



Domtar
100 Kingsley Park Drive
Fort Mill, SC 29715
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March 11, 2020

SUBJECT: CORONAVIRUS UPDATE

Dear Valued Customer:

We continue to monitor developments in the spread of coronavirus (Covid-19). 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 continue to be focused on supporting our employees' health and well-being and keeping our business running smoothly. Please find specific updates below.

- **Employee Health and Safety** – To help prevent the spread of the virus, we have imposed certain mandatory travel restrictions and remote working policies, and have distributed our pandemic response policy to all Domtar employees.
- **Business Continuity** – Our network of mills are operating normally, as well as our divisional headquarters. We have developed contingency plans should an outbreak occur in one of our facilities. We continue to work closely with our suppliers to avoid any interruptions to our operations, and do not anticipate manufacturing disruptions caused by Covid-19. The Pulp Customer service team has full remote access to our order and supply chain systems should the need arise to work remotely.
- **Transportation** – Domestic shipments are currently moving without disruption. We are in regular contact with our carrier partners, and at this time we are not experiencing any capacity issues. Our mills are able to ship via rail and truck, and have utilized both in the past when temporary disruptions have occurred.
 - International shipments are more challenged. Reduced production levels in China have had a ripple effect throughout the supply chain, causing significant vessel cancellations, which have reduced vessel space and are expected to cause container shortages in North America in the coming weeks. We have already taken steps to mitigate the supply chain risk and are in regular contact with our logistics providers and our customers as we work through the vessel capacity and container issues.

We will provide updates as conditions change.

Best regards,

A handwritten signature in black ink, appearing to read 'Lewis Fix'.

Lewis Fix
VP of Pulp Sales & Marketing