



Garment Installation Guide

Our garment rental programs are simple. This guide walks through our **six step** project plan to installing your program.



Tim

Route Service & Sales
15 years at ITU AbsorbTech

prepared for

ALTO-SHAAM®

ITU AbsorbTech®
Cleaner, safer solutions for industry

Typical Garment Program Start Up Timeline (8 Weeks)

- Week 1: Pre-Install**
Gathering information and preparing install
- Week 2: Sizing**
All wearers sized by try-on method
- Weeks 3-7: Fulfillment**
Garments ordered and prepped
- Week 8: Install**
Lockers and garments installed at your facility

Your 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.

Team Contact Information

Scott Hill, General Manager
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(414) 852-0565

Matt Wild, Account Manager
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(262) 225-2371

Tom Westrom, District Manager
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Tim Finley, Route Service
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cbergmann@ituabsorbtech.com
(262) 782-1950

Customer Response Center (888) 729-4884 or CRC@ITUAbsorbTech.com



Step 1: Pre-Install

WEEK 1

Our team will work with you to complete the tasks below. These preliminary tasks are essential to ensuring a successful program.

To Do List

- Participate in facility survey
 - Provide list of authorized program managers and other approved contacts
 - Provide a spreadsheet listing all garment wearers with the following information:
 - First & Last Name
 - Nickname (optional for name emblems)
 - Employee ID
 - Department
 - Garment style(s) (shirt, pant, jacket, etc)
 - Inventory allowed (11 is typical)
 - Discuss and approve invoice formatting
 - Choose a name tag and/or emblem
 - Determine locker configuration.
 - Schedule garment sizing (all shifts) and determine areas to perform sizing. The area must include a changing area for both female and male employees.
- Date Scheduled: _____
- Location (s): _____
- Review project timeline



Scott
General Manager
8 years at ITU AbsorbTech



Step 2: Sizing

WEEK 2

Sizing samples must be tried on by the wearers and visually verified by our representative to ensure proper fit. Rental work wear is cut differently than personal wear garments, and re-fitting could delay uniform delivery.



ITU AbsorbTech will:

- Provide the appropriate number of sizing teams and sizing garments to accommodate flow of employees.
- Pre-wash all sizing garments to insure proper fit.
- Schedule alternate sizing date(s) to accommodate any employees not available during the scheduled sizing.
- Accommodate work schedules (first, second, third shift). Typically, shift changes allow for the most efficient sizing.
- Measure outsized employees and order accordingly – garments can be exchanged at no charge if they do not fit.
- Provide sizing samples for each garment style to remain on site in an agreed upon location. These samples will be used to size employees that are later added to the program.

Sizing Information Sheet

Customer Name

Try-on method is the most accurate way to ensure proper garment fit in your program. We will size wearers at your convenience using samples and order garments based on the information gathered below. Pants will be hemmed to length.

Last Name: _____ First Name: _____

Preferred First Name (for emblem): _____ Shift: _____

<div style="border: 1px solid gray; padding: 5px;"> <p style="text-align: center;">Navy Shirt <small>(R163244)</small></p> <p>Quantity: _____</p> <p>Size: <input type="checkbox"/> XS <input type="checkbox"/> S <input type="checkbox"/> M <input type="checkbox"/> L <input type="checkbox"/> XL <input type="checkbox"/> 2XL <input type="checkbox"/> 3XL <input type="checkbox"/> 4XL</p> <p>Current Shirt: _____</p> <p>Current Size & Inventory: _____</p> </div>	<div style="border: 1px solid gray; padding: 5px;"> <p style="text-align: center;">Navy Pant <small>(R163245)</small></p> <p>Quantity: _____</p> <p>Waist: _____</p> <p>Inseam: _____</p> <p>Current Pant: _____</p> <p>Current Size & Inventory: _____</p> </div>
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Did the wearer try on the sample garments? Yes No, *see below**

*By indicating "No" and signing below, the wearer acknowledges being offered the option to try the sizing garments and refused. ITU AbsorbTech will measure the wearer and make the best determination on size. There may be extra time/charges associated with an incorrect size.

Wearer signature: _____ Date: _____

ITU AbsorbTech signature/title: _____ Date: _____

ITU AbsorbTech Billing signature/title: _____ Date: _____

Cleaner, safer solutions for industry

Employee doesn't want to try the garment? An authorized representative from your company needs to sign off on the form. Please note there may be a delay if the garments do not fit properly.



