



March 13, 2020

Dear Valued PaperWorks Customer,

Over the past few weeks, it has become clear we face unexpected challenges as the situation around coronavirus (COVID-19) continues to evolve. During this time of uncertainty, we stand by our core values of Safety, Transparency and Community. The health and safety of our team members and customers are our top priority as we continue to provide high-quality products and excellent customer service.

PaperWorks has taken a proactive and comprehensive approach to Business Continuity Planning (BCP). The purpose of our BCP is to prepare PaperWorks to respond in the event of a disaster, and to restore business operations as quickly as possible while minimizing disruption to our team members and customers.

BCP in the event of a pandemic is coordinated through our team of experts in our Environmental Health & Safety group in conjunction with our management team. PaperWorks has reviewed the potential impact of coronavirus (COVID-19) on our team members and business operations. At this time, we have not experienced any disruptions to our operations or supply chain and remain in a continuous monitoring phase. As a vertically integrated Coated Recycled Paperboard (CRB) supplier with two paper mills and five packaging manufacturing plants in the United States and Canada, all of our raw materials and transportation services are sourced in North America. In the case of a raw material or transportation delay, we have alternative domestic resources available.

We have communicated to all our team members the safe health practices to follow at work and at home as established by the Centers for Disease Control (CDC) and the World Health Organization (WHO). We have also implemented travel restrictions for our team members and visitor management protocols as precautionary measures. For all our manufacturing facilities, our BCP incorporates our customers' demand, supply chain, manufacturing capabilities, warehousing, and facility sanitization. Our BCP also supports our team members with wage and benefit continuation, health testing, family leave, and time off.

As overall conditions change, we will make further risk assessments and adapt our business practices accordingly. We will remain in constant communication with our team members and customers during the coronavirus (COVID-19) outbreak and share relevant updates to our business.

Sincerely,

Brandon Clairmont  
Senior Vice President, Sales & Marketing