

During this challenging time, many businesses are faced with unprecedented changes to their operations. At Sappi North America, our employees' health and safety remain our top priority. We have worked hard to update our internal and external procedures so we can continue to provide the essential products our customers need. From paper labels for canned goods and food packaging, to dissolving wood pulp that goes into disinfectant wipes and hospital gowns, the opportunities we have to support our communities are more important now than ever before.

Many years ago, we committed to diversify our business so that we could more easily work through situations such as this. We are confident that Sappi North America will continue to be a strong, innovative manufacturer in the U.S. both during and beyond this crisis.

As a result of an increase in customer and stakeholder inquiries, we have created this resource to address common questions about how Sappi North America has responded and will continue to respond. As we continue to navigate this situation, we will update this page.

If you have further questions about our response to the COVID-19 pandemic, please do not hesitate to contact your local Sappi sales manager or visit sappi.com/contact-us.

What actions is Sappi North America taking to reduce the spread of COVID-19?

- All travel, including customer-related travel and visits to Sappi North America sites, is cancelled.
- All of our sites have strict and extensive protocols to minimize the risk of exposure, including:
 - detailed reviews and new protocols for social distancing practices
 - locking down our facilities to access by non-essential visitors / contractors
 - having all employees whose jobs don't require them to be at the facilities work from home
 - robust processes for keeping employees with potential exposure risks out of the mills
 - extensive hygiene practices

Are Paper, Pulp and Paperboard considered essential businesses?

We deem our businesses as essential, and to date, states such as Maine, Minnesota and Pennsylvania, who have restricted the operation of many businesses, have exempted the pulp and paper industry. Quebec has also deemed our Matane operation as essential.

What is Sappi North America's contingency plan if a mill needed to shut down?

We have 4 manufacturing sites in North America with multiple machines. The majority of our paper, packaging and dissolving pulp products are qualified across multiple platforms. In addition, Sappi North America is part of a larger global network with multiple production facilities in both Europe and North America, giving us the ability to carousel grades between production sites, if needed.



What protocols are taken if someone within a mill is infected with COVID-19?

If an employee is found to be infected with COVID-19, all other employees who were in close contact are required to quarantine for 14 days. This approach goes beyond the CDC recommendation. Additionally, work areas known to have been used by the infected employee are sanitized.

Further, employees who have symptoms consistent with infection or who might have been exposed are also required to quarantine for 14 days.

The health and safety of our employees is the highest priority at Sappi. We have restricted access to only those employees directly essential to maintain production. For these on-site employees, we have implemented changes to maximize social distancing. We also implemented increased cleaning of high-touch surfaces such as door handles, touch screens and control panels. We have detailed protocols in place to decontaminate / disinfect contaminated areas in the event an employee is infected with COVID-19.

The safety of our product is also a high priority. Due to the highly automated nature of our manufacturing process, there is minimal direct contact between employees and the amount of lineal feet of finished product that we produce.

Are Sappi North American mills operating at full capacity?

Our mills have the ability to produce at full capacity but will adjust our production schedules in order to match the required market demand during this uncertain time.

Is Sappi North America still able to receive imported products from Europe?

Our imports of Sappi Europe products are uninterrupted.

Is Sappi producing products that are in high demand during this time?

Among other products, Sappi North America produces labels for cans and food packaging products, paperboard for food packaging and food service, high yield pulp for packaging and dissolving pulp for hygiene products, all of which are in high demand.

Does Sappi's global network offer additional supply options for North America?

Sappi North America is part of a larger global network with multiple coated paper and packaging production facilities in both Europe and South Africa, providing us with additional production capability, should it be needed.

How is Sappi North America handling the shipping of products using 3rd party transportation?

Sappi North America has a long-term strategy of building a delivery network directly with truck, rail, and intermodal for many years and has adopted numerous practices to be a "Shipper of Choice". This allows us to continue shipping our products in times when capacity tightens. We are fully stocked with paper and packaging inventory at our regional distribution centers and utilize a variety of shipping modes.



Our Supply Chain team is following the guidelines from the U.S. Centers for Disease Control (CDC) and the Public Health Agency of Canada (PHAC) and is working remotely to ensure continuation of support. We continue to monitor our customers, our carriers, our inventories, our mills, our ports, and our people to maintain our flexibility in these unprecedented times.

Is the sourcing of raw materials for Sappi North America products affected during this time?

Sappi North America sources our raw materials primarily from North America. In very limited cases where sourcing is outside of North America, our suppliers have enough inventory in the USA to allow us to operate for a significant period of time. These suppliers are also establishing backups to prevent any extra risk to our supply.

We have reached out to our first-tier suppliers and they have assured us that their ability to supply and transport materials is not compromised at this time. We have also asked and received information regarding second-tier sources of supply.

Has Sappi North America qualified new or alternative raw materials and consumables in order to have additional options in the case of a supply chain interruption?

Our Research and Development team continually works with our manufacturing teams to ensure continuity of raw material supplies. Part of this review is to ensure multiple sources of supply of key ingredients that are required to meet the specifications of our products.

Can a person contract COVID-19 by touching a package?

According to the World Health Organization, “the likelihood of an infected person contaminating commercial goods is low and the risk of catching the virus that causes COVID-19 from a package that has been moved, travelled, and been exposed to different conditions and temperature is also low.” And according to the CDC, “in general, because of poor survivability of these coronaviruses on surfaces, there is likely very low risk of spread from products or packaging that are shipped over a period of days or weeks at ambient temperatures.

Coronaviruses are generally thought to be spread most often by respiratory droplets. Currently there is no evidence to support transmission of COVID-19 associated with imported goods and there have not been any cases of COVID-19 in the United States associated with imported goods.”

The full CDC “Frequently Asked Questions” COVID-19 guidance is here:

<https://www.cdc.gov/coronavirus/2019-ncov/faq.html>

Can COVID-19 be spread through the mail?

According to USPS: “Importantly, the CDC (<https://www.cdc.gov/coronavirus/2019-ncov/faq.html>), the World Health Organization (<https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>) as well as the Surgeon General have indicated that there is currently no evidence that COVID-19 is being spread through the mail.

The full USPS “Statement on Coronavirus” is here:

<https://about.usps.com/newsroom/statements/usps-statement-on-coronavirus.htm>



Where can I find information on COVID-19 Residency on Paper Products

<https://www.ncasi.org/coronavirus-information-relevant-to-the-forest-products-industry>

<https://www.coronavirus.gov>

<https://about.usps.com/newsroom/statements/usps-statement-on-coronavirus.htm>

<https://afandpa.org/media/covid19>

Is the U.S. food supply safe?

Currently there is no evidence of food or food packaging being associated with transmission of COVID-19.

According to the U.S. Food & Drug Administration, unlike foodborne gastrointestinal (GI) viruses like norovirus and hepatitis A that often make people ill through contaminated food, SARS-CoV-2, which causes COVID-19, is a virus that causes respiratory illness. Foodborne exposure to this virus is not known to be a route of transmission.

The virus is thought to spread mainly from person-to-person. This includes between people who are in close contact with one another (within about 6 feet), and through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads. However, it's always critical to follow the 4 key steps of food safety—clean, separate, cook, and chill – to prevent foodborne illness.

<https://www.fda.gov/food/food-safety-during-emergencies/food-safety-and-coronavirus-disease-2019-covid-19>

