



To: 3M Customers in the United States
Subject: 3M Respirator Availability Update re: 2019 Novel Coronavirus and COVID-19
Date: April 3, 2020

Dear Valued 3M Customer,

This letter supplements our prior communications regarding the very high demand for 3M respirators resulting from the COVID-19 pandemic. As a company, we continue to act with urgency to address this crisis from every angle and do all we can to help protect our heroic nurses, doctors and first responders. Before the COVID-19 outbreak, approximately 10% of 3M's U.S.-produced N95 respirators were used by US healthcare customers, with the remaining 90% going industrial and retail end-uses. The result of all our recent efforts is that 3M is now shipping more than 90% of its U.S.-based N95 respirator production to our courageous healthcare workers, with the remaining 10% deployed to other critical national infrastructure industries including energy, food and pharmaceuticals.

Yesterday, the Administration formally invoked the Defense Production Act (DPA) to empower the Federal Emergency Management Agency (FEMA) to submit prioritized orders for our N95 respirators. We have been working closely with the Administration to do exactly that, and we appreciate the authorizations in the DPA that provide a framework for us to expand the work we are doing even further in response to the global pandemic crisis. We look forward to working with FEMA to implement yesterday's Executive Order. We don't know yet the impact of the DPA on our ability to supply product through our current healthcare channel and to critical industrial infrastructure. As we have additional information, we will provide you an update.

In addition to directing the vast majority of our N95 respirator output to healthcare and public health, the following summarizes our supply expansion efforts:

- In January, prior to the rapid acceleration of the COVID-19 outbreak in the U.S., 3M produced 22 million N95 respirators in the U.S.
- In February, 3M increased production of N95 respirators to 33 million in the U.S.
- In March, 3M further increased production of N95 respirators to 35 million in the U.S.
- Prior to the emergence of COVID-19, 3M's US manufacturing facilities exported a small portion [6 million] of its monthly respirator output, primarily to Canada and Latin America.
- Since January, 3M's significant increase in US monthly production of 13 million (22 million to 35 million) N95 respirators, has all been distributed throughout the U.S.
- For these Canadian and Latin American customers, 3M's N95 respirators produced in the U.S. are their primary source of supply. The Administration has requested that 3M

cease exporting respirators that we currently manufacture in the United States to the Canadian and Latin American customers. There are, however, significant humanitarian implications of ceasing respirator supplies to healthcare workers in Canada and Latin America, where 3M is a critical supplier of respirators.

- On top of the production expansion we've already completed, we expect to further increase respirator output to 50 million units per month in the US by June, a 40% increase from current levels
- Just recently, as a result of utilizing our global manufacturing footprint, 3M has secured authorization from the Chinese government and is in the process of importing 10 million 3M respirators that manufactured in China into the US
- We are also partnering with Ford Motor Company and other leading manufacturers to increase output of N95 and other respirators
- 3M engineers are collaborating with several sterilization companies to find a way for hospitals to safely clean, reuse and extend the life of these respirators.

We also continue to act on reports of price gouging and unauthorized reselling related to 3M respirators. This activity is unethical and illegal. As you recall on January 23, in a communication to channel partners we reinforced a coronavirus communication to Authorized 3M Distributors, and reinforced our policy on export of products: distributor will not sell, drop-ship, allow trans-shipment (i.e., ship to a U.S. destination for re-shipment to a non-U.S. destination), export, or ship for ultimate use of Products to destinations outside of, or for ultimate end use in, any location outside U.S. States and Territories (note: Puerto Rico specifically requires written consent from 3M) without express written authorization. We are working with the U.S. Attorney General and attorneys general of every state, making it clear that 3M has not and will not raise prices for respirators and offering our assistance in the fight.

3M is in daily contact with our customers and we remain committed to open and honest communications during this rapidly changing situation. Please work with your 3M Key Account Management Team or local sales representative for assistance. As this situation evolves, we will continue to provide updates as appropriate.

Regards,

Jim Fall
SIBG Vice President
United States and Canada Business Area

To: 3M Industrial Customers in the U.S. and Canada
Subject: 3M Respirator Availability Update re: 2019 Novel Coronavirus and COVID-19
Objective: Updated end-user / customer letter
Date: March 25, 2020

Dear Valued 3M Customer,

This letter supplements our prior communications regarding the very high demand for 3M respirators resulting from the 2019 novel coronavirus (2019-nCoV) and its associated disease (COVID-19). As we have seen over the course of the past weekend, there continues to be a significant rise in additional demand for respirators and other personal protective equipment needed by healthcare workers and government agencies.

3M has been committed to balanced distribution of 3M respirators that supports the public health and governmental response to COVID-19 and ensures product availability to our existing industrial and healthcare customers whose operations rely on our products. Given the rapidly changing dynamics, we are taking further actions to shift most of our respirator production output to supply healthcare and government/emergency response. The need to transition supply from industrial to healthcare is likely to continue for the duration of the emergency response being declared and implemented by governments in the U.S., Canada, and around the world.

Effective immediately, all 3M Filtering Facepiece Respirators (FFR) going through 3M Authorized Safety & Industrial Distributors will be released **only to support end-user customers operating within critical industrial infrastructure as specified by the U.S. Government.** All orders for these products will be processed via end-user dropship, ensuring that supply is delivered to its intended destination, as quickly as possible. Please work with your 3M Authorized Distributor to ensure shipping and contact information is accurate.

The following provides an overview of the current situation and 3M's efforts to support our valued industrial end-user customers during this time.

- Since the initial COVID-19 outbreak, we've ramped up to maximum production levels of N95 respirators and doubled our global output to a rate of more than 1.1 billion respirators per year, or nearly 100 million per month.
- As the cases of COVID-19 accelerate across the United States and Canada, 3M is receiving an increasing number of requests for large-volume respirator supply to support the healthcare industry and national preparedness efforts.
- In response, 3M is working with the U.S. government and other governments around the world to help address the need of getting respirators to the organizations and individuals that will have the greatest impact on addressing this public health emergency.
 - In the U.S., this is specific to the following disposable respirator models: 8210, 8210Plus, 8200, 8110S, 8511, 9105, 9105S, 9210+, and 9211+.
- This increasing healthcare and national preparedness demand will further reduce our ability to fully supply our base industrial business until the public health needs start to wane. 3M Authorized Safety & Industrial Distributors placing orders for 3M Filtering Facepiece Respirators will have those orders filled only to the extent needed to service

end-users in critical infrastructure, which includes industries such as energy, food and pharmaceutical manufacturing – but which excludes healthcare, first responders, and government, which will be serviced through other channels. For guidance on what constitutes a critical infrastructure end-user, please refer to the Memorandum on Identification of Essential Critical Infrastructure Workers During COVID-19 Response published by the U.S. Department of Homeland Security, Cybersecurity & Infrastructure Security Agency (CISA) on March 19, 2020, and available [here](#). (last visited March 22, 2020).

- We will continue to prioritize and action respirator fulfillment on a case-by-case basis. As a result, order status will fluctuate based on supply. Due to the combination of increased demand by critical infrastructure and limited supply, we may not be in a position to fulfill all orders for some time.
- With regard to requests for priority treatment of orders, currently, the only orders for 3M respirators that we can accept as rated orders under the Federal Priorities and Allocations System (FPAS) are orders issued by the U.S. Department of Health & Human Services (HHS) with a “DO-HR” or “DX-HR” rating. To our knowledge, no Federal agency other than HHS has been delegated authority under the Defense Production Act of 1950 (DPA) to issue priority rated orders for health and medical services such as respirators. This was confirmed in an Executive Order issued by the President on March 18, 2020. Companies who operate within the “essential critical infrastructure workforce” identified in the CISA guidance memorandum referenced above do not have independent legal authority to issue FPAS-rated orders. If you receive a valid FPAS-rated order or contract from a customer, please inform us so that we may take steps to process FPAS-rated orders placed by you under such order or contract in accordance with applicable laws and regulations implementing the DPA.
- Additionally, we kindly ask that you work with your 3M Authorized Distributor on your anticipated consumption levels of 3M respiratory protection products in the near term. If your operations are slowing down, we ask that you consider returning any unopened 3M respirators, or consider donating them to hospitals and first responders that may need additional N95 Filtering Facepiece Respirators.
- For certain industrial applications, alternative respiratory protection products may be suitable. Our Application Engineering team (available via the 3M Technical Helpline at 1-800-243-4630) can assist you in your evaluation of such alternatives.
- For more information regarding Respiratory Protection topics in the workplace please click on link below:
<https://multimedia.3m.com/mws/media/1792539O/respiratory-protection-faq-workplace.pdf>

3M is in daily contact with our customers and we remain committed to open and honest communications during this rapidly changing situation. If you have questions, please contact your assigned 3M representative.

Thank you for your support.

Regards,

Jason Grouette
Area Director - USA & Canada

3M Personal Safety Division

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March 30, 2020

Dear valued customer,

Based on guidelines released last week by the Ontario and Quebec governments, 3M Canada's operations are an essential service in the response to the COVID-19 pandemic.

3M Canada remains operational and will continue to serve you during this unprecedented challenge.

Please note some of our critical products are not currently available including respirators, masks, and hand sanitizers. 90% of respirators now coming into Canada are now designated for healthcare workers, with the remaining deployed to other industries also critical in this pandemic, including energy, food and pharmaceutical companies.

Our highest priority is the safety of our people and the public.

In order to continue to operate our plants and distribution centers, we have enhanced safety procedures in all of our sites. Our teams are using escalated procedures for personal safety, cleaning and medical screening measures.

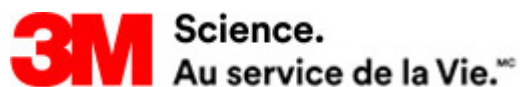
We have restricted travel and in-person customer interaction until further notice. We are confident we have the tools to meet your needs remotely.

If you are suspending operations, please reach out to us so we can manage any current orders you may have with us.

Thank you for your support.

Regards,

Penny Wise
Managing Director
3M Canada



Le 30 mars 2020

Cher/Chère client(e) estimé(e),

Selon les lignes directrices publiées la semaine dernière par les gouvernements de l'Ontario et du Québec, 3M Canada est considérée comme une compagnie offrant des services essentiels dans le cadre des mesures prises pour répondre à la pandémie de la COVID-19.

Nous maintiendrons donc nos opérations et continuerons à vous servir durant ce défi sans précédent.

Veillez noter que certains de nos produits considérés essentiels ne sont pas disponibles actuellement, notamment les respirateurs, les masques et les désinfectants pour les mains. Quatre-vingt-dix pour cent des respirateurs importés au Canada sont voués aux travailleurs dans le domaine des soins de santé, le reste des produits étant utilisé d'autres industries jugées également essentielles, y compris les sociétés énergétiques, alimentaires et pharmaceutiques.

Notre plus grande priorité est la sécurité de nos employés et du public.

Afin de maintenir nos opérations dans nos centres de production et de distribution, nous avons mis au point les procédures de sécurité dans tous nos sites. Nos équipes utilisent des procédures améliorées en matière de mesures de sécurité personnelle, de nettoyage et de dépistage médical.

Nous avons limité les déplacements et les interactions avec les clients en personne jusqu'à nouvel ordre. Nous possédons les outils pour répondre à vos besoins à distance!

Si vous suspendez les opérations sur votre site, veuillez nous contacter afin que nous puissions gérer en conséquence toutes les commandes en cours que vous pourriez avoir avec nous.

Je vous remercie pour votre soutien.

Cordialement,

Penny Wise
Présidente
3M Canada

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3M Canada

300 Tartan Drive

London, Ontario, Canada N5V 4M9



To: 3M Valued Customers in the US
Subject: 3M Product Availability Update re: 2019 Novel Coronavirus
Date: January 23, 2020

Dear Valued Customer,

3M is seeing an increased demand for respiratory protection products following the outbreak of a newly identified coronavirus (2019 novel Coronavirus, 2019-nCoV). 3M is a leader in personal protective equipment for public health and healthcare professionals and individuals. In response, 3M is increasing respirator production to help meet demand, and working with distributors to help ensure they have inventory to meet end-user demand. 3M is committed to supporting the public health and governmental response to the Coronavirus while maintaining supply to existing customers.

As of the date of this letter, the World Health Organization (WHO) has recommended that healthcare workers who might be exposed to patients suspected to be infected with the Coronavirus wear personal protective equipment, including respirators, in certain situations. The U.S. Centers for Disease Control and Prevention (CDC) has recommended that potentially exposed healthcare workers follow standard, contact, and airborne precautions and use eye protection (goggles or face shield).

To help assure product availability to our established customers through their regular purchasing channels, 3M has implemented special controls on our order fulfillment system for the respirators that are in highest demand. Large orders are likely to require additional time for fulfillment due to increased global demand. During this period, order status may fluctuate. Customers should work with their 3M Distributor Partner and 3M Key Account Management Team or local sales representative regarding product availability and lead times.

This is an evolving situation, and it is recommended that all concerned consult the [WHO](#) and [CDC](#)'s websites frequently for the most updated information regarding this situation. We will continue to rely on governmental agencies to guide recommendations for products relating to the 2019-nCoV Coronavirus. Please work with your 3M Key Account Management Team or local sales representative for assistance. As this situation evolves, we continue to provide updates as appropriate.

Resources and Tools:

Below are some tools available to 3M authorized distributors that can be shared with customers during this time.

- [Technical Data Bulletin](#): 2019 Novel Coronavirus Outbreak
- [Technical Data Bulletin](#): Respiratory Protection for Airborne Exposures to Biohazards
- [Technical Data Bulletin](#): Pandemic Influenza Preparedness Planning: Practical Considerations for Respirator Use in a Health Care Setting
- [FAQ](#): 3M Filtering Facepiece/Disposable Respirator Storage Conditions and Shelf Life
- [Blog](#): N95 Stockpile Best Practices and Disposal Assistance from 3M
- 3M Tech Service hotline: 800-243-4630
- [3M PPE Rep Finder](#)

Best Regards,

Jason Grouette
Director - USA & Canada
Personal Safety Division

Michael DelVacchiao
Vice President – USA and Canada
3M Medical Solutions Divisions