Plan on 15 minutes to size each employee. In order to do this efficiently, we ask that you send three employees at a time every 15 minutes.



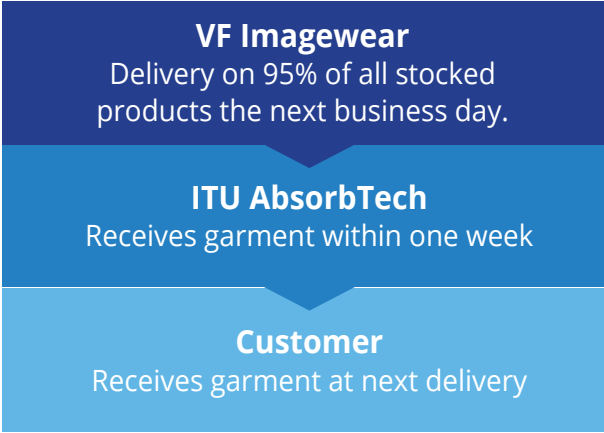
Once the sizing is complete, garment fulfillment begins. Our data entry and apparel services teams will get to work ordering and prepping your garments.



ITU AbsorbTech will:

- Enter all information in our system and order the garments. Once ordered, we will receive the garments in a week or less (odd sizes, special orders, etc. may take longer).
- Prep the garments. Our apparel service team will apply emblems, hem pants, and sew in an RFID chip for garment tracking and reporting. Upon request, we can launder the garments prior to install.

Garment Fulfillment Process



Strong supply chain means quick and accurate garment turnaround

We focus on what we're good at - managing your garments, and our supplier focuses on what they're good at - making them.

By utilizing the world's largest apparel company, ITU AbsorbTech has access to more sizes and styles and next day delivery for quicker fulfillment, and superior quality and innovation.

VF has the resources and logistics expertise to provide delivery on 95% of all stocked products the next business day through one of the world's most advanced delivery systems.



We utilize RFID (Radio Frequency Identification) technology to efficiently manage programs. We scan & track garments - you benefit from quick turnaround, accurate service, faster mending & advanced reporting.



Step 4: Locker Installation

WEEK 7



ITU AbsorbTech will:

- If new lockers are being installed, confirm that all former lockers have been removed. If they haven't been removed, ITU AbsorbTech installation team will uninstall and move to designated location.
- Transport, install, and anchor lockers in designated locations.
- Label lockers with each wearer name and identification number (complete information to be determined).
- Install hanger racks, repair stations and dispensers, soiled garment bins, and signs.



Sample Signs



An authorized representative from your company will confirm the locker installation.



Tom
District Manager
19 years at ITU AbsorbTech



Step 5: Garment Installation

WEEK 8



ITU AbsorbTech will:

- Place all garments on trucks by location and wearer identification number.
- Arrive at customer facility at prearranged time. *Note: Half the inventory plus one set per wearer will be delivered on the first installation – the remaining inventory per wearer will be delivered at the second delivery.*
- Sign in and confirm any safety protocol.
- Install garments in lockers.
- Provide garment sample sets in designated locker/closet at each location.
- Insert “New wearer information guide” into each garment to explain garment program to each wearer.
- Provide employee garment orientation by shift, if desired.



Sample Sets

We'll install garment sets for you to have on-hand. Anytime you add a wearer, or a wearer wants to change size, they should try on a sample to verify the size. This simple and convenient sizing method helps save on time and cost.



Understanding your garment inventory

Your garment program has a total inventory of either 11 or 13 uniforms (pants and shirts).

The total inventory is the number of uniforms that are clean, the number that are currently being processed or repaired by ITU AbsorbTech plus one uniform that you are currently wearing. See below for an explanation.

Vacations, working an extra day, missing the pick-up day or working on the weekend when you usually don't, will affect inventory.

$$13 = 6 + 6 + 1$$

Inventory Clean Used Wearing

$$11 = 5 + 5 + 1$$

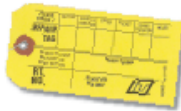
Inventory Clean Used Wearing

Garment repairs and size changes

ITU AbsorbTech has replaced and added different repair stations in your uniform area.

If you have a damaged garment or a garment that needs a size change, please attach a yellow repair tag (sample below) to the garment with an explanation on that tag and put it in the damaged garment receptacle.

Please note that your garment receptacle may be a bag stand or a small soil locker.



