



Genuine Service Excellence Program Summary

Prepared in October 2016

prepared for



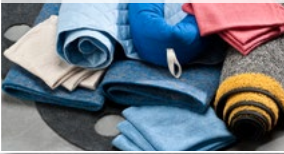
*Jim & David
Leef*

*Family-Owned and
Operated Since 1930*



Solutions at
**American
Packaging Corp.**

Sorblts®



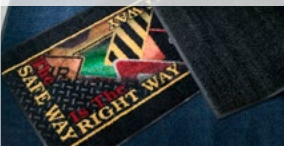
Sorblts® Ultra Printer



Dust Mops



Floor Mats



Garments



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 and President

David Leef
Owner and Vice President

Family owned and operated since 1930

ITU AbsorbTech is owned and operated by the Leef family, now in its fourth generation of ownership. Brothers Jim and David Leef are committed to delivering superior service, obtaining the newest technologies, and remaining active in the community. Our environmentally preferred services include mats, garments, absorbents, towels, mops, gloves and first aid.



Icon marks members of the Genuine Service Excellence™ Team that services American Packaging Corporation.



Icon marks customized program reporting prepared for American Packaging Corporation.

Managed Programs at American Packaging Corporation

Exceptional people dedicated to you

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.



The ITU AbsorbTech team that services American Packaging Corporation is Genuine Service ExcellenceSM Certified.

- **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.*



Chris,
District
Manager

36 years
MADISON, WI



To become certified, our employees invest over 30 hours of training and professional development through AbsorbU, our award-winning training program.



Proactive Inventory Management

We manage American Packaging Corporation'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.

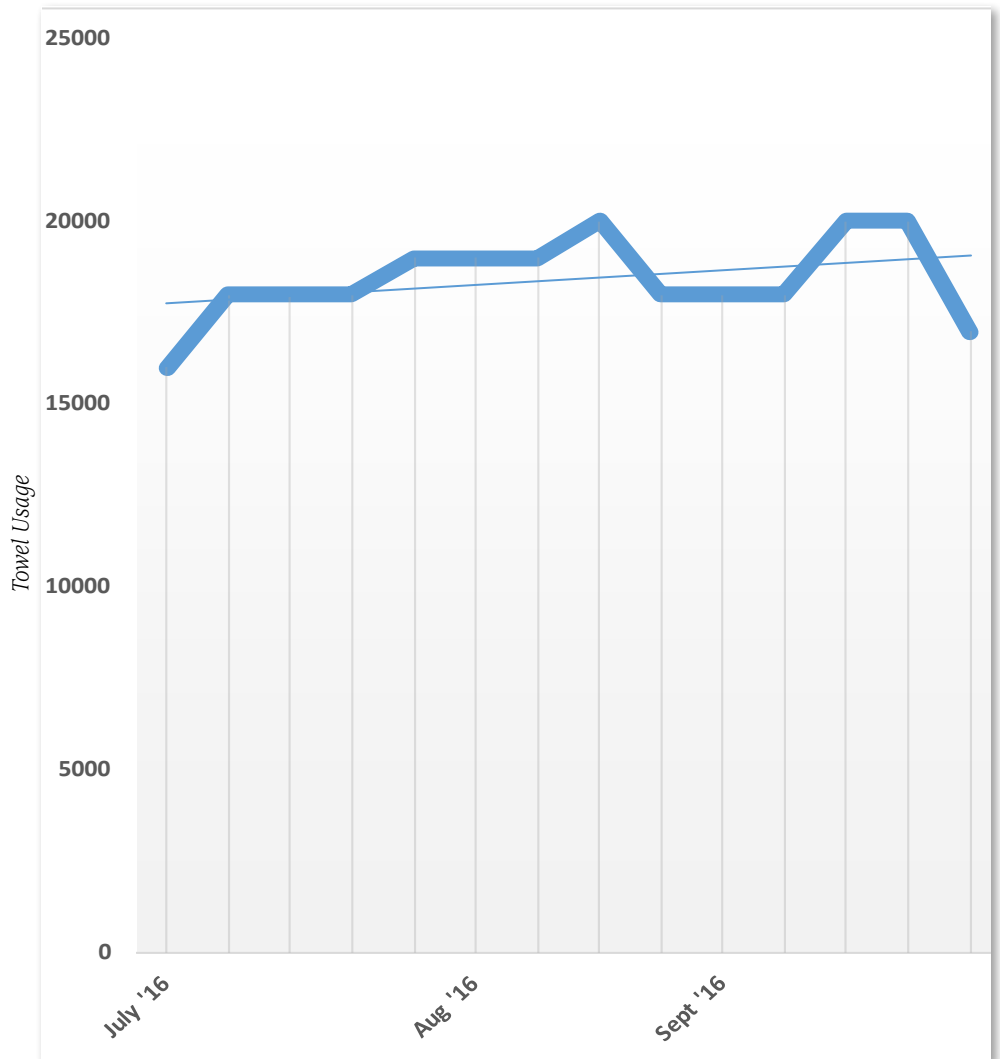
All adjustments made to inventory are authorized in writing by an authorized American Packaging Corporation employee on a Customer Change Order.

