

Dear Customer,

COVID 19 has now been declared a pandemic which means that Norbord Europe Ltd as a responsible company must take the necessary precautions to protect our workforce. At the same time, we must evaluate the potential risk in our supply chain and how this can impact our business going forward.

As a trusted supplier of wood-based panels and kitchen cabinets, I would like to share an update on our business continuity plans. These plans ensure that our products aren't impacted by the current coronavirus outbreak.

We have created clear processes to manage any potential disruption, including contingencies for our people, workplaces, technology and manufacturing sites. As a company that embraces flexible and remote working, any closure of office spaces will mean that we remain fully operational and open to receive orders. In the weeks ahead there will be no change in our ability to deliver to our customers.

However, if there should be a chronic outbreak within one of our mills, we will need to assess the situation as it develops and utilise our scenario planning, to reduce any impact on our ability to service you, our customer. We have also updated our travel policies and health advice, in line with the World Health Organisation and to reflect local government guidelines.

We do not currently anticipate any disruption to service levels related to COVID 19. All of our supply partners have outlined detailed measures to ensure the availability and reliability of all materials, forming a key part of our procurement process, however we will keep a very close eye on our supply chain to identify any changes caused by the COVID 19 virus.

We are actively monitoring global developments and will respond to updates from the Government, Public Health and other sources.

Please contact your account manager if you have any other questions regarding this update.

Should you have any instructions regarding our sales people visiting or our delivery drivers, please let us know via email at: salesorders@norbord.net.

Regards,
Alan McMeekin

Managing Director

OUR VALUES

TRUST

EXCELLENCE

CUSTOMERS



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