



Dear clients,

We are aware of the important role we play in supplying essential items to society during this critical moment and, due to this, we continue working to ensure the supply of raw materials and finished products to both the Brazilian and international markets.

Ever since news first broke about the COVID-19 pandemic, Suzano promptly acted by implementing preventive measures and guidelines to ensure the health and safety of its employees, service providers, and stakeholders. Rigorously following the recommendations of the World Health Organization (WHO) and local health authorities some of the diverse actions in progress are:

- Travel cancelations, event participation, mill visits, and in person meetings to avoid crowds and airports
- Instructing non-vital employees to work from home in all of our facilities
- Reduction in the number of people across all our operations and restriction of access to people who are not key for the operations
- More frequent cleaning and sanitization of common areas
- Employees in risk groups advised to stay away from work
- Implementation of minimum distancing among employees in operations, including signage in spaces, ensuring a distance of 2 meters
- Chartered buses running at less than 50% capacity
- Distribution of individual meals and greater space between tables and chairs at the restaurants in the units
- Constant implementation of preventive hygiene measures and supply of 70% alcohol hand sanitizer at all of our facilities
- Mandatory use of masks in all areas, in addition to the PPEs regularly used
- Implementation of temperature sensors at the gates of all units, with the protocol of referring employees with high body temperature to the outpatient clinic
- Protocol of communicating all suspected cases, with immediate and adequate treatment by Suzano's medical area
- Frequent sharing of essential information

These measures, besides protecting our employees and service providers working at our facilities, help mitigate the possible risk of contamination of our products and/or packaging. Although, according to WHO(1), the probability of an infected person contaminating commercial products or the infection being transmitted through packaging is low, a study published in The New England Journal of Medicine(2) on March 17, 2020, tested the stability of SARS-CoV-2 under controlled conditions and indicated that there were no viable SARS-CoV-2 viruses on paperboard after 24 hours and on plastic after 72 hours.

Therefore, the recommendation is that everyone who handles any type of packaging must strictly follow the health recommendations issued by WHO and local health authorities.

Suzano has been following diverse agencies and institutions, and constantly updates the recommended practices in its operations, which include certain documents and sources of

information that provide general updated recommendations and those related to our businesses, such as those provided by the American Forest and Paper Association (AF&PA)(3), National Council for Air and Stream Improvement (NCASI)(4), Centers for Disease Control and Prevention (CDC)(5), the U.S. Food and Drug Administration(6,7), WHO(8) and the Ministry of Health of Brazil (9), among others.

Finally, we reiterate that our focus is on maintaining our employees, their families, our partners, clients and the whole society as safe as possible while we continue our operations in order to supply essential materials to our clients around the world, many of whom serve the medical, hygiene, and food sectors.

Sincerely,

(1) <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

(2) <https://www.nejm.org/doi/full/10.1056/nejmc2004973>

(3) <https://afandpa.org/Covid-19>

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

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

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

(7) <https://www.fda.gov/emergency-preparedness-and-response/counterterrorism-and-emerging-threats/coronavirus-disease-2019-covid-19>

(8) <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

(9) <https://coronavirus.saude.gov.br/>