Pictured below is a summary usage report for Sorblts® Ultra Printer Towels at American Packaging Corporation.



Usage Report - Sorblts® Ultra Printer Towels

at American Packaging Corporation



Russ,
Route Service &
Sales Representative

6 years
MADISON, WI



StraightUp™ Billing - no hidden fees

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 automatic replacement charges (can add up to over 7% of inventory, or up to \$0.50 per towel, for example, with other programs).
- No hidden fees or surprises
- No unauthorized inventory charges



Cost History Report

American Packaging Corporation

Year	Qtr	Total Amount	SorbIts®	SorbIts® Ultras	SorbIts® Ultra Printers	Mops	Mats	Roll Towels	Uniforms	Washrm Serv	Misc*
2016	3	3,470	479	43	1,972	20	91	0	596	20	249
2016	2	3,479	559	43	1,926	20	119	0	507	30	275
2016	1	3,898	479	43	1,926	20	87	0	904	24	415
2015	4	3,388	559	43	1,926	20	84	0	555	43	156
2015	3	3,280	480	43	1,895	20	81	0	496	47	218
2015	2	3,519	559	43	1,934	20	111	0	614	52	186
2015	1	3,788	479	43	1,926	22	90	0	865	35	328
2014	4	3,595	519	43	1,926	24	85	0	738	58	202
2014	3	3,510	475	43	1,895	24	114	0	724	32	203
2014	2	3,423	389	43	1,926	24	88	0	728	56	169
2014	1	4,366	406	32	1,930	24	87	0	1,629	42	216
2013	4	3,092	321	28	1,895	24	84	15	436	48	241
2013	3	4,278	340	26	1,905	24	100	75	1,627	59	122
2013	2	3,397	292	26	1,794	24	79	77	1,002	64	39
2013	1	3,331	313	26	1,791	24	82	61	901	91	42
2012	4	3,298	263	26	1,768	24	96	54	941	57	69
2012	3	3,385	307	26	1,791	24	118	60	832	51	176
2012	2	3,566	263	26	1,791	24	86	61	1,126	57	132
2012	1	3,263	307	26	1,769	24	90	61	870	55	61
2011	4	3,245	248	26	1,827	22	88	15	906	68	45
2011	3	3,338	290	26	1,872	22	110	46	844	79	49
2011	2	2,808	248	26	1,431	22	86	16	880	42	57
2011	1	2,764	268	26	1,392	23	93	17	856	57	32

Totals are dollar amounts shown as average weekly amounts
(quarter total divided by 13 or 14 weeks).



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



David,
Route
Manager

9 years
MADISON, WI





Measuring Our Performance at American Packaging Corporation

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 American Packaging Corporation.
- 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 American Packaging Corporation's operational needs.
- Recommend inventory adjustments based on American Packaging Corporation's current and projected business conditions.



100

Net Promoter Score for our service at **American Packaging Corp.** (based on CQVR results)

About Net Promoter Score:

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.

