

# The RightCycle™ Program Frequently Asked Questions

## Q What is The RightCycle™ Program?

The RightCycle™ Program is the first manufacturer-led recycling program for non-hazardous PPE including single-use apparel and accessories, masks, nitrile and latex gloves, protective eyewear, flex-film packaging from Kimtech™ and KleenGuard™ products and WetTask® CriticalClean™ wipes.

This groundbreaking service turns these used items into new consumer goods such as lawn furniture, benches and bicycle racks.

The program was launched in 2011 and is currently available in 11 countries: the U.S., Canada, the U.K., Ireland, Germany, France, Belgium, Austria, Spain, the Netherlands and Switzerland. Since its inception more than 1,000 customers have diverted over 4.5 million pounds of waste.

## Q How does The RightCycle™ Recycling Service work?

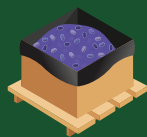
Implementation is easy. Customers collect qualifying Kimberly-Clark Professional items in their facilities. The items are then shipped to our recycling partners in a Gaylord box or in smaller individual boxes on a pallet, using the customer's preferred carrier. (See additional information about collection boxes and shipping below.)

**The used products are converted into plastic pellets that are used to produce new consumer goods.**

### How it Works...



Kimberly-Clark Professional products are worn in your facility.



Used products and packaging are collected and shipped to our recycling centers.



Used products and packaging are sorted and processed into plastic pellets.



Materials are molded into new plastic products and durable goods.



## Q How do I enroll in The RightCycle™ Program?

Contact your local Kimberly-Clark Professional representative or email [RightCycle@kcc.com](mailto:RightCycle@kcc.com) to be connected with **WasteBits**, a web-based platform that enables you to manage and monitor your waste diversion efforts online. Team members will walk you through the online registration process and help you obtain approval from our recycling partners. Registration and sign-up are typically completed within a 30-minute virtual meeting.

**Please note:** To qualify for the program, items must be purchased from Kimberly-Clark Professional to ensure that they are suitable for recycling under the program. In addition, the products must not be exposed to hazardous contaminants or require special handling or disposal.

## Q How can I ensure a successful implementation in my facility?

**Implementation is easy!** Your Kimberly-Clark Professional sales consultant can help by accompanying you on a site walk to review your waste streams and advise you on the best places and ways to collect waste for the program. Our program coordinator can also walk you through the process and answer any questions that you may have. For information, email [RightCycle@kcc.com](mailto:RightCycle@kcc.com).

## Q Can I use my own boxes if I want to?

**Yes.** To be more sustainable, we encourage customers to use boxes or containers that are already available. We can provide labels, free of charge, to help identify the collection bins. If you do not have boxes, we can provide a limited number of boxes for collection purposes.

**Please note:** These boxes can only be used to collect used products. They are not to be used for shipping.

## Q Can I collect different types of PPE in a single collection box?

For the most part, yes.

- You can co-mingle all PPE (except nitrile gloves) and flex-film packaging.
- Nitrile gloves must be segregated into a separate collection bin.
- Wet wipes can be co-mingled with all PPE except nitrile gloves.
- We recommend using a separate collection bag for wet wipes, such as mesh, to allow for air exposure so wipes can dry out before shipping, to reduce weight and save on shipping.
- For more information, see this [WetTask™ FAQ](#).

## Q Can I recycle items that are not manufactured by Kimberly-Clark Professional?

**NO.** You can only recycle Kimberly-Clark Professional products via The RightCycle™ Program. Our products have been tested to ensure that they will be recyclable through the program and provide a consistent output for manufacturers.

We cannot guarantee to our recycling partners that products from other companies will meet the required processing criteria.



**Q Where can I get a full list of products that are eligible for The RightCycle™ Program?**

A full list of the eligible Kimberly-Clark Professional products is available at [www.KCProfessional.com/RightCycle](http://www.KCProfessional.com/RightCycle).

**Q Is there a cost to participate in The RightCycle™ Program?**

There is no cost to participate in the program. The only direct expense is that you must pay to ship your used products to our recycling partners, using your preferred carrier.

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## SHIPPING INFORMATION

**Q How should I ship my used products to your recycling partners?**

The best practice is to consolidate the used items from your collection bins into a Gaylord box on a pallet.

All PPE and flex-film packaging can be co-mingled. However, if you are shipping WetTask™ wipes back to us, you will need to ensure that they are not co-mingled with gloves. In addition, we recommend that you ship the wipes back to us after they have dried.

