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March 4, 2020

Subject: COVID-19 Update

We understand that you may be concerned about the public health crisis related to the COVID-19 virus and its potential impact on our ability to manufacture and distribute paper. All of Domtar's paper products are manufactured in North America, and at this time we do not believe any customers will be impacted. Just as you are working with your suppliers, we are working with our suppliers to avoid interruption to our operations.

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. Proper cough and sneeze etiquette and hand-washing reminders are being shared throughout the company.

Business Continuity – Our network of paper mills, converting plants and distribution centers are operating normally, as well as our divisional headquarters. We are developing 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.

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.

We will provide additional updates as conditions change.

Rob Melton
Vice President and General Manager, Paper

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