



March 17, 2020

Dear Valued Port Hawkesbury Paper Customers,

The world's reaction to the coronavirus (COVID-19) is evolving quickly, and Port Hawkesbury Paper continues to carefully monitor the global, national and local responses. Our primary concern is to minimize the risk of exposure to our employees, customers and suppliers. Although we have no known reported cases of the coronavirus at the mill, we have implemented many precautionary steps and safeguards to try to reduce the virus' potential spread. The mill management is having daily discussions to monitor changing conditions and will continue to follow the local and national government directives to keep the mill running and our employees safe.

We have not experienced disruption in our manufacturing process, nor do we expect to. We are working closely with our vendors, supply chains, warehouses, freight carriers and customers to work through any potential issues and we currently do not foresee any impact on deliveries.

We appreciate your mutual understanding and flexibility and will continue to communicate closely with all our stakeholders and customers as we work through changing circumstances. If you have any questions or need additional information, please reach out to me directly or to your sales manager.

Thank you for your continued support during these difficult times.

Best regards,

A handwritten signature in black ink, appearing to read "Tom Gallagher".

Tom Gallagher
President, PHP Sales Services