




Genuine Service Excellence Program Summary

Prepared in August 2016

prepared for



FREEDOM
GRAPHIC SYSTEMS



*Jim & David
Leef*

*Family-Owned and
Operated Since 1930*

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

Solutions at
**Freedom
Graphic Systems**

Sorblts® Standard Print



Sorblts® Ultra Lint Free



Sorblts®



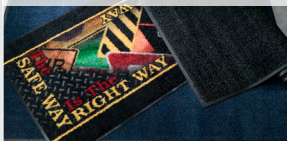
Cotton Roll Towels



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 Freedom Graphic Systems.



Icon marks customized program reporting prepared for Freedom Graphic Systems.

Managed Programs at Freedom Graphic Systems

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 Freedom Graphic Systems 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 Freedom Graphic Systems' 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.

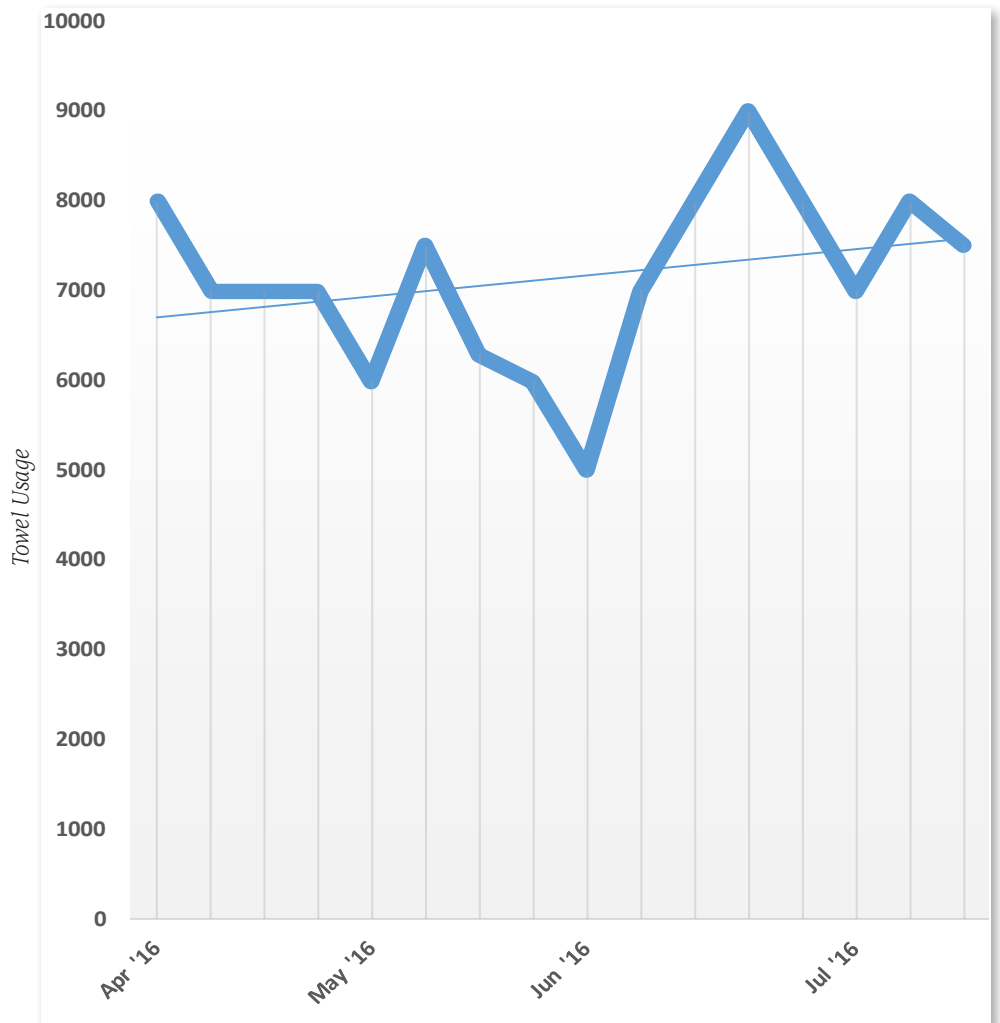
All adjustments made to inventory are authorized in writing by an authorized Freedom Graphic Systems employee on a Customer Change Order.

Pictured below is a summary usage report for Sorblts® Standard Printer Towels at Freedom Graphic Systems.



Usage Report - Sorblts® Standard Printer Towels

at Freedom Graphic Systems



Chad,
Route Service &
Sales Representative

2 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

Freedom Graphic Systems

Year	Qtr	Total Amount	Sorbblts®	Sorbblts® Ultras	Sorbblts® Ultra Printers	Mops	Mats	Roll Towels	Uniforms	Washrm Serv	Misc*
2016	2	2,130	202	85	1,311	27	209	221	23	27	25
2016	1	2,011	176	96	1,231	27	190	221	23	27	20
2015	4	1,953	202	85	1,192	25	175	218	23	14	19
2015	3	1,902	174	96	1,116	26	186	217	23	45	19
2015	2	1,833	202	85	1,081	19	174	217	23	14	18
2015	1	1,837	176	92	1,078	21	184	217	25	27	17
2014	4	1,851	188	91	1,078	20	181	217	25	36	15
2014	3	1,864	235	105	1,193	23	202	254	29	15	-192
2014	2	1,809	204	127	1,143	24	212	254	29	0	-184
2014	1	1,789	235	123	1,108	23	193	251	33	3	-180
2013	4	1,879	283	136	1,103	24	210	247	27	28	-179
2013	3	1,829	235	126	1,103	23	194	247	28	56	-183
2013	2	1,931	204	116	1,146	24	205	247	55	124	-190
2013	1	1,876	235	83	1,159	23	205	238	36	83	-186
2012	4	1,835	202	97	1,159	24	194	219	36	85	-181
2012	3	1,868	235	83	1,159	23	192	219	36	107	-186
2012	2	1,829	139	97	1,217	24	217	248	41	30	-184
2012	1	1,875	104	83	1,330	23	191	248	39	42	-185
2011	4	1,977	123	97	1,430	24	194	225	40	37	-193
2011	3	1,948	115	86	1,441	19	192	136	38	66	-145
2011	2	2,228	91	120	1,494	21	244	162	41	43	12
2011	1	2,176	91	102	1,495	19	241	150	36	33	9

