

Managed Sorblts[®] and Printer Towel Service Programs

Delivered through Genuine Service ExcellenceSM

prepared for



*Jim & David
Leef*

*Family-Owned and
Operated Since 1930*



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



Trina,
Account
Executive

1 year
PIEDMONT, SC



Sorblts® - The Waste Free Absorbent System

The Sorblts® Advantage

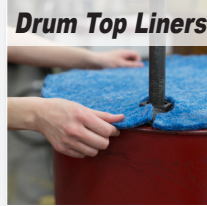
Sorblts® are launderable, reusable mats, socks, pads and towels to keep your workplace safe and support your waste reduction goals.

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.



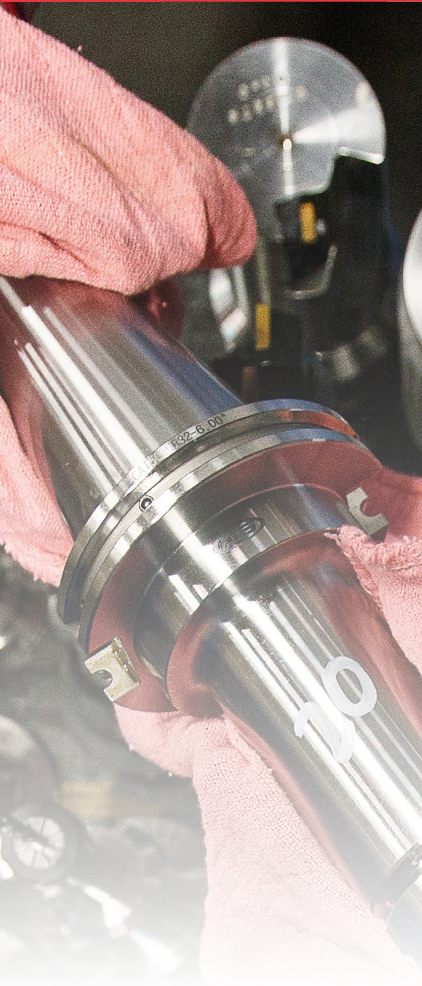
Oil Absorbents



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.

I highly recommend ITU AbsorbTech service. It not only keeps you compliant, but also convenient because you no longer deal with ordering product or disposal.

Jack Hill,
Manager,
Consolidated Container



Sorblits® Ultra Printer Towels

The Better Choice for the Printing Industry

Sorblits® 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.

Printer Towels

Ultra Printer



Ultra Lint Free



Mirus™



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



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 transported.
- Providing contact information for Jodi Drew, our full time Environmental Engineer, as a resource for compliance questions.

Managed Sorblts® and Sorblts® Ultra Programs

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 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.

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 Constantia Flexibles in Mason, OH.

We can compile information from various facilities and deliver a summary to the corporate level as needed.

Year	Qtr	Total Amount	Sorblts®	Sorblts® Ultras	Sorblts® Ultra Printers	Mats	Misc*
2016	3	1,342	38	27	1,258	3	16
2016	2	1,330	38	27	1,246	3	16
2016	1	1,326	60	26	1,221	3	16
2015	4	1,285	43	26	1,197	3	16
2015	3	1,270	69	26	1,147	3	16
2015	2	1,238	56	26	1,137	3	16
2015	1	1,216	58	25	1,115	3	15
2014	4	1,289	80	25	1,163	3	16
2014	3	1,312	137	25	1,128	3	16
2014	2	1,286	83	24	1,160	3	16
2014	1	1,216	85	17	1,094	3	15
2013	4	1,226	93	17	1,094	3	16
2013	3	1,198	66	17	1,094	3	16
2013	2	1,187	65	17	1,087	3	15
2013	1	1,170	70	17	1,062	5	16

Cost Review Report for Constantia Flexibles in Mason, OH (\$ avg/week)



“Before switching to Sorblts®, we were using SpeedyDry and the product was hard to clean up and disperse 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