Please check postings on the soil lockers for updates, messages from your ITU AbsorbTech representative, and holidays schedules affecting your garment program.



An authorized representative from your company will confirm the garment installation.

Wearer information provided to all garment



Step 6: Post Installation

ONGOING



ITU AbsorbTech will:

- Communicate if there are any delayed garments, and reason.
- Review any damaged assessments with an authorized representative on site. This will be recorded and discussed again during post-visit assessment.
- Review your StraightUp!™ Garment Report.



Alto-Shaam will:

- Add / delete wearers or request size changes in timely fashion.
- Verify that for any new garment or size changes, employee has tried on garment sample first.
- Recover all termed employee garments and sign off on garment recovery form.
- Help maintain clean, orderly locker area including areas for signs, hanger racks, repair area, and clear path for carts during garment delivery.
- Inform new employees about the garment program.



Keith
Route Manager
18 years at ITU AbsorbTech

We manage all the details

- ✓ Pick up & delivery
- ✓ Laundering
- ✓ Repairs & upgrades
- ✓ Add/remove wearers
- ✓ Quality visits
- ✓ Deliver StraightUp!™ Garment Report

Customer Response



We're here to make sure your garment program is a success

Need to add a wearer? Change a size? Ask a question? See a copy of your StraightUp!™ Garment Report? We can help. There are a number of ways to reach us.



Genuine Service Excellence Team

Talk to our team during your scheduled delivery date, or reach out to the team's district manager.



Customer Response Center

Our highly experienced team can immediately handle your request while on the phone. You can reach our Customer Response Center at 888-729-4884 or CRC@ITUAbsorbTech.com 5 days a week.



myAccount

myAccount allows you to proactively manage and track your program instantly online. View invoices and garment history, manage user access, update wearers and more.



On-site repair tags

Simply complete the repair tag located at the repair station and attach the tag to the garment.



Val, Margaret & Carolyn
Customer Response Center Team

Sample StraightUp!™ Garment Report

Our StraightUp!™ Garment Report provides a detailed summary of your entire rental program, making it easy to control and monitor your costs. Here is a sample of the report we will deliver to you on a regular basis:

SUMMARY OF GARMENT CHARGES FOR PERIOD	
Basic garment charges: Rental - garment rental cost excluding supplemental program charges listed below, COG - Industrial laundering of customer owned garments; Direct Sale - garments purchased through ITUdirect.	
RENTAL	Actual \$11,066
COG LAUNDERING	\$40
DIRECT SALES	\$1,320
TOTAL GARMENT CHARGES	\$12,426

StraightUp!™ garment rental program costs additional costs below

SUMMARY OF SUPPLEMENTAL RENTAL PROGRAM CHARGES			
Garment rental program charges that are in addition to your standard per-inventory cost. 'Actual' is the cost you incurred, and 'normal' is our standard list price.			
	Qty	Actual	Normal
EMBLEMS	30	\$0	\$120
PREP	129	\$0	\$194
MANUAL LOSS & DAMAGE	1	\$5	\$17
CREDITS-LOSS & DAMAGE	-1	\$-10	\$0
DAMAGE	4	\$56	\$74
VOIDED DAMAGE	6	\$0	\$117
LOSS	8	\$191	\$191
TOTAL SUPPLEMENTAL CHARGES	177	\$242	\$713

Summary of supplemental charges for your rental program

SUMMARY OF GARMENT RE-INVESTMENT		
Total value of investment made by ITU AbsorbTech for new garments added to your program. Garment re-investment is included in your StraightUp! pricing - no additional fees or costs are incurred by you for new employees, garment upgrades, size changes, etc.		
	Quantity	Total
ADD EMPLOYEE	38	\$1,035
GARMENT UPGRADE	5	\$91
INCREASE INVENTORY	11	\$205
REPLACE-ITU ABSORBTech	2	\$60
SIZE CHANGE	11	\$330
STYLE CHANGE	7	\$210
	74	\$1,931

