



100 Kingsley Park Drive
Fort Mill, SC 29715
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March 27, 2020

Subject: COVID-19 Update

Dear Valued Customer:

Our commitment to our employees, customers, and communities has never been stronger as we navigate the unprecedented and ever-changing path created by the COVID-19 pandemic. We are dedicated to staying connected and providing information and resources to help you during this time.

Essential/Priority Business Update – The pulp and paper industry has been designated as essential by both the U.S. and Canadian governments in a variety of mandates. Domtar Pulp and Paper mills support critical infrastructure, supply chains, manufacturers, and distributors in delivering crucial materials. These materials are a necessary component in the production of vital items in the healthcare, food packaging, and food processing industry, along with facilitating communication of important information.

Domtar continues to monitor developments closely and work with state, local, and provincial officials. All Domtar facilities are operational and continue to manufacture and ship products in all states and provinces. To see an ongoing list of state and provincial mandates with Domtar Pulp and Paper business impact, visit [Pulp & Paper Business Continuity](#).

Transportation and Warehousing – We continue to ship products to customers without disruption. We are in daily contact with our carrier partners, and at this time, we are not experiencing any capacity issues. Our warehouses are stocked, operational, and continue to distribute products. Many of our carrier partners are adhering to CDC guidelines recommending social distancing and sanitary practices.

Our People – The health and safety of our employees is our company's top priority. We are limiting access to all of our locations and screening visitors and have implemented enhanced sanitation protocols. We are modifying work practices and have reduced the number of people in a close area at the same time. We are following CDC guidelines and adhering to federal and state guidance and directives. We are grateful to our employees who are dedicated to manufacturing critically needed products and exercising diligence in maintaining a safe and healthy workplace. By continuing to operate, we are supporting the overall supply chain that provides products to our communities, consumers, and caregivers.

How You Can Help – Please email your customer service representative directly with any warehouse or office closures or modifications to your receiving schedule. If you have additional questions, please contact your Domtar Account Manager and continue to visit [Domtar Pulp & Paper Business Continuity](#) for updates and resources.

Thank you for your continued trust in Domtar during these challenging times. Our commitment to our values of agility, innovation, and caring has never been more evident during the past weeks as we continue to serve you. Stay safe as we work together to protect our employees, customers, and our communities.

Sincerely,

Rob Melton
Vice President and General Manager, Paper