



Resolute Forest Products' sustainability performance is driven by our public commitments – a combination of ambitious long-term objectives, annually revised targets and aspirational goals designed to maintain our competitive position.

We first established a set of public sustainability commitments in 2011, reflecting our approach to balancing the company's environmental, social and economic performance. Since then, we have tracked and reported our progress annually according to the **Global Reporting Initiative (GRI)**, updating our targets, as necessary, in order to promote continuous improvement.

In 2021, we integrated the **United Nations Sustainable Development Goals (SDGs)** into our sustainability reporting practices. By tying our ambitious targets and performance updates to the SDGs, we have enhanced our commitment to transparency, accountability and sustainability oversight. To learn more, visit the UN Sustainable Development Goals section of Resolute's corporate [website](#).

The following tables provide a summary of Resolute's public commitments and sustainability performance for all the operations we owned or operated as at December 31, 2020.

Environment Commitments

Greenhouse Gas (GHG) Emissions

2020 Targets	2020 Performance	2021 Targets
Report climate change data and management practices to CDP, including scope 1, 2 and 3 emissions	Received "B-" (Management level) score, indicating that we are taking coordinated action on climate change and that we have taken steps to assess potential environmental risks to our business, as well as implemented actions to manage those risks Rating: +	Report climate change data and management practices to CDP, including scope 1, 2 and 3 emissions
	Achieved an 85.3% reduction in scope 1 and 2 GHG emissions compared to 2000 levels (previously reported as 83.4%, and adjusted according to updated emission factors from our electricity suppliers) Resolute's 2020 GHG reduction highlights: - Joined OCIANA™ Consortium, a cross-industry team focused on developing a vessel management system to explore ways of lowering GHG emissions in supply chains - Dolbeau (Quebec): Reduced use of auxiliary boiler fueled with bunker C oil at paper mill, equivalent to a reduction of 1,600 metric tons of CO2 equivalents per year Rating: N/A	New target for 2025 By 2025 reduce pulp, paper and tissue mills' absolute GHG emissions (scope 1 and 2) by 30% over 2015 levels
	Wood products facilities represent less than 5% of the company's total annual GHG emissions and are currently excluded from GHG reporting, as permitted by the Greenhouse Gas Protocol, which allows exclusions of up to 5% of total emissions Rating: N/A	New target for 2022 By 2022 include wood products facilities' GHG emissions in the company's inventory

++ Surpassed commitment + Achieved commitment = Maintained achievement
> Ongoing progress x Commitment unattained

Greenhouse Gas (GHG) Emissions (cont.)

2020 Targets	2020 Performance	2021 Targets
Operate within established GHG reduction frameworks, e.g. American Forest & Paper Association's (AF&PA) industry goal of surpassing a 20% reduction of GHG emissions by 2020 based on 2005 levels, and Forest Products Association of Canada's (FPAC) "30 by 30" Climate Change Challenge	AF&PA members achieved a 23.2% reduction of absolute GHG emissions in 2019 compared to 2005 Rating: +	N/A target achieved
	FPAC estimates that from 2015 to 2018, the industry increased annual net carbon removals by 8.3 megatonnes, nearly 1/3 of "30 by 30" target Rating: >	Operate within FPAC's established GHG emission reduction framework, the "30 by 30" Climate Change Challenge, which aims to reduce the industry's emissions by 30 megatonnes by 2030

Water Management

2020 Targets	2020 Performance	2021 Targets
Manage water efficiently by continuing to establish annual water reduction targets for each of our pulp, paper and tissue mills	Established water reduction targets at all of our mills, and water consumption is regularly evaluated at our network of facilities Company-wide water used and discharged is disclosed on corporate website Rating: =	Continue to establish annual water reduction targets for each of our pulp, paper and tissue mills
Disclose water security management practices and data to CDP	Received "B" (Management level) score, reflecting the actions we have taken to evaluate and manage our potential environmental risks relating to our use of water Rating: +	Disclose water security management practices and data to CDP

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> Ongoing progress x Commitment unattained

Environmental Management Systems (EMS)

2020 Targets	2020 Performance	2021 Targets
Record 18 or fewer environmental incidents, with a long-term goal of zero incidents	Recorded 13 environmental incidents Trained approximately 200 directors, managers and superintendents to reinforce commitment to environmental management and compliance via four virtual training sessions Rating: ++	Record 15 or fewer environmental incidents, with a long-term goal of zero incidents
Maintain ISO 14001 EMS certification at 100% of certified operations	Maintained ISO 14001 EMS certification at 100% of certified operations Rating: =	Maintain ISO 14001 EMS certification at 100% of certified operations
Finalize ISO 14001 EMS certification at Menominee (Michigan) pulp mill and Florida tissue mills	Menominee (Michigan) pulp mill's certification audit completed in 2020; certificate pending EMS in place at Hialeah; certification audit completed and certificate pending EMS in place at Sanford; results of certification audit pending Rating: >	Finalize ISO 14001 EMS certification at Menominee pulp mill and Florida tissue mills and assess implementation of ISO 14001 EMS certification at U.S. sawmills, with goal of completing certification in 2022

