



100 Kingsley Park Drive
Fort Mill, SC 29715
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March 20, 2020

Subject: COVID-19 Update

Dear Valued Customer:

We are committed to providing you with updates as we navigate the evolving COVID-19 situation and how it impacts business. Various states have adopted different parameters as a result of the threat of COVID-19. Domtar continues to monitor developments closely and work with state and local officials. All Domtar facilities are operational and continue to manufacture and ship products in all states. To see an ongoing list of state mandates, visit [Pulp & Paper Business Continuity](#).

Transportation and Warehousing – 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. Our warehouses are stocked, operational and continue to distribute product. Please email your customer service representative directly with any warehouse or office closures or modifications to your receiving schedule.

Security of Supply – Domtar is positioned well with security of supply across multiple locations and the flexibility to shift resources as needed to keep operations open and customers supplied with paper. Our vast network of 10 paper mills, 18 paper machines, 13 converting centers, and in-market distribution centers allow for asset redundancy and the ability to manufacture and ship products from multiple locations. As a North American company, we source 100% of raw materials from North American manufacturers and continue to work with suppliers to avoid interruption to our operations.

Communication: We are committed to providing regular communication updates as the dynamics of the COVID-19 outbreak change. Please continue to visit [Pulp & Paper Business Continuity](#), where we are posting regular updates and resources to assist. We've recently posted information related to USPS, AF&PA, PIA, and NAM information.

If you have any questions, please contact your Domtar Account Manager. Thank you for your continued business and patience during these challenging times. Stay safe as we work together to protect our employees, customers, and our communities.

Sincerely,

Rob Melton
Vice President and General Manager, Paper