Total value ITU AbsorbTech has invested back into your garment program

GARMENTS ADDED TO PROGRAM								
Garments added to the program due to a new employee, garment upgrade, inventory change, style change or size change. Days to fill shows how many business days it took for our Apparel Services team to complete a service request.								
Wearer ID	Locker ID	Name	Item	Size	Qty	Date Requested	Days To Fill	Reason
0127	17	JIM FARNSWORTH	PANT NAVY	36-36	5	04/29/2013	1	ADD EMPLOYEE
0177	4	GARY BECK	COT PANT DENIM JEAN INDIGO	36-32	11	07/15/2013	0	ADD EMPLOYEE
0178	39	BRIAN HOUSEMAN	COT SHIRT NAVY	XL-L	11	08/15/2013	5	ADD EMPLOYEE
0178	39	BRIAN HOUSEMAN	COT PANT DENIM JEAN INDIGO	36-32	11	08/15/2013	0	ADD EMPLOYEE
TOTAL ADD EMPLOYEE					38		1.5	
0011	11	JON VANDERHAI	SHIRT NAVY S/S	L	1	06/28/2013	1.5	GARMENT UPGRADE
0011	11	JON VANDERHAI	SHIRT NAVY	L	1	02/15/2013	3	GARMENT UPGRADE
0011	11	JON VANDERHAI	SHIRT NAVY	L	1	03/08/2013	4	GARMENT UPGRADE
0116	53	ADAM HAEBIG	PANT NAVY	34-34	1	06/14/2013	4	GARMENT UPGRADE
0146	40	GARY RANKE	PANT NAVY	34-30	1	03/08/2013	5	GARMENT UPGRADE
TOTAL GARMENT UPGRADE					5			
0081	38	KEVIN PETERSON	SHIRT NAVY S/S	2XL	5	08/29/2013		
0127	17	JIM FARNSWORTH	PANT NAVY	36-36	6	08/20/2013		
TOTAL INCREASE INVENTORY					11			
0114	51	RANDY ROBERTS	COT PANT DENIM JEAN INDIGO	34-32	1	09/23/2013		
0177	4	GARY BECK	COT PANT DENIM JEAN INDIGO	36-32	1	08/20/2013		
TOTAL REPLACE-ITU ABSORBTech					2		0.5	
0166	16	JOE MACK	COT PANT DENIM JEAN INDIGO	40-32	11	04/29/2013	2	SIZE CHANGE
TOTAL SIZE CHANGE					11		2.0	
0075	35	JEFF HASENFELDT	COT PANT DENIM JEAN INDIGO	40-32	7	01/22/2013	2	STYLE CHANGE
TOTAL STYLE CHANGE					7		2.0	
TOTAL GARMENTS ADDED TO PROGRAM					74		2.1	

Average days it took our team to complete your service requests.

Garments are then delivered on the next scheduled delivery date.

GARMENTS DELETED FROM PROGRAM

Garments removed from the program due to an employee leaving, garment upgrade, inventory change or size change.

Wearer ID	Locker ID	Name	Item	Size	Date Deleted
0075	35	JEFF HASSENFELDT	PANT NAVY	40-32	01/24/2013
0112	34	MIKE RUGGIERO	PANT NAVY	40-32	04/12/2013
0112	34	MIKE RUGGIERO	SHIRT NAVY S/S	2XL	04/12/2013
0116	53	ADAM HAEBIG	PANT NAVY	34-34	06/27/2013
0116	53	ADAM HAEBIG	SHIRT NAVY	XL	06/27/2013
0127	17	JIM FARNSWORTH	COT PANT DENIM JEAN INDIGO	36-36	08/20/2013
0158	71	MIKE COATES	SHIRT NAVY	2XL	05/16/2013
0158	71	MIKE COATES	SHIRT NAVY S/S	2XL	05/16/2013
0158	71	MIKE COATES	PANT NAVY	42-34	05/16/2013
0158	71	MIKE COATES	PANT NAVY	38-34	05/16/2013
0166	16	JOE MACK	COT PANT DENIM JEAN INDIGO	38-34	05/30/2013

Find out which wearers are not turning in garments regularly. Utilization less than 10% listed here.

Example: 0% utilization means the employee has not turned in any garments for laundering during this period.

LOW UTILIZATION LINES

Low Utilization means a garment is not being turned in on a regular basis for laundering.

Wearer ID	Locker ID	Name	Item	Utilization %
0076	2	HAROLD H	LAB COAT EXCEL LT BLUE FR	0

AVERAGE LOW UTILIZATION LINES

0.0%

GARMENTS REPAIRED AT NO CHARGE

Number of repairs made at no additional charge. On average, 93% of repairs are identified by ITU AbsorbTech, 7% are identified by the customer.

TOTAL GARMENTS REPAIRED AT NO CHARGE

Total number of repairs made at no cost to you.

