



# SorbIts®

## Absorbents and Shop Towel Programs

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

*prepared for*



**Dave**  
Strategic Account Manager  
Detroit, MI

ITU AbsorbTech is one of the largest **family-owned** industrial laundry service companies. We help facilities **eliminate waste streams & support safety goals** with reuse programs including towels, absorbents, garments, & industrial safety mats.

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

# Cleaner, safer solutions for industry

## The Genuine Service Excellence Team

Our full-service, team management approach will service your facility with cleaner, safer solutions. You will realize significant savings through a program that fits your budget and your facility's needs.

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 over 15 years. We have a culture of working as a team to service your account.
- **Safety first** - We follow strict adherence to your facility's safety requirements and take pride in our awards recognizing ITU AbsorbTech as a leader in safety.





SorbIts®

# 5 reasons to use SorbIts® & Ultras™

*Pictured: SorbIts® SuperSocks™ and SorbIts® Natural Mats*

SorbIts® & Ultras™ are professionally laundered for reuse



SorbIts® & Ultras™ are professionally laundered mats, socks, pads and towels to keep your workplace safe and support your waste reduction goals. **We are confident you'll find SorbIts® & Ultras™ the best program in the industry.**

- 1 Safety** → Reduce the risk of slip & fall injuries & help maintain a safer work environment.
- 2 Waste** → Have an immediate & measurable impact in pounds of solid waste eliminated from your facility.
- 3 Quality** → SorbIts® & Ultras™ outperform alternatives in quality, cleanliness and absorbency.
- 4 Savings** → Customers save significant cost and time compared to alternative programs and disposables.
- 5 Managed** → Delivery, pick up, laundering, inventory management & more - we take care of all the details.



**Ken**  
Route Manager  
Detroit, MI

SorbIts®

# Simple, hassle-free programs

*Pictured: Ultra™ Red Shop Towels*

## How it works

A Genuine Service Excellence team will monitor your budget and manage your program completely.



### **You use Sorblts® Absorbents & Ultras™ Towels**

Absorbs synthetic oils, hydraulic fluids, solvents, process fluids.



### **You get a custom waste reduction report**

We quantify your waste reduction to showcase your environmental achievement.



### **We pick-up & deliver**

We pick up soiled & deliver clean Sorblts® & Ultras™ to specific work stations or storage areas on a dependable schedule.



### **We manage inventory**

We recommend adjustments up or down with your written approval.



### **We recycle oils and solvents**

SorbIts® & Ultras™ are cleaned at our ISO 14001 facilities and recovered oils are reused in industry.



### **You save time and money**

Enjoy significant cost savings compared to alternatives & disposables.



# Eliminate a solid waste stream



SorbIts® & Ultra™ are professionally laundered for reuse



Solid waste stream elimination and environmental reporting is an important part of corporate sustainability initiatives. SorbIts® & Ultra™ programs have a measurable impact in pounds of solid waste eliminated from landfill. Through the use of SorbIts®, & Ultra™ solutions, your facility will:

- 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.



Our **Environmental Engineer, Jodi Drew**, is available as a resource for waste stream elimination, solvent recovery and compliance questions.

## Achievement in Waste Reduction

**SorbIts®**

### SPECIALTY STEEL TREATING INC.

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 SorbIts® 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®**  
Cleaner, safer solutions for industry



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

Sample Waste Reduction Certificate



Sorblits®

# Reduce your facility costs

Pictured: Sorblits® Natural Mat

## Significant cost savings compared to alternatives



Customers save **15%-30%** over disposable absorbents & towels by switching to reusable program. Here's how:

- ✓ Sorblits® & Ultras™ last longer and absorb more than than disposable absorbents.
- ✓ No disposal or incineration costs. Sorblits® & Ultras™ are professionally laundered for reuse.
- ✓ Sorblits® & Ultras™ reduce soft labor costs. No ordering, storing, or manifesting required.

Pay-by-the-drum reusable absorbent & towel programs cost **40%-60%** more than our programs. Here's why:

- ✓ Our cleaning standards are unmatched so you need less product to do the job. Sorblits® & Ultras™ are processed in our ISO 14001 certified facilities.
- ✓ We manage your inventory so you have enough product to do the job but not too much to create unnecessary cost. We do not charge by the drum.
- ✓ With our StraightUp!™ billing practices, there are no hidden fees. Invoices are straightforward with no surprises.



**Bernie**  
Route Service & Sales  
Detroit, MI

# Customer Reviews



## 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.

2016 company-wide results:



**How likely are you to recommend ITU AbsorbTech to friends and colleagues?**



**How likely are you to renew your service agreement with ITU AbsorbTech?**

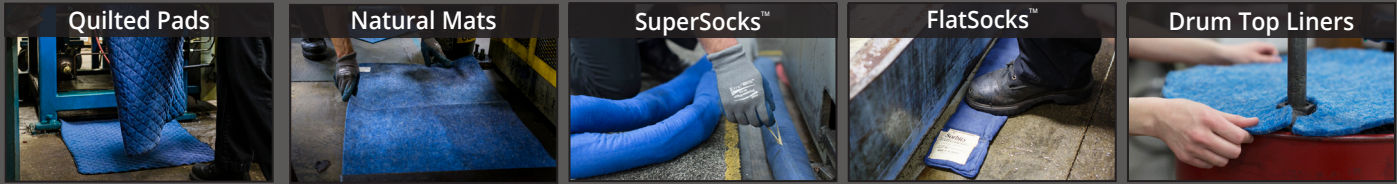
Net Promoter Score - a proven method companies worldwide use to measure & improve loyalty. Across industries, a **69 out of 100** is considered exceptional.



**Mark**  
District Manager  
*Detroit, MI*

Compare our products, processing and service to alternatives. We are confident you'll find our programs the **best** in the industry.

Sorbblts® Absorbents



Sorbblts® Safety Mats



Ultra™ Towels



Additional Programs: Uniforms, Flame Resistant Uniforms, Cotton Roll Towels, First Aid, Office Floor Mats, Wet Mops, Dust Mops, Washroom Needs, Glove & Filter Bag Cleaning

## 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.