



March 18, 2020

Subject: COVID-19 Update

Dear Valued Customer:

As the situation with coronavirus (COVID-19) evolves, our team is ready and able to continue providing products and services to our customers. We have taken some additional actions to mitigate the spread of the virus and ensure business continuity.

Employee health and safety – We are taking multiple steps to protect the health of our employees and communities while minimizing business disruption. We have implemented visitor restrictions at all Domtar Pulp and Paper sites—including all offices, manufacturing locations, and warehouses. Our commercial, customer service, and planning teams are working remotely. These actions protect our employees while also maintaining essential operations.

Business Continuity: Our teams have full remote access to our order and supply chain systems and can respond to customer requirements and daily activities in a timely manner. Leaders in every area of our business are meeting regularly to ensure our preparedness regarding supply chain, manufacturing, transportation, customer service, finance, and technology. We are committed to supporting your business during this evolving situation. Currently, we are not experiencing any disruption issues at our mills, converting sites or warehouses. For additional details, please view our Business Continuity Plan.

Transportation – For North America, we continue to ship products without major disruptions from our mills or transportation lanes. We are staying close to our carriers, and are not experiencing any capacity issues in rail or truck at this time. For international shipments, we are experiencing an elevated amount of vessel cancellations and a decreasing amount of container availability. We are continuously working with our carriers, freight forwarders, and customers to seek alternatives and minimize disruptions. However, we believe the constraints on vessels and containers will persist for a few more weeks. We will keep our customers up-to-date with their specific order information.

How You Can Help – Please email your customer service representative directly with any facility, mill, warehouse or office closures or modifications to your receiving schedule.

As new developments emerge regarding the coronavirus, we will share information with you about how we continue to operate safely and effectively at our [Pulp & Paper Business Continuity Site](#). 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 support, trust, and confidence during this unprecedented time. We wish you good health and safety.

Sincerely,

A handwritten signature in black ink, appearing to read 'Lewis Fix', is written over a white background.

Lewis Fix

VP of Pulp Sales and Marketing



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