CQVR from American Packaging Corporation

Account Contact: Jose BRAVO ITU AbsorbTech Employee FRANK B

Route Service & Sales Rep. Jose BRAVO

*Include additional contact names and emails on reverse side

1. CUSTOMER SERVICE

How satisfied are you with ...	Not At All Satisfied								Extremely Satisfied		
Representatives? (Professionalism, Communication, Responsiveness)	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:

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		
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

	Not At All Likely								Extremely 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				About the Same				Significantly Higher			
Order Volume	1	2	3	4	5	6	7	8	9	10	N/A	N/A
Production Hours	1	2	3	4	5	6	7	8	9	10	N/A	N/A
Employment	1	2	3	4	5	6	7	8	9	10	N/A	N/A

Customer Signature: Mark Taylor Date: 4/26/16
 ITU AbsorbTech Employee Signature: Frank Bravo Date: 4-26-16

Solid Waste Stream Elimination

We understand that waste reduction is important to American Packaging Corporation. Our programs have a measurable impact in pounds of solid waste eliminated from landfill. By using Sorblts® Towels, Sorblts®, and Mops, American Packaging Corporation:

- Diverts non-hazardous fluids from landfills and the sewer systems.
- Supports ISO 14001 and other sustainability objectives by conserving water, air, and utilization of raw materials.
- Eliminates the need for costly solid waste disposal, manifesting and incineration.

Sorblts® – The Waste Free Absorbent System

Achievement in Waste Reduction

AMERICAN PACKAGING CORPORATION

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

106,632 lbs. of industrial wiping towels
2,781 lbs. of waste oil absorbents
790 lbs. of mop heads

SUSTAINABILITY
 PEOPLE ENVIRONMENT SOCIETY

AbsorbTech

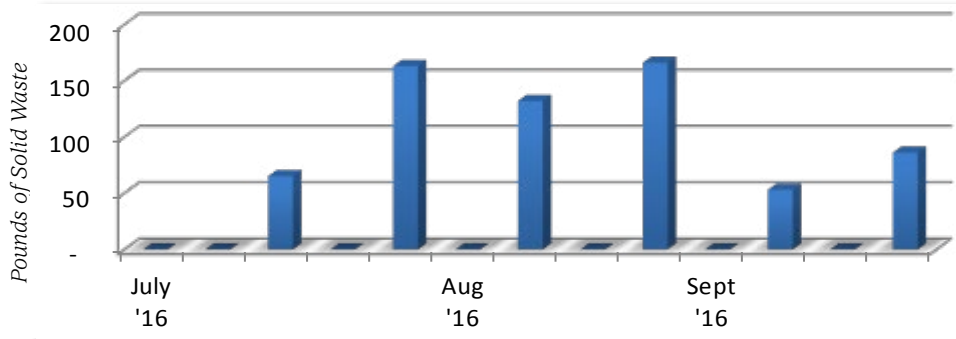
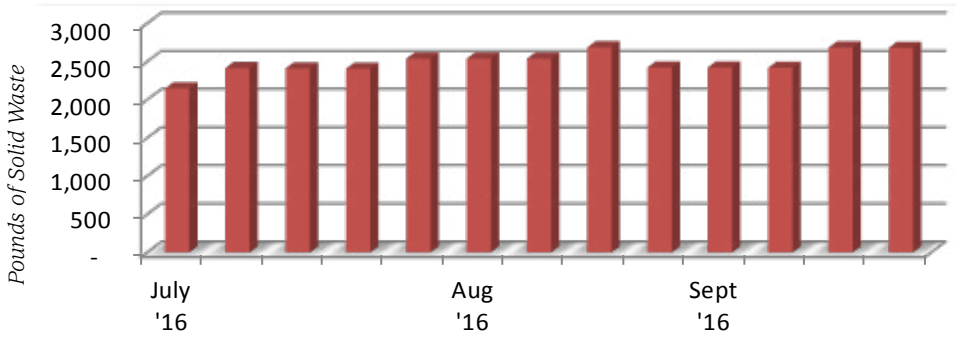
ITJ AbsorbTech's unique Sorblts® Waste Free Absorbent System, Cotton Roll Towels, Mop Heads and Filter Bag processing are integral to sustainability philosophies that balance economic, environmental and social responsibilities.



American Packaging's 2015 Waste Reduction Certificate



Sustainability Impact of Sorblts® Towels and Sorblts® at American Packaging Corporation



Scott,
General Manager

6 years
NEW BERLIN, WI



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

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.



It's a pleasure to provide Genuine Service Excellence to American Packaging Corp!

Val
10 years



Margaret
28 years

Carolyn
1 year

Customer Response Center Team

ITU AbsorbTech[®]
Cleaner, safer solutions for industry

Family-Owned and Operated Since 1930

888-729-4884 ▪ ITUAbsorbTech.com

All our processing facilities are registered to **ISO 14001:2004**.
South Bend processing facility also registered to **ISO 9001:2008**.