



# Managed Programs for Manufacturers

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



**Garrett**  
Account Executive  
Pulaski, PA

*prepared for*



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.

**ITU AbsorbTech**<sup>®</sup>  
*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.







Sorblits®

# 5 reasons to use Sorblits® & Ultras™

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

Sorblits® & Ultras™ are professionally laundered for reuse



Sorblits® & 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 Sorblits® & Ultra™ Shop Towels the best 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** → Sorblits® & 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.



**Jeff**  
District Manager  
Titusville, PA

SorbIts®

# Hassle-free absorbent 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 & Ultra™ Shop 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

Sorblts® & 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™ Shop Towel programs have a measurable impact in pounds of solid waste eliminated from landfill. Through the use of SorbIts®, & Ultra™ Shop Towel 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®**

### SOMERSET COAL INTERNATIONAL

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 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.



**Eric**

Regional General Manager  
Piedmont, SC



Sorblts®

# The Ultra™ Advantage

Pictured: Sorblts® Ultra™ Printer Towels

Ultra™ towels are professionally laundered for reuse

ZERO  
LANDFILL

SOLUTION

Ultra™ Printer Towels are the better choice for the graphics industry. Compare our towels to alternatives. We are confident you'll find them the best in the industry.

**Shake** - Check for fine particles. Our dual tumbling and cleaning process removes lint.



**Feel** - Ultra™ towels are thicker, stronger and softer than industry standard.

**Rub** - Rub an Ultra™ towel against white paper. Ultra™ towels do not leave residue.



**Smell** - Ultra™ towels simply smell cleaner than alternatives.



**Wick** - Ultra™ towels absorb 50% faster than the industry standard and hold more ink and solvent.





# Simple, hassle-free programs

Pictured: Mirus™ Towels

5M-S2  
MAINTENANCE LOG

Sorblits®

## How it works

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



### You use the printer towels

Use for wiping inks and solvents.



### You get a custom solvent recovery report

We report gallons of solvent recovered from your towels for mass balance reporting.



### We pick-up & deliver

We pick up soiled & deliver clean printer towels 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 the solvents

Towels are laundered at our ISO 14001 processing facilities. Printer towels are cleaned separately from shop towels.



### You save time and money

Enjoy significant cost savings compared to alternatives & disposables.



Sorblts®

# Decrease environmental impact

Ultra™ towels are professionally laundered for reuse



We understand that environmental reporting is an important part of sustainability initiatives in many industries. The use of Ultra™ Printer Towels will significantly enhance efforts to decrease your environmental impact. We support your initiatives by measuring and reporting solvent recovery data.

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



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

## Achievement in Pollution Prevention

Sorblts®

### SOMERSET COAL INTERNATIONAL

is recognized for its corporate environmental initiatives to reduce air emissions from January 1 through December 31, 2016.

**1,000 gallons of solvent**

were prevented from entering the environment through your company's utilization of Sorblts® Ultra™ launderable, reusable towels, processed through ITU AbsorbTech's proprietary solvent recovery and data reporting system.

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



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

Sample Solvent Recovery Certificate



# EPA Wipes Rule

*Pictured: SorbIts® Ultra™ Printer Towels*

## Our programs are compliant with the EPA Wipes Rule

The EPA issued a final rule that modified the hazardous waste management regulations for solvent-contaminated wipes. The “Wipes Rule” outlines new standards for how to store, manage and transport solvent-contaminated wipes.

We help our customers comply 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 standard.
- ✓ Implementing strict checks, as no free liquids can be accepted for transportation.
- ✓ Solvent recovery and waste reduction certificates to reinforce corporate sustainability efforts.

Visit [ITUAbsorbTech.com/epa-wiper-rule-compliance](https://www.ituabsorbtech.com/epa-wiper-rule-compliance) for more information on how our programs can help your facility comply with the EPA standard.



**Jodi**  
Environmental Engineer  
New Berlin, WI



# Hassle-free uniform program

## We manage all the details

Let our Genuine Service Excellence team customize a program to meet your image and safety needs. Your dedicated team will monitor your budget and manage your program completely.



### Sizing

We will size all your employees by try-on method to ensure a proper fit.



### Install & train

We will install lockers, labels, signs & train wearers on the program.



### Clean & deliver

Garments laundered in our 14001 facilities & deliver to each locker on a reliable schedule.



### Repairs & upgrades

We proactively mend, repair & upgrade garments.



### Add wearers

We add and remove employees from your program to ensure accurate invoices.



### Garment report

A StraightUp!™ Garment reporting details usage, service turnaround and program costs.