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



David,
Route
Manager

9 years
MADISON, WI



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



100

Net Promoter Score for our service at **Freedom Graphic Systems** (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.

Measuring Our Performance at Freedom Graphic Systems

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 Freedom Graphic Systems.
- 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 Freedom Graphic Systems' operational needs.
- Recommend inventory adjustments based on Freedom Graphic Systems' current and projected business conditions.

CQVR from Freedom Graphic Systems

Account Name: _____

First Location # 114016-001-002 City MILTON State WI

Account Contact Name* MARK FERO Account Contact Email* _____

Route Service & Sales Rep. CHAD RICKERS ITU Employee CHAD MANTHEY

*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 ✓ = Need

~~SCFELS~~ ~~Scimitar~~ 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	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5
Production Hours	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5
Employment	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5

Customer Signature: Mark Fero Date: 11-19-15
 ITU Employee Signature: [Signature] Date: 11-19-15

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Solid Waste Stream Elimination

We understand that waste reduction is important to Freedom Graphic Systems. Our programs have a measurable impact in pounds of solid waste eliminated from landfill. By using SorblIts® Towels, SorblIts®, Cotton Roll Towels, and Mops, Freedom Graphic Systems:

- 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.

SorblIts® – The Waste Free Absorbent System


Achievement in Waste Reduction

FREEDOM GRAPHIC SYSTEMS

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 SorblIts® System including launderable, reusable textiles and managed service programs, your company eliminated the following solid waste

45,194 lbs. of industrial wiping towels
1,491 lbs. of waste oil absorbents
3,876 lbs. of restroom hand towels
921 lbs. of mop heads



AbsorbTech®
Creating Value. Reducing the Footprint.

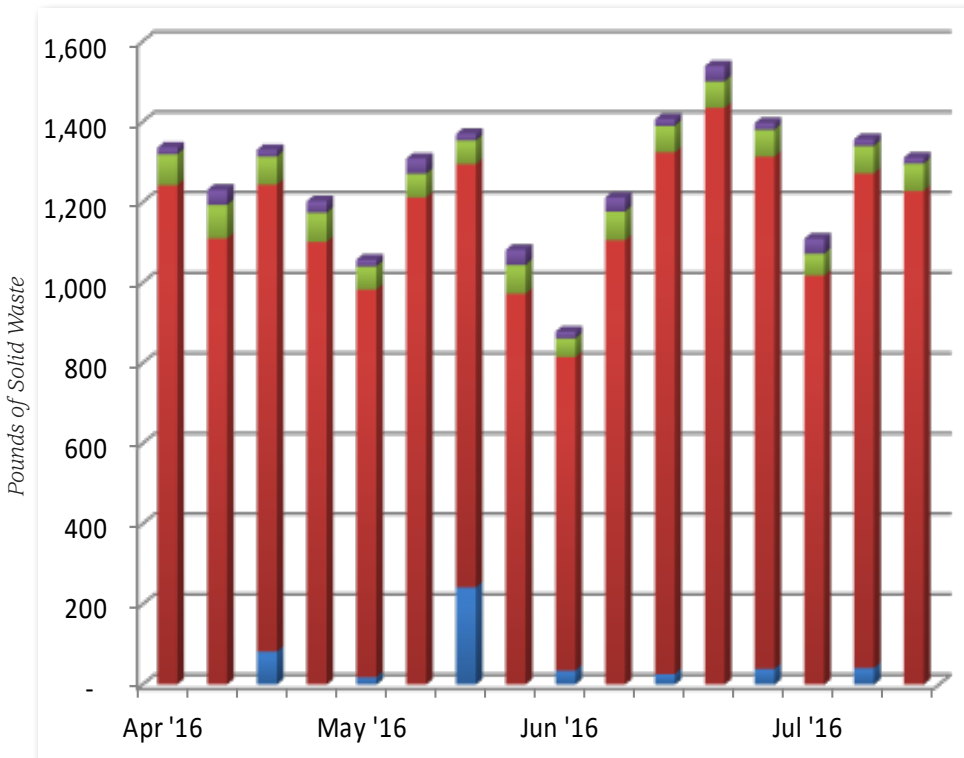
ITJ AbsorbTech's unique SorblIts® Waste Free Absorbent System, Cotton Roll Towels, Mop Heads and Filter Bag processing are integral to sustainability philosophies that balance economic, environmental and social responsibilities.



Freedom Graphic Systems' 2015
Waste Reduction Certificate



Sustainability Impact of SorblIts®, SorblIts® Towels, Cotton Roll Towels, and Dust Mops at Freedom Graphic Systems



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 Freedom Graphic Systems!

Margaret
28 years

Jill
16 years

Chris
17 years

Val
10 years



Customer Response Center Team

GENUINE SERVICE EXCELLENCE
CERTIFIED



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**.