



100 Kingsley Park Drive
Fort Mill, SC 29715
803-802-7500

April 27, 2020

Subject: COVID-19 Update

Dear Valued Customer:

Today, Domtar announced the temporary idling of our Hawesville, Kentucky operation due to the business conditions driven by the COVID-19 pandemic. As difficult as these actions are, they are necessary to ensure the long-term success of our employees, customers, and the communities in which we operate.

We have invested in planning and preparations to continue to service our customers through this temporary situation. Many of our products are manufactured at multiple locations and we have built inventory to ensure our lead times remain consistent. Our distribution facilities remain fully operational, allowing us to continue to ship products to all states and provinces without disruption.

Domtar is committed to providing you with the industry leading products and service you have come to expect, while keeping our employees healthy and safe. Our dedicated people, strong balance sheet, and reliable operations will enable us to weather this storm.

Throughout this pandemic, we have strived to keep in touch with you, albeit virtually. We very much look forward to seeing you again soon. Thank you for your continued support and trust in Domtar Paper.

Wishing good health to you and yours,

Rob Melton
Vice President and General Manager, Paper

