

March 17, 2020

**To Our Valued Customers:**

As the spread of COVID-19 continues, hygiene products are of higher necessity than ever before. Many distributors and end-customers in North America are stocking up on supplies and as a result, we are experiencing a significant increase in demand and product orders.

**Prioritizing those most in need**

In the coming weeks and months, essential commercial establishments will rely on hygiene and health products to provide necessary resources across the country. We are working closely with our global manufacturing and supply chain teams to minimize product shortages and create maximum access to hygiene and health products for our customers.

**This means, at the current time, we cannot guarantee fulfillment of extraordinary orders.** Essity North America is in the process of monitoring orders and allocating products based on the average historical purchases to ensure reasonable access to our customers while maintaining accountable ordering practices. For orders already received and as new orders are placed, our customer service or sales team will contact you directly if we need to review, delay, or modify your request or expect a delay in delivery.

**We value your trust in Essity and the Tork® brand**

Caring for our customers and the communities we serve remains our top priority. Together as partners, we can make responsible choices to ensure critical distribution of hygiene and health products for those most impacted by the global pandemic.

We appreciate your business and support as we work through this situation together.

Respectfully,

A handwritten signature in black ink, appearing to read 'Matthew Urmanski'.

Matthew Urmanski  
VP Sales & Marketing - North America  
Essity Professional Hygiene