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Forest Management (FM)

2020 Targets	2020 Performance	2021 Targets
Maintain certification of 100% of Resolute-owned or managed woodlands to at least one internationally recognized FM standard	Maintained certification of 100% of our owned or managed forests to internationally recognized FM standards Completed certification audits for FSC FM certificates in accordance with new standards Rating: =	Maintain certification of 100% of Resolute-owned or managed woodlands to at least one internationally recognized FM standard
Report forests data and management practices to CDP	Received "A-" (Leadership level) score, reflecting our environmental best practices, and the actions we have taken to manage harvest risk and implement monitoring programs Rating: +	Report forests data and management practices to CDP
Record no more than five forest management incidents leading to regulatory infractions in Canada, excluding those of a strictly administrative nature, with a long-term goal of zero infractions	No incidents in Ontario No incidents in Quebec Rating: ++	Record no more than five forest management incidents leading to regulatory infractions in Canada, excluding those of a strictly administrative nature, with a long-term goal of zero infractions

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> Ongoing progress X Commitment unattained

Fiber Sourcing and Management

2020 Targets	2020 Performance	2021 Targets
Maintain chain of custody (CoC) certifications to internationally recognized standards at 100% of certified facilities	Maintained CoC certifications to internationally recognized standards at 100% of certified facilities Completed certification audits for Canadian CoC certificates Rating: =	Maintain CoC certifications to internationally recognized standards at 100% of certified facilities
Finalize CoC certification to internationally recognized standards at Calhoun (Tennessee) tissue facility	Completed multisite CoC certification for all tissue mills, including Calhoun's tissue operation Rating: +	Complete integration of U.S. sawmills into Resolute's multisite CoC certification
	Rating: N/A	New target for 2021 Integrate Hagerstown (Maryland) into the Tissue group's multisite CoC certification
	Resolute discloses fiber losses on an annual basis; in 2019, we reported 42.61 kg of volatile total suspended solids per metric ton of production Rating: N/A	New target for 2021 Record fiber losses of no more than 40 kg per metric ton of production
	Rating: N/A	New target for 2021 Establish annual fiber loss targets for each of our pulp, paper and tissue mills

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Sustainability Oversight and Management Practices

2020 Targets	2020 Performance	2021 Targets
Maintain effective sustainability oversight and risk management practices	Maintained sustainability oversight via four corporate sustainability committee meetings as well as meetings of the board of directors' environment, health and safety committee Rating: =	Maintain effective sustainability oversight and risk management practices via quarterly meetings of the corporate sustainability committee
	Adopted a board-level diversity policy requiring minimum of 25% representation of each gender (ie. male and female) Adopted an executive leadership level diversity policy acknowledging diversity as a key factor in the company's talent management strategy Rating: N/A	New target for 2021 Improve governance disclosures in Resolute's Management Proxy Statement , including detailed disclosure of board member attendance
	Executive management is responsible for assessing and managing risk, subject to oversight by the board of directors; the board executes its oversight responsibility for risk assessment and risk management directly through its committees, including the audit committee, which met eight times in 2020 Rating: N/A	New target for 2021 Maintain enterprise risk management process to address risk factors identified by the corporate disclosure committee, executive management, as well as the board of directors' audit committee, as outlined in the company's 2020 Form 10-K
	Employees are expected to maintain the highest level of ethics and integrity in their dealings with customers, suppliers, fellow employees, shareholders and other stakeholders; the foundations of these expectations are defined in our Code of Business Conduct and Ethics Reporting Policy Rating: N/A	New target for 2021 Conduct annual review of the company's Code of Business Conduct and Ethics Reporting Policy

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Sustainability Reporting and Transparency

2020 Targets	2020 Performance	2021 Targets
Maintain commitment to transparency and annual sustainability reporting, including completion of shared priorities assessment (i.e., materiality assessment) to inform our sustainability strategy and public commitments	Completed consultative process of internal and external stakeholders in order to assess, review and update our shared priorities, which inform our sustainability strategy and public commitments Completed 2019 annual reporting in accordance with the Global Reporting Initiative's (GRI) GRI Standards Rating: =	Maintain commitment to transparency and annual sustainability reporting by integrating the United Nations' Sustainable Development Goals (SDG) into sustainability reporting prepared in accordance with GRI Standards

Product Innovation

2020 Targets	2020 Performance	2021 Targets
Continue developing new ways to efficiently produce and commercialize innovative bio-products derived from wood	C\$27 million project to establish a commercial plant specializing in the production of cellulose filaments, a sustainable biomaterial derived from wood fiber, at our Kénogami (Quebec) paper mill Additional C\$11 million investment at Kénogami to enhance the paper mill's short-term competitiveness by modernizing equipment in order to produce high-grade SCA+ supercalendered paper Rating: >	Continue developing new ways to efficiently produce and commercialize innovative bio-products derived from wood