**Corey**

Route Service & Sales  
Titusville, PA





# How we process garments

## How it works



ITU AbsorbTech picks up soiled garments at customer site



Garments arrive at ITU AbsorbTech's 14001 processing facility



Customer-identified mending scanned

StraightUp!™ Report Data



Garments sorted by type (cotton, blend) and washed



Garments scanned and sorted by customer and wearer

StraightUp!™ Report Data



Garments scanned prior to first sorting

Inspection takes place



Garments mended and put back into sortation



Garments conditioned for drying and wrinkle removal

Inspection takes place



Final scan ensures garments accounted for and sorted

Inspection takes place

StraightUp!™ Report Data



Garments staged for loading and return to customer



Clean and mended garments delivered to customer

“ Our uniforms are well taken care of and our guys look great. ”

**Dan Braun**  
General Manager  
Consumers Co-op Oil

Radio Frequency Identification (RFID) has streamlined our processing and allows us to provide the most efficient and accurate garment program. Benefits of RFID for our customers include quick turnaround, most accurate service, garments mended faster, and advanced garment tracking and reporting.





# Complete transparency

## Our promise to customers

Complete transparency is our promise to handle all transactions and interactions in plain sight. It means delivering honest, complete, and regular communication to ensure you get the best value for your program investment.

- ✓ We actively **review your employee roster** so you are not paying for employees that left the company.
- ✓ We physically show you **damaged garments** for your authorized approval.
- ✓ We provide a **list of employees** that are not turning in their garments regularly.
- ✓ We clearly show any applicable **loss and damage charges** on your invoice.
- ✓ We schedule **regular, ongoing visits** with you to review the value and effectiveness of your program.
- ✓ We review **personalized reports** that show all program costs, change requests, and usage.

## StraightUp!™ Garment Report

This exclusive, personalized report provides a detailed summary of your entire garment program, making it easy to control and monitor your costs.

	Qty	Actual	Normal
TOTAL GARMENTS	30	\$0	\$120
<b>SUMMARY</b>			
Garment cost	129	\$0	\$194
Enders	1	\$5	\$17
Pop	-1	\$-10	\$0
Mechanical Loss	4	\$56	\$74
Visual Damage			
Loss			
<b>TOTAL SUPPLIES</b>			
		\$191	\$117
<b>SUMMARY OF GARMENTS</b>			
Total value of investment			
Items or costs are incurred by			
ADD EMPLOYEES			
INCREASE INVENTORY	2	\$6	
REPLACE TO ABSORBTech	11	\$30	
SIZE CHANGE	7	\$21	
STYLE CHANGE	18	\$18	

“ Our account rep schedules quarterly reviews with us to keep us abreast of our costs, usage. [He] implemented a plan to have the route person alert me to any person not turning in uniforms routinely, very helpful in controlling costs. ”

**Jim Hamilton**  
Supervisor, Vita Plus Inc.



# Managed First Aid Program



## How our managed first aid program works

Our certified First Aid Specialists provide first aid cabinet restocking services and regular, scheduled visits to ensure products are up-to-date.

We are 100% committed to helping you comply with OSHA and ANSI first aid workplace requirements. We will only stock your cabinets with products that you authorize.

You will never be charged for our manage service visits. We deliver Genuine Service Excellence through straightforward, honest and reliable service.

ITU First Aid is the best choice:

- Regular four week scheduled visits
- ANSI & OSHA approved individual packaging
- Routine monitoring of expiration dates
- Organized cabinets
- Cabinets sanitized and disinfected during service visits

### Your dedicated ITU AbsorbTech First Aid Specialist will:

- ✓ **Install** → Install new first aid cabinets that meet ANSI/ISEA Z308.1-2005 requirements
- ✓ **Clean** → Check & clean first aid stations to ensure function and compliance with regulations
- ✓ **Update** → Remove and discard out-of-date products at all first aid stations
- ✓ **Replenish** → First aid station will be replenished on a regular bases with authorized products
- ✓ **Be Safe** → Comply with safety & personal protection equipment requirements while on site
- ✓ **Check In** → Meet with a designated employee each time first aid stations are serviced
- ✓ **Comply** → Ensure first aid stations meet ANSI's five major areas of first aid needs
- ✓ **Train** → Train employees on effective use of first aid products





# 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.

Company-wide results for 2016:



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.

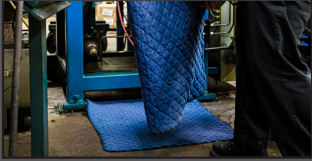


**Marc**  
First Aid Specialist  
Pulaski, PA



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

Sorbblts® Oil Absorbents



Industrial Safety Mats



Ultra™ Shop Towels



Ultra™ Print Towels



Garments



First Aid



Cotton Roll Towels



Wet & Dust Mops



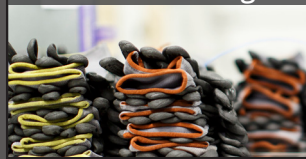
Office Floor Mats



Washroom Services



Glove Cleaning



Filter Bag Cleaning



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

Locally, nationally and internationally recognized as a leader in safety, training and environmental practices.



## 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.



Customer Response Center (888) 729-4884

ITUAbsorbTech.com



Jim & David Leef  
Third Generation Owners

All ITU AbsorbTech processing facilities are registered to ISO 14001:2004. Our South Bend, Ind., processing facility is also registered to ISO 9001:2008.