



March 24, 2020

As the situation with COVID-19 continues to evolve, we know staying connected with our customers is more important today than it has ever been.

As a manufacturing business designated as essential by multiple government organizations around the world, including the U.S. Department of Homeland Security, WestRock is supporting critical infrastructure, supply chains and other manufacturers in delivering much-needed items to consumers now when they need them the most. I want to update you on how WestRock is meeting the challenges we all face and the steps we are taking to ensure we continue to help you during this time.

Employees

The health and safety of our more than 50,000 team members are our top priorities. We are limiting access to all of our locations to only individuals who are absolutely necessary to keep our operations running. Wherever possible, employees are working from home and following other social distancing measures. We have also instituted enhanced sanitization protocols at our facilities and continue to reinforce proper hygiene and preventative practices.

Operations

WestRock has more than 300 operating locations around the world, and these facilities continue to produce products as fast as safely possible. In those states and jurisdictions where businesses have been required to suspend operations, WestRock has been declared an essential business so we can continue operating and making the products you and your customers are counting on. In addition to the company-wide procedures mentioned above, each location has a site-specific contingency plan and is working with its local government and health organizations to ensure compliance with applicable laws and regulations.

Suppliers and Carriers

With the rapidly changing nature of this crisis, we are in daily contact with our suppliers and carriers to monitor any developments that would impact sourcing of raw materials or delivering orders. We also have a base of suppliers for critical materials to help support continued operations if there is an interruption in the supply chain with a particular supplier.

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

We will provide regular updates, so you have the most up-to-date information to help you manage your business. Please continue to reach out to your sales, account or customer service representative with questions, and we will provide the information you need as quickly as possible.

Thank you for your continued trust in WestRock. COVID-19 has changed our world, and the changes will likely keep coming for the next few days, weeks and months. What hasn't – and won't – change is our commitment to you.

Sincerely,

A handwritten signature in black ink that reads "Jeffrey W. Chalovich".

Jeffrey W. Chalovich
Chief Commercial Officer