

Updated: 5/22/2025

Domtar Pulp and Paper Business Continuity Overview

The purpose of this document is to provide Domtar Pulp and Paper customers with an overview of the company's Business Continuity Plan (BCP). Because of the specific and sensitive nature of the information contained in the actual BCP, this summary has been created to give a general overview of the plan's contents, without revealing sensitive company or proprietary data.

Domtar has implemented measures to recover from disruptions of services to our customers. We fully understand any business disruption to our customers could have substantial impact and such detailed plans and processes have been developed to keep business running smoothly.

Policy and Plans

Domtar has a variety of plans to enact to ensure the safety of our employees and business continuity. Our Crisis Management plan has been updated and each facility has an active contingency plan in place. Our plans are reviewed and tested yearly. We currently have multiple task forces in place focused on employees, customers and business sustainability.

Operations

Our network of 12 pulp mills, 15 pulp machines, 13 paper mills, 19 paper machines, 1 container board mill, 10 converting centers, 1 coater and in-market distribution centers allow for asset redundancy and the ability to manufacture and ship products from multiple locations.

Our commercial team can work remotely, ensuring protection for our employees while maintaining the ability to respond to customer requirements and daily activities.

Inventory

Domtar maintains inventory at various locations across our network mitigating interruption in supply.

Supply Chain

As a North American company, we source 100%* of raw materials from North American manufacturers. Domtar has business relationships with multiple suppliers that have the capability of delivering products to our facilities.

**The West Carrollton coater and the Kénogami paper mill may source a small percentage from international suppliers.*

Sales Service

Our inside sales and production planning teams have full remote access to our order and supply chain systems should the need arise to work remotely. We have a disaster recovery team that regularly tests this capability.

Domestic Transportation

Our transportation, planning and operations teams have actively grown our asset carrier base to have a variety of carrier availability. Our manufacturing sites and strategically located distribution centers are focused on maintaining our "Shipper of Choice" status. We have dedicated carriers both nationally and locally as well as collaborative customer/carrier relationships. Our mills are able to ship via rail and truck, and have utilized both in the past when temporary disruptions have occurred.

International Transportation

Our transportation, planning and operations teams have processes in place to mitigate supply chain risks associated with container shortages and vessel cancellations. We are in regular contact with logistics providers and customers and will increase that engagement should there be capacity and container issues.

Visitor Security

Domtar facilities are secured 24/7 by contracted security companies. In addition, each site has camera surveillance systems that monitor both the outside and inside of all facilities. Visitors must have proper clearance, including safety instruction in the event of an emergency prior to entering the facility.

Visitor Policy

As part of Domtar's Business Continuity Plan, visitor restrictions and questionnaires may be implemented.

Information Technology

We have a variety of software and technology that allows our employees to easily work remotely and engage with customers as needed.

Communication

We have created [Domtar Pulp & Paper Business Continuity](#) to provide regular updates and resources. We plan to proactively communicate if we foresee any impact to operations.

The information contained in this document is provided by Domtar for informational purposes only. Nothing contained herein shall be construed to amend, supplement or otherwise modify any of the terms and conditions set forth in any customer agreement between our customers and Domtar.