



## Professional Hygiene

Tork is the leading global brand in professional hygiene. From paper towels in hospital washrooms to napkin dispensers in restaurant dining rooms, Tork delivers a great experience for the user and a convenient experience for the buyer.

Innovation and sustainability sets Tork apart, and this year, we continued to build our differentiated offer. In 2019, we successfully delivered a major capital investment and introduced new innovations and sustainability initiatives.

## Think Ahead

Tork was excited to introduce a tagline to support the brand's promise – Think Ahead. Tork inspires and supports customers to think ahead so they're always ready for business – from rethinking the ultimate guest experience, to reimagining cleaning efficiencies and rethinking ways to become more sustainable.

## Manufacturing investment

A \$23 million investment was made at our Kawerau manufacturing site in New Zealand as part of our commitment to ongoing local manufacturing. The new state-of-the-art Tork converting line enables us to enhance efficiencies, improve product quality and range, reduce waste and ensure continued, reliable local supply of Tork products throughout Australia and New Zealand.

With the new converting line, in 2020 Tork is introducing a stylish new leaf emboss pattern to its popular conventional toilet paper products, carry handles on toilet, hand towel and wiping products, and several new products.

Tork is also reducing its packaging by 20 per cent – or 143 tonnes less packaging waste per year – in all areas, including cores and inner and outer packs.

## Product innovations

In 2019, Tork launched its latest product innovation, Tork PeakServe, a patented continuous hand towel dispensing system designed for high-traffic washrooms.

PeakServe provides 250 per cent more hand towels to avoid running out and cuts refill time in half. It also features compressed hand towels which require 50 per cent less storage space. PeakServe has been successfully installed into major stadiums and tourist attractions with positive reviews from venues for improved productivity and customer washroom experience.

EasyCube is the world's leading facility management software for data-driven cleaning empowering cleaning teams with new and smarter ways of working. It delivers real-time data enabling cleaners to work more efficiently by acting on what's needed, when and where.

Following its launch in 2018, EasyCube has been installed in a diverse range of market sectors including airports, tourist attractions, commercial offices, military establishments and universities.

