



September 2021

Dear customer,

As the situation with COVID-19 continues to evolve, we know staying connected with our customers is of utmost importance. We take pride, as a leader in differentiated packaging solutions, in safely delivering products to millions of customers every day. WestRock supports critical infrastructure, supply chains and other manufacturers in delivering much-needed items to consumers. I want to update you on the steps we are taking to ensure we continue to be the partner you can count on.

Our Teammates

The health and safety of our more than 50,000 team members are our top priorities. We've been working diligently to reduce the spread of COVID-19 by continuing to take precautions in all our locations, including implementing operating practices that keep our teammates, and yours, safe.

The completion of a health questionnaire is required upon arrival to any WestRock location. We also continue to reinforce enhanced sanitization protocols, proper hygiene and preventative practices, including mask requirements. Wherever possible, teammates are working from home and following social distancing measures.

Operations

WestRock has more than 300 operating locations around the world, and these facilities continue to produce as quickly and safely as possible. In addition to the company-wide procedures mentioned above, each location has a site-specific contingency plan and works with its local government and health organizations to ensure compliance with applicable laws and regulations.

Suppliers and Carriers

We are in regular contact with our suppliers and carriers to monitor developments that would impact sourcing of raw materials or order delivery. We have a base of suppliers for critical materials to support continued operations if there is an interruption in the supply chain with a particular supplier.

Our suppliers that provide raw materials have confirmed their current ability to continue supplying necessary materials to support production. Please understand that the environment can change rapidly, and we commit to be in touch with you if they do. With regard to delivering finished products, borders remain open for commerce and, to date, there have been minimal disruptions.

Please continue to reach out to your sales, account or customer service representative with questions. Thank you for your continued trust in WestRock. COVID-19 has changed our world, and the changes will likely keep coming. What hasn't – and won't – change is our commitment to you.

Sincerely,

A handwritten signature in black ink, appearing to read "Patrick Lindner".

Patrick Lindner
President, Commercial, Innovation and Sustainability