ultras   
  Floor Protection   
  Garment Program   
  Direct Purchase  
 Gloves   
  Dust Control   
  Filter Bags   
  Washroom Services   
  First Aid

How satisfied are you with ...

	Not At All Satisfied								Extremely Satisfied		
	1	2	3	4	5	6	7	8	9	10	N/A
Product Performance?										9	N/A
Current Quantities?										10	N/A

Include improvements/actions needed on reverse side

### 3. OVERALL PERFORMANCE

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				About the Same				Significantly Higher			
	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 [Signature] Date 6/10/16 ITU AbsorbTech Employee Signature [Signature] Date 10 Jun 16

# 100

Net Promoter Score for our services at Manchester Tank & Equipment co. in Elkhart, IN

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.

**Randy,**  
Route  
Manager

5 Years  
GREENSBURG, IN



## 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: (800) 767-2467  
Billing Questions: (262) 827-3600  
Fax: (262) 782-8930  
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

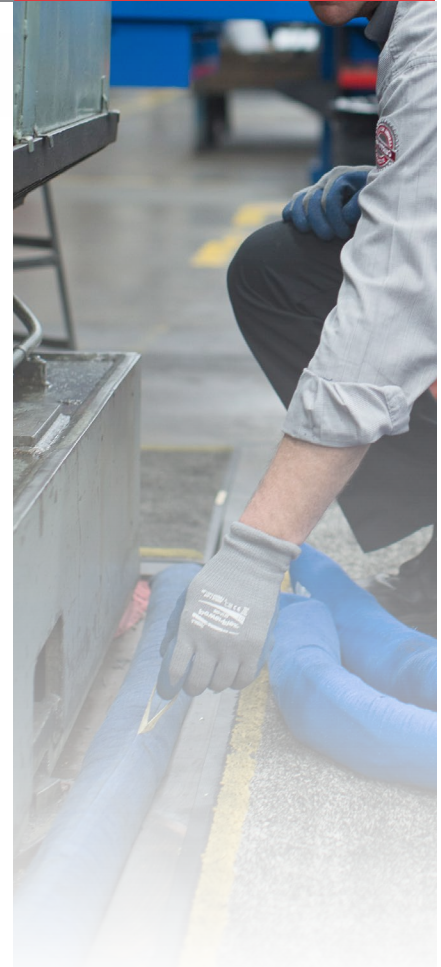
Account 123456-001 Billing Type CHG30 Delivery  
Route 199 WE

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

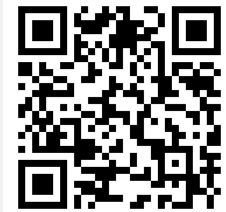
“ ITU AbsorbTech offers a program called StraightUp!™ pricing. We had in the past a national account. We kept seeing surprises on our invoices. Every month it would vary. With the agreed upon price at ITU AbsorbTech, those prices were honored, and that's what we like about ITU AbsorbTech.”

**Paul Brockert,**  
Monona Plumbing and Fire Protection



### Sorblts® Savings Calculator

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



**ITUAbsorbTech.com/  
SavingsCalculator**

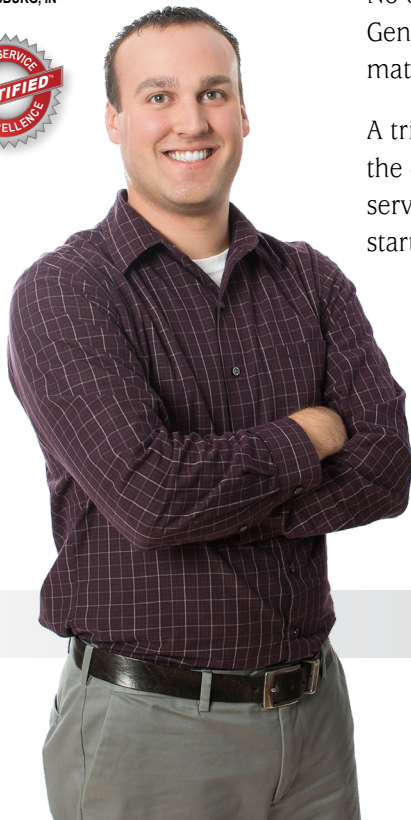
## Our Customer Response Center

- 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

Dan,  
District  
Manager

9 years  
GREENSBURG, IN



## 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**.