



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.