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Customer Satisfaction

2020 Targets	2020 Performance	2021 Targets
Focus on customer satisfaction by measuring quality and service KPIs and monitoring established processes, and integrate Tissue into the process	Continued to track KPIs on a monthly basis, as in previous years Tissue joined initiative in August 2020 Rating: =	Focus on customer satisfaction by measuring quality and service KPIs and monitoring established processes for pulp, paper and tissue
Ensure 85% of root cause problem elimination (RCPE) cases are reviewed and closed	Reviewed and closed 94% of RCPE cases Rating: ++	Ensure 88% of RCPE cases are reviewed and closed

Procurement

2020 Targets	2020 Performance	2021 Targets
Continue deployment of Regional Supplier Registry web portal across all operations to support development of local and regional business in our operating communities	Ongoing deployment of Regional Supplier Registry web portal across operations: over 600 businesses have signed up in Quebec; portal to be rolled out in Ontario and the United States, including U.S. sawmills, as we define "local and regional markets" for each operation Rating: >	Complete deployment of Regional Supplier Registry web portal across all operations to support development of local, regional and Indigenous business in our operating communities
Continue integration of sustainability practices in our procurement process, including tendering and contracts, in order to better track the sustainability of vendors' supply chains	Implemented guidelines relating to the review of procurement contracts as well as Guidelines for High-Risk Environmental Contracts; all new chemicals purchased are subject to approval of Resolute's corporate environmental and product stewardship director Rating: >	Continue integration of sustainability practices by working with a representative sample of suppliers and related stakeholders to develop scope 3 GHG emission reduction commitments
Implement product compliance software system to better track conformity of our supply chain	Environment and Legal selected requirements to be included in new '3E Connect' tracking system; contacted suppliers for data and regulatory documents to populate software Rating: >	Complete implementation of '3E Connect' tracking system to support product stewardship and track conformity of our supply chain

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Indigenous Business Opportunities and Employment

2020 Targets	2020 Performance	2021 Targets
Provide equitable access to commercial opportunities and promote economic participation of Indigenous peoples and businesses in the forest products sector	In addition to ongoing consultative relationships and business partnerships with close to 40 Indigenous communities and organizations : Renewed agreement with Kitigan Zibi First Nation for access to approximately 151,900 m ³ of wood fiber in the Outaouais region (Quebec) Three-fold growth in Indigenous employment from Pekuakamiulnuatsh First Nation over three years to approximately 70 employees in the Lac-Saint-Jean region (Quebec) Launched youth employment and training program in partnership with Wabigoon First Nation (Ontario), including a \$24,978 contribution Signed memorandum of agreement with Whitesand First Nation (Ontario) Resolute nominees Autumn Quenville (Thunder Bay pulp and paper mill) and Chief Edward Wawia (Regional Deputy Grand Chief, Northern Superior Region, of the Leadership Council of the Anishnabek Nation) recognized with FPAC awards of excellence Rating: =	Provide equitable access to commercial opportunities and promote economic participation of Indigenous peoples and businesses in the forest products sector

Data Security and Privacy

2020 Targets	2020 Performance	2021 Targets
	Adopted three-year continuous improvement strategy, updated Information Technology Security Policy, and convened internal and external data security audit groups Rating: N/A	New target for 2021 Review annually Resolute's continuous improvement strategy for data security and privacy according to best practices, emerging trends and data security threats

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> Ongoing progress X Commitment unattained

Health and Safety Incidents

2020 Targets	2020 Performance	2021 Targets
Achieve an Occupational Safety and Health Administration (OSHA) incident rate of 0.60 or less, with a long-term goal of zero injuries	Achieved an OSHA incident rate of 0.62, including 2020-acquired U.S. sawmills (0.58 excluding the sawmills) Rating: ✘	Achieve an OSHA incident rate of 0.60 or less, with a long-term goal of zero injuries
Achieve a severity rate of 17 or less	Achieved a severity rate of 16.8, including 2020-acquired U.S. sawmills (17.4 excluding the sawmills) Rating: +	Achieve a severity rate of 16 or less

Health and Safety Procedures

2020 Targets	2020 Performance	2021 Targets
Ensure 100% of hourly employees submit at least two proactive near-miss reports	98% of hourly employees submitted at least two proactive near-miss reports* Rating: ✘	Ensure more than 95% of hourly employees submit at least two proactive near-miss reports*
Review and resolve 75% of submitted proactive near-miss reports	Reviewed and resolved 86% of proactive near-miss reports submitted* Rating: ++	Review and resolve more than 75% of submitted proactive near-miss reports*
Ensure 95% of hourly employees create and review at least two job safety analyses (JSA), or safe operating procedure (SOP) reports	100% of hourly employees (maintenance and operations) created or reviewed at least two JSA or SOP reports Rating: ++	Ensure more than 95% of all hourly employees create and review at least four JSA or SOP reports*

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> