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March 13, 2020

**Subject: COVID-19 Update**

Dear Valued Customer:

In response to further developments in the spread of the coronavirus that causes COVID – 19, I wanted to share some additional information with you regarding Domtar’s plan to ensure the safety of our employees and business continuity.

**Employee health and safety** – Domtar recently issued a temporary ban on non-essential business travel, and precautionary expectations for employees’ personal travel and e-commuting. We continue to share recommended preventative measures with all employees.

**Business continuity** – Our vast network of 10 paper mills, 18 paper machines, 13 converting centers, and in-market distribution centers allow for asset redundancy and the ability to manufacture and ship products from multiple locations. Our Business Continuity Plan has been activated to ensure that service levels and critical business activities are minimally impacted. Domtar’s Corporate Crisis Management Plan has been updated, and each facility has an active contingency plan in place. Our commercial team can work remotely, ensuring protection for our employees while maintaining the ability to respond to customer requirements and daily activities. As a North American company, we source 100% of raw materials from North American manufacturers and continue to work with suppliers to avoid interruption to our operations.

**Transportation** – We continue to ship products to customers without disruption. We are in regular contact with our carrier partners, and at this time, we are not experiencing any capacity issues.

Agility and caring are two of our core values and we are committed to supporting our employees’ health and well-being, and keeping our business running smoothly. We plan to proactively communicate with you if we foresee any impact to our operations. For regular communication updates, please visit [Pulp & Paper Business Continuity](#). We will continue to update this site with information and resources as they are made available.

If you have any questions, please contact your Domtar Account Manager. Thank you for your continued business.

Sincerely,

Rob Melton  
Vice President and General Manager, Paper

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or find us on Facebook, Instagram, Twitter or LinkedIn.