233

Additional Details Available Upon Request

DAMAGE CHARGES

Charges for garments that have been damaged beyond repair and are less than 24 months old (no charge after 24 months). 'Actual' is the cost you incurred, and 'normal' is our standard list price.

Wearer ID	Locker ID	Name	Item	Qty	Actual Price	Actual Extended	Normal Price	Normal Extended
0112	34	MIKE RUGGIERO	PANT NAVY	1	\$10.00	\$10.00	\$20.00	\$20.00
0112	34	MIKE RUGGIERO	SHIRT NAVY S/S	1	\$8.50	\$8.50	\$17.00	\$17.00
0158	71	MIKE COATES	SHIRT NAVY	1	\$17.00	\$17.00	\$17.00	\$17.00
0158	71	MIKE COATES	PANT NAVY	1	\$20.00	\$20.00	\$20.00	\$20.00

All applicable damage charges in one easy-to-find location.

TOTAL DAMAGE CHARGES

4

\$55.50

\$74.00

VOIDED DAMAGE CHARGES

Potential damage charges that ITU AbsorbTech voided before they were billed. 'Actual' is the cost you incurred, and 'normal' is our standard list price.

Wearer ID	Locker ID	Name	Item	Qty	Actual Price	Actual Extended	Normal Price	Normal Extended
0112	34	#34-MIKE RUGGIERO	SHIRT NAVY S/S	1	\$0.00	\$0.00	\$17.00	\$17.00
0112	34	#34-MIKE RUGGIERO	PANT NAVY	5	\$0.00	\$0.00	\$20.00	\$100.00

TOTAL VOIDED DAMAGE CHARGES

6

\$0.00

\$117.00

LOSS CHARGES

Charges for garments that have not been turned in within three weeks from notification of deleting the garment from the program. 'Actual' is the cost you incurred, and 'normal' is our standard list price.

Wearer ID	Locker ID	Name	Item	Qty	Actual Price	Actual Extended	Normal Price	Normal Extended
0112	34	MIKE RUGGIERO	SHIRT NAVY S/S	1	\$17.00	\$17.00	\$17.00	\$17.00
0127	17	JIM FARNSWORTH	COT PANT DENIM JEAN INDIGO	1	\$30.00	\$30.00	\$30.00	\$30.00
0158	71	MIKE COATES	PANT NAVY	1	\$20.00	\$20.00	\$20.00	\$20.00
0158	71	MIKE COATES	SHIRT NAVY	1	\$17.00	\$17.00	\$17.00	\$17.00
0158	71	MIKE COATES	SHIRT NAVY S/S	1	\$17.00	\$17.00	\$17.00	\$17.00
0166	16	JOE MACK	COT PANT DENIM JEAN INDIGO	3	\$30.00	\$90.00	\$30.00	\$90.00

Charges for garments not turned in within three weeks from notification of deleting the garment from the program.

TOTAL LOSS CHARGES

8

\$191.00

\$191.00

MANUAL LOSS AND DAMAGE CHARGES

Loss and damage charges at a reduced, agreed-to price. 'Actual' is the cost you incurred, and 'normal' is our standard list price.

Wearer ID	Locker ID	Name	Item	Qty	Actual Price	Actual Extended	Normal Price	Normal Extended
---	---	---	JEFF HASSENFELDT - SHIRT MEDIUM BLUE	1	\$5.00	\$5.00	\$17.00	\$17.00

TOTAL MANUAL LOSS AND DAMAGE CHARGES

1

\$5.00

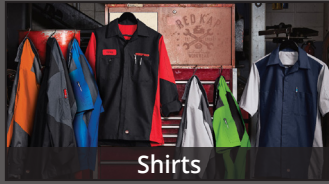
\$17.00

CREDITS FOR LOSS AND DAMAGE CHARGES

Occasionally, a garment is turned in after we have already charged for loss and damage. In that case, we issue a credit for the garment. 'Actual' is the cost you incurred, and 'normal' is our standard list price.

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

Industrial Workwear



Shirts



Pants



Shop Coats & Aprons



Coveralls

Flame Resistant Workwear



Jackets



Flame Resistant Shirts



Flame Resistant Pants



Flame Resistant Coveralls

Additional Programs: Sorblts® Oil Absorbents, Industrial Safety Mats, Ultra™ Shop Towels, Ultra™ Print Towels, First Aid, Cotton Roll Towels, Wet Mops, Dust Mops, Office Floor Mats, Washroom Services, Glove Cleaning, 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.