



FLUSH? OR DON'T FLUSH? Some Questions & Answers About Pre-Moistened Wipes from Kimberly-Clark

How many different kinds of flushable products does K-C make?

Kimberly-Clark produces flushable cleansing cloths under several brands at this time: Cottonelle®, Scott Naturals®, Pull-Ups®, U by Kotex® and Poise®. All of our products that are labeled as flushable meet or exceed the current industry guidelines for assessing the flushability of non-woven products.

Are baby wipes flushable?

No. Baby wipes are constructed with a non-woven technology designed to deliver durability, softness, and value. Accordingly, Kimberly-Clark's HUGGIES® Baby Wipes are clearly labeled with a "Do Not Flush" logo and should not be flushed. In contrast, our flushable cleansing cloths are made with a patented dispersible technology that allows them to be strong in the package and durable for wiping, but break up after flushing. Consumers should read the labels on our wipes products to determine whether they are flushable or non-flushable.

Do you anticipate an increase in demand for Kimberly-Clark's flushable wipes?

Yes. We believe our flushable wipes help people feel cleaner and fresher than dry toilet paper alone, and we believe more people will continue to discover the benefits of including them in their toileting routine.

How are you educating consumers about what can be flushed?

We want consumers to read the labels on wipes products before they flush. Don't flush anything that's not clearly labeled as safe for flushing. If consumers have additional questions, they can call 1-888-525-8388, Monday through Friday, 8 a.m. to 4 p.m. Central Time. Additionally, consumers can access information on our brand sites at www.cottonelle.com, www.scottbrand.com or www.pull-ups.com.

Kimberly-Clark's HUGGIES Baby Wipes are not flushable and are clearly labeled with an industry-approved "Do Not Flush" logo. Consumers should read the labels on our wipes products to determine whether they are flushable or non-flushable.

Have you tested the flushability of both toilet paper and flushable wipes together?

Yes. The Toilet and Drain-line assessment used for our flushable wipes uses a loading protocol based on consumer habits and practices. The test uses toilet paper and flushable wipes in combination with and without simulated fecal matter.

How many wipes should someone flush at a time? Is this on the package?

K-C recommends flushing 1–2 wipes per flush. This instruction appears on our packages.

Since the industry guidelines for flushability are voluntary, how can consumers ensure that what they are flushing is not causing sewer concerns?

All Kimberly-Clark products labeled as flushable pass industry guidelines for assessing the flushability of non-woven products. Our flushable wipes use a patented dispersible technology that allows them to break-up after flushing and clear properly maintained toilets, drain-lines, sewers, pumps, septic tanks and municipal treatment systems. Kimberly-Clark continues to work closely with industry groups and wastewater treatment professionals to conduct field tests

to understand the root cause of sewer/pump clogs and develop communications and improved labeling of non-flushable products to reduce the improper flushing of non-flushable products.

What are the tests that you put the wipes products through to ensure flushability?

The 3rd Edition of the INDA/EDANA Guidance Document for assessing the Flushability of Nonwovens now requires that seven tests must be passed to make a flushable claim. The seven tests are:

- **FG501 Toilet and Drain-Line Clearance:** Determines the likelihood that a product will be compatible with properly maintained toilets and plumbing systems and should transport satisfactorily in larger sewage conveyance systems.
- **FG502 Slosh Box Disintegration Test:** Assesses the potential for a product to disintegrate (or break up) when it is subjected to mechanical agitation in water.
- **FG503 Household Pump Test:** Assesses the compatibility of a product with household sewage ejector pump systems to ensure that the product does not clog, accumulate within or otherwise interfere with normal system operation under high usage conditions.
- **FG504 Settling Test:** Assesses whether a product will settle in sumps, septic tanks, onsite aerobic systems and settling chambers that are associated with pump stations and municipal wastewater treatment plants.
- **FG505 Aerobic Biodisintegration:** Assesses the potential for a product to biologically disintegrate under typical conditions found in municipal and onsite wastewater treatment systems.
- **FG506 Anaerobic Biodisintegration:** Assesses the potential for a product to biologically disintegrate under typical conditions found in municipal and onsite wastewater treatment systems.
- **FG507 Municipal Pump Test:** Assesses the compatibility of products with municipal sewage pumping systems.

Has K-C worked directly with any municipalities to understand their concerns about flushable, dispersible wipes?

Through the Association of the Nonwoven Fabrics Industry (INDA), K-C has worked with municipalities across the country in collaboration with wastewater agencies to assess the different materials in the sewer at locations where clogs are prevalent. Through our work together, Kimberly-Clark and wastewater treatment professionals have determined that approximately 90% of materials found in sewer systems are not intended to be flushed.

Do you believe that Kimberly-Clark flushable products are causing problems with clogged municipal sewers?

No. All of our flushable products have been assessed as “flushable” using Edition 3 of the INDA/EDANA flushability guidelines and are compatible with wastewater conveyance and collection systems. Collaboration between INDA and Wastewater agencies to identify the materials in sewers has shown that approximately 90% of all materials found in sewers are non-flushable materials. INDA can share that information with you and we would be happy to put you in contact with them.

Are you working on a wipe that breaks up better and faster?

At Kimberly-Clark, we continuously strive to improve our products in all areas, including faster break-up times. Innovation drives our work to deliver essentials for everyday life that meet the needs of our consumers and other stakeholders.

According to Consumer Reports, some flushable wipes did not break down after 30 minutes in their test. Is K-C aware of this report?

Yes, we are aware of that report. However, Kimberly-Clark is confident that our flushable wipes are compatible with well-maintained household drain-lines, sewers and pumps. In the industry guideline tests, Kimberly-Clark's patented dispersible wipes break up fully in the 3-hour test. This test duration is typical of transit times from a household to a pump station or treatment facility.

What are the materials that make up K-C flushable wipes?

K-C uses wood pulp and cellulosic fibers which are 100% derived from sustainable resources with a proprietary binder that allows the wipe to break up after flushing.

Will your flushable wipes break down in my septic system?

Yes, K-C flushable wipes are designed to safely breakdown in home septic systems and will not affect the normal bacterial activity in a septic system.

Do your flushable wipes contain alcohol?

No.

Do your flushable wipes contain oil or soap?

No, our flushable wipes do not contain oil or soap. However, they do contain mild skin cleansers and emollients.

Do your flushable wipes contain antibacterial chemicals or components?

No, K-C flushable wipes were not formulated to destroy bacteria. However, they do contain ingredients that maintain the safety (or stability) of the product by inhibiting microbial growth during distribution and storage.

How long will your flushable wipes stay moist in the package?

The shelf life for unopened packages of K-C flushable wipes is approximately two years.

How do I get coupons or samples for this product?

From time to time, coupons or special offers for Cottonelle® Flushable Cleansing Cloths are advertised in newspapers or available on our website. Occasionally you will also find price discounts and other offers advertised at various retailers or in our packages.