



March 5, 2020

Dear Kimberly-Clark Professional Customer,

As the impact of the coronavirus (COVID-19) continues to evolve, the health of our employees and customers remains paramount.

We are committed to keeping you informed as we manage through this situation. Please note the following updates to our corporate policies and procedures.

Travel Restrictions

To help minimize our employees' risk of exposure, we are implementing several preventative measures, including making changes to all employee travel, both international and domestic, where travel will be limited to business-critical only. These changes are effective immediately and will run through at least April 1, 2020:

- All Kimberly-Clark employees globally are being instructed to use collaborative tools (Skype, FaceTime, etc.) to conduct business from their primary work location.
- All meetings that would normally require travel are to be held virtually.
- K-C employees who plan to attend large meetings that require travel – including internal/external conventions, trade shows, conferences, or other events – must obtain senior leader approval.

We are continuing to closely monitor this fast-evolving situation and will update you with any additional changes.

Prioritizing Product Needs

Given the current situation, we're experiencing an increased spike of unforecasted volume and orders across all markets for Personal Protective Equipment (PPE), as well as skincare products and dispensers. We are accelerating production and reallocating inventory where possible to help meet this need, with our first priority being to protect our existing customers' expectations and to service increased demand.

The following product categories have products placed on allocation:

- N95 Respirators
- Surgical Masks
- Protective Apparel
- Hand Sanitizers
- Hand Wash
- Splash Protection Goggles
- Facial Tissue
- Surface Disinfectant
- General Surface Cleaning
- Skincare Dispensers





North American Overages, Shortages, Damage and Returns Policy

Additionally, in order to manage inventory and minimize service disruptions, effective immediately, KCP will not accept returns of the following products:

Product Type	Product Category
SKINCARE	Kleenex Alcohol Free Foam Hand Sanitizer
	Kleenex Instant Hand Sanitizer
	Kleenex Reveal Ultra Moisturizing Foam Hand Sanitizer
	Scott® Control Antimicrobial Foam Skin Cleanser
	Scott® Control Antiseptic Foam Skin Cleanser
	Scott® Control Ultra Moisturizing Foam Hand Sanitizer
	Scott® Essential Alcohol-Free Foam Hand Sanitizer
	Scott® Pro Moisturizing Hand Sanitizer
	Skincare Dispensers
PROTECTIVE CLOTHING	KleenGuard™ A10 Apparel
	KleenGuard™ A20 Apparel
	KleenGuard™ A30 Apparel
	KleenGuard™ A35 Apparel
	KleenGuard™ A40 Apparel
	KleenGuard™ A45 Apparel
	KleenGuard™ A60 Apparel
	KleenGuard™ A65 Apparel
	KleenGuard™ A70 Apparel
	KleenGuard™ A71 Apparel
	KleenGuard™ A80 Apparel
	KleenGuard™ Accessories Apparel
	Kimtech™ Cleanroom Apparel
	Halyard™ Surgical Gowns
HAND PROTECTION	KleenGuard™ G10 Gloves
	KleenGuard™ G40 Gloves
	KleenGuard™ G60 Gloves
	KleenGuard™ G65 Gloves
	KleenGuard™ G80 Gloves
	Kimtech™ Cleanroom Gloves
	Kimberly-Clark™ / Kimtech™ Exam Gloves
MASKS	Kimtech™ Cleanroom Masks
	Kimberly-Clark™ Procedure Masks
	Kimberly-Clark™ Surgical Masks
	Kimberly-Clark™ N95 Respirator & Surgical Masks
	Halyard™ Procedure Masks
	Halyard™ Surgical Masks
WIPING SOLUTIONS	Kimtech™ Surface Sanitizing Wipers
	Kimtech™ PreSaturated Wipers
	Kimtech™ WETTASK Specialty Wipers
	WypAll™ L10 Towels
	WypAll™ L30 Towels
SPLASH PROTECTION GOGGLES	KleenGuard™ Monogoggle XTR OTG Goggle
	KleenGuard™ V90 Shield
	KleenGuard™ Monogoggle 202
	KleenGuard™ Monogoggle VPC





	Kleenguard™ Revolution OTG
	KleenGuard™ SG34 Goggle
	KleenGuard™ MRXV Goggle
	KleenGuard™ Monogoggle 211

This policy will remain in effect until further notice.

We value your business and appreciate your patience and support as we manage through this situation together. We will continue to provide updates as more information becomes available.

Please contact your KCP Sales Professional or Customer Care at 800-241-3146 with any questions.

Regards,

Andy Clement
Chief Customer Officer

