



March 30, 2020

Open Letter to Residents of Hastings and Prince Edward Counties

Dear Residents of Hastings and Prince Edward Counties:

We are all taking extra care during these unprecedented times and our priority is the health and well-being of our employees and our community. Recently, we learned that one of our very own here in our Trenton mill, has tested positive for COVID-19 and is at home. We are staying in touch to offer our support and best wishes for a speedy recovery.

We make tissue products for the Away-From-Home market in our Trenton facility.

In response to guidance from Hastings Prince Edward Public Health, we immediately advised all employees who were working in the same area within the specified time period to self-isolate for 14 days and monitor for symptoms. We will stay in touch with impacted employees, and we anticipate they will return to work April 8th. We have been advised that Public Health will also be following up personally with each affected employee to provide further guidance.

This weekend we temporarily closed the plant and immediately brought in a professional service to do a further, very extensive cleaning and sanitization of the facility. In addition to having high speed, highly automated processes and maintaining physical distances in the manufacturing environment, we will continue the numerous precautionary measures that were introduced in the recent weeks, including an escalation of our daily cleaning and sanitization protocols. Trenton facility resumed operations today (March 30).

We all need to remember that nothing is more important than personal health. We have reminded employees that they should stay home if they are ill and abide by Public Health's recommendations to wash their hands frequently with soap and water; and practice physical distancing.

We are in this together. Thank you for your support.

Visit Ontario's [website](#) to learn more about how the province continues to protect Ontarians from COVID-19.

March 19, 2020

Our Role As One of North America's Leading Tissue Manufacturer Has Never Been More Important

Our mission is to make everyday life more comfortable. For the millions of people across North America figuring out how to manage a new reality, rest assured that you will not have to worry about tissue and paper products. We are working around the clock to supply our customers in large urban centres and small remote locations with the tissue products they need.

This is a time when we need to come together and help each other.

Health and Safety Is Paramount

Our employees' health and safety is second to none. We have taken extra precautions to protect our employees at all of our work sites.

We have reviewed and updated our Pandemic Action Plans at all our facilities to protect our operations and make sure that we can continue to supply our products. We have also reached out to our suppliers to secure our supply chain and distribution capabilities, making sure that they have implemented similar measures to face the pandemic.

Further, we have high-tech processing facilities that are highly automated.

Some of our other actions include:

- Advised all employees to stay home in the presence of any symptoms of cold or flu.
- Enabled office employees to work from home.
- Implemented increased hygiene measures.
- Communicated with all our employees on health and safety measures such as social distancing, hand washing, cleaning surfaces in shared spaces such as cafeteria.
- Implemented new procedures and restrictions regarding access to our facilities, visitor screening and in-person meetings.
- Banned all business travel and advised our employees to consult governmental advisories before any personal travel.
- Asked employees who traveled for personal reasons to self-isolate as per health authority recommendations.

We Are Relying on our Strong Core Values

Especially during this tense time, we are relying on our core values to make decisions. We are doing the right thing for our employees, customers, communities and business.

Our eight production facilities in North America are maximizing operational efficiencies and working at full capacity to provide our customers with products. Our employees are going to extraordinary lengths to make this happen.

Our fibre and other materials are primarily sourced in North and South America. Our supply of materials is strong and we do not anticipate any product supply issues.

We are here to make everyday life more comfortable

We are following the guidance of public health officials, and will continue to monitor developments closely. As changes come, we'll change with them and make every effort to keep you informed. We don't know what is yet to come, but we will get through this together. Be kind and pay it forward. One small act of kindness can go a long way.

Thank you for bringing us into your homes and allowing us to help make everyday life more comfortable for you.