



Jumbo toilet paper

Are you getting what you've paid for?



Testing has shown that some Jumbo toilet paper has as much as

30%

less metres than stated

Some tissue companies have recently been investigated by authorities for under supplying Jumbo toilet paper. At Tork, we are committed to quality control. We check measures regularly to ensure we are supplying correct quantities and our customers are getting what they paid for.

- All businesses in Australia and New Zealand are required to be accurate in the measurement and quantities of products they manufacture, pack and/or sell
- Whether the product is imported or not, the onus is on the packer and seller to ensure it's correct
- Some Jumbo rolls are being supplied to customers with as much as 30%* less toilet paper than the label stated length
- Ultimately, customers could be paying up to 43% more
- Businesses who are caught short supplying or selling products with a shortfall can be fined and/or be required to compensate their customers



We recommend that you should check that you're getting what you've paid for.

Four ways to check:

1. Manual measurement
2. Independant testing
3. Weight calculation
4. Tork measurement

See overleaf for details



* Based on results of testing over 160 rolls. 13 out of 18 suppliers (72%) were found to be selling products shorter than their stated measure ranging from 69 to 98% roll length accuracy.

There are a number of ways to check that you're getting the right amount of toilet paper on your Jumbo rolls. If you are purchasing over 100 cases per year, the cost of a short supply can really add up.



1 Manual measurement

Unwind rolls and measure the paper by hand. This method is time consuming and is not completely accurate but is free.

- Mark out 10 metres on the ground – large space required
- Unwind roll on the ground, counting the number of 10 metre lengths
- Be careful not to stretch out the tissue as it will give an inaccurate result

2 Independent testing

For a few hundreds dollars, a sample can be tested through an independent body. We have sourced options in Australia and New Zealand

Australia: Orora Research and Technology Centre is Accredited by Australia's National Association of Testing Authorities. Contact and enquiries to rafik.faltas@ororagroup.com

New Zealand: Scion - a Crown Research Institute that carries out scientific research for the NZ Government. Email enquiries@scionresearch.com

3 Weight calculation method

Using this method, weigh a small measured length to calculate the total length. Digital kitchen scales are recommended. Correct measure will depend on the accuracy of the scales and may be limited if you can only measure to the gram.

- Weigh the full roll and record the weight in grams
- Measure out 5 meters of paper and record weight
- Calculate the total length of the roll
 $(\text{full roll weight} - 30\text{g for core}) \div (\text{weight of 5 meters} \div 5) = \text{calculated length}$
- Compare the stated length to the calculated length

4 Tork test

At Tork, we are so committed to our quality control that we've invested in new measuring equipment to guarantee correct supply. Concerned customers can send Jumbo toilet rolls of any brand to Kawerau, (NZ) and our Quality Control Manager will measure them and report back.

Send rolls and details to: Quality Control Manager,
 Tork Australasia, Fletcher Avenue, Kawerau, 3192 NZ

Counting the costs

Rolls at 90% of stated total roll length are essentially 11% more expensive than you think, as you are not getting the quantity you've paid for.

100% correct supply

Stated Roll Length	500m
Actual Roll Length	500m
Approx cost/case	\$25
Cost of 1,000 cases	\$25,000
Value of 1,000 cases	\$25,000

10% shortfall in supply

Stated Roll Length	500m
Actual Roll Length	450m
Approx cost/case	\$25
Cost of 1,000 cases	\$25,000
Value of 1,000 cases	\$22,500

25% shortfall in supply

Stated Roll Length	500m
Actual Roll Length	375m
Approx cost/case	\$25
Cost of 1,000 cases	\$25,000
Value of 1,000 cases	\$18,750



To speak to Tork Sales & Support, call 1800 643 634 (AU) or 0800 523 565 (NZ)