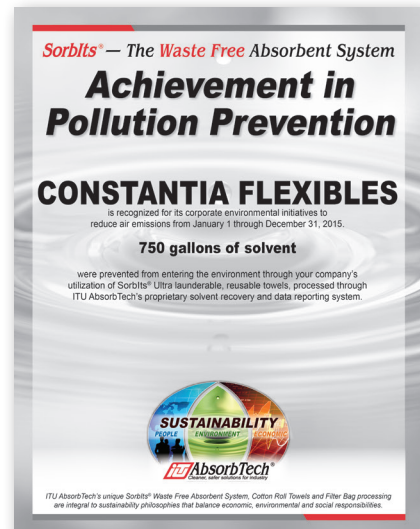
Solid Waste Stream Elimination

The use of Sorblts® will have an immediate and measurable impact in pounds of solid waste eliminated from landfill. Sorblts® absorbents and towels will benefit Constantia Flexibles 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 Certificate from Constantia Flexibles in Mason, OH



Sample Certificate

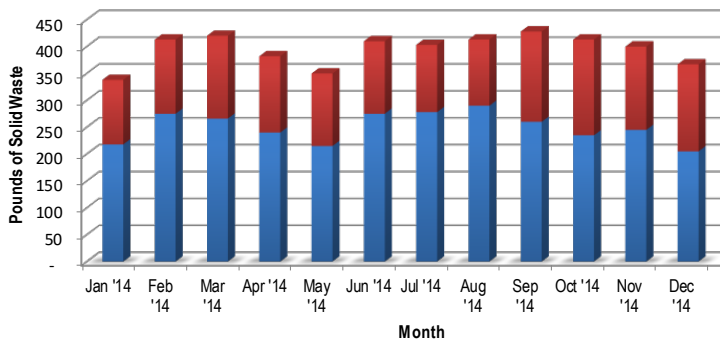
AbsorbTech®		Solvent Recovery	
Customer Response Center Email: info@absorbtech.com Phone: (800) 787-2487 Fax: (576) 271-2320			
SAMPLE			
Month:	January 2014	Product:	Lrg Print Sorblts® Ultra
	Date	ML	Gallons of Solvent
	01/02/2014	21,072.0	5.6
	01/09/2014	25,848.0	6.6
	01/16/2014	30,020.0	7.7
	01/23/2014	19,634.0	5.2
		136,169.0	36.5
	SUMMARY/MONTH#	233,761.0	61.8
Month:	February 2014	Product:	Lrg Print Sorblts® Ultra
	Date	ML	Gallons of Solvent
	02/06/2014	76,690.0	20.0
	02/13/2014	7.0	0.0
	02/20/2014	70,980.0	18.6
	02/27/2014	69,591.0	18.4
	SUMMARY/MONTH#	216,296.0	57.1
Month:	March 2014	Product:	Lrg Print Sorblts® Ultra
	Date	ML	Gallons of Solvent
	03/06/2014	66,003.0	17.4
	03/13/2014	36,150.0	7.4
	03/20/2014	16,691.0	5.2
	03/27/2014	29,515.0	7.8
	SUMMARY/MONTH#	148,359.0	37.8

Solvent Recovery & Reporting

We understand that environmental reporting is an important part of corporate sustainability initiatives. The use of Sorblts® Ultra towels for 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

Sustainability Impact of Sorblts® and Sorblts® Ultra Towels
(Sample Data)



■ Sorblts® Oil Absorbents ■ Sorblts® Ultra Towels

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

Account Name Constantia Flexibles
 First Location # 725054-001 City Mason State Ohio
 Account Contact Name* Bob Smith Account Contact Email* _____
 Route Service & Sales Rep. Robby Barker ITU AbsorbTech Employee Dan Harris
 *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

Sorbils* Sorbils* 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

How likely are you to ...	Not At All Likely									Extremely Likely	
recommend to friends and colleagues?	1	2	3	4	5	6	7	8	9	(10)	N/A
renew the service agreement?	1	2	3	4	5	6	7	8	9	(10)	N/A
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	
Production Hours	1	2	3	4	5	6	7	8	9	(10)	N/A	
Employment	1	2	3	4	5	6	7	8	9	(10)	N/A	

Customer Signature Bob Smith Date 9/12/16 ITU AbsorbTech Employee Signature Dan Harris Date 9/12/16



Eric,
Regional
District Manager

6 years
PIEDMONT, SC



100

Net Promoter Score for our services
at Constantia Flexibles in Mason, OH

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.

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,
Route
Manager

3 years
PIEDMONT, SC



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.

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

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**.