**For more information, see this [WetTask™ FAQ](#).**

Items may also be placed into smaller individual boxes and stacked together on a pallet as shown below.

If you choose this option, the contents of each box should be clearly marked on the outside, using the provided pallet labels.

The boxes or Gaylord must be secured to a standard wooden pallet and shrink-wrapped. The dimensions of a standard pallet are 40" x 48". Please refer to your carrier's weight and pallet guidelines for more information.



**Q Do I need to do anything special to identify the pallet when I ship it?**

You must log into your WasteBits account to notify us of the upcoming shipment. WasteBits will verify the shipping procedures, shipping address and assign a unique RC# that will be used for tracking.





**Is there a way for me to reduce my shipping costs? Does Kimberly-Clark Professional help pay for shipping?**

While we do not subsidize or pay for the cost of shipping, we do encourage customers to use **FreightCenter.com** if you don't already have a preferred carrier. Contact Cat Bowling at 800-716-7608, Ext. 1108, or send an email to **Cbowling@freightcenter.com**. Use promo code "RightCycle2023" for the best rates.



**Where do I ship items for The RightCycle™ Program?**



**U.S. east coast, ship to:**

JCDC  
Attn: The RightCycle™ Program  
270 Jack Burlingame Drive  
Millwood, West Virginia  
25262-8576



**U.S. west coast, ship to:**

Kimberly-Clark RightCycle-Lathrop  
Lathrop Distribution  
16825 Murphy Parkway,  
Lathrop, CA 95330  
Attn: Douglas Pulk



**In Canada, ship to:**

Kimberly-Clark  
Attn: The RightCycle™ Program  
570 Ravenscliffe Road  
Huntsville, Ontario  
P1H 2A1

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## THE RECYCLING PROCESS AND HOW IT WORKS



**Where does the recycled material go? What do your recycling partners do with it?**

Once the non-recyclable parts of the used product (e.g., zippers) are removed, the remaining materials are shredded, densified, pelletized and then provided to manufacturers in North America who use it to create new products such as shelving, patio furniture and more.

Kimberly-Clark Professional also directs a small portion of the material to be used in the creation of select promotional items that are used to build awareness for the program.



**Do we know which manufacturers are using our pellets in their products? Where can my customers buy these products?**

Our recycling partners work directly with manufacturers in North America to find suitable applications for our pellets. Our recyclers can provide us with the names of the manufacturers to share with you. However, there are times when a manufacturer puts the recycler under a non-disclosure agreement (NDA) to protect their proprietary formulations. In those cases, we may not be able to share information about the manufacturer directly with you.

If you would like more information about the products being manufactured with our pellets, please e-mail your request to **RightCycle@kcc.com** so we can provide you with the most current information.



**Q How do I know that The RightCycle™ Program is a legitimate landfill diversion solution?**

We are transparent about the recycling process and provide you with details on what is occurring at every step of the process. Additionally, Kimberly-Clark Professional annually audits our recycling partners and verifies all process claims.

If you have further questions, please send a request for additional support to [RightCycle@kcc.com](mailto:RightCycle@kcc.com). We can set up a time for you to speak directly with our K-C Sustainability Team or put you in contact with other RightCycle customers who have volunteered to speak about the process and their experience with the program.

**Q How do I know if The RightCycle™ Program is working and how can I confirm how much waste I'm diverting?**

You can track the amount of product and weight diverted from landfills by going to the [WasteBits online portal](#) and downloading simple graphs and exportable data. Additionally, each year, our Greenovation Awards honor companies for demonstrating sustainability leadership and reducing their environmental impact by participating in landfill diversion programs.

**Q Is it possible to conduct an audit of your recycling facilities?**

**Yes.** We can complete any audit paperwork you require. And, we are happy to hold in-person, on-site audits. Please submit your request to [RightCycle@kcc.com](mailto:RightCycle@kcc.com).

**Q Are there any tax benefits or financial incentives for participating in The RightCycle™ Program?**

Programs, credits, and incentives vary widely on a state-by-state basis in the U.S. and in Canada. Programs generally incentivize the recycling processors rather than the people who are generating the waste. We recommend that you check the guidelines in your state or province for information about any programs that may benefit your business.

**Q Who can I contact with any additional questions?**

Reach out to your Kimberly-Clark Professional sales consultant or email your questions to [RightCycle@kcc.com](mailto:RightCycle@kcc.com).



For more information, please visit [www.KCProfessional.com/RightCycle](http://www.KCProfessional.com/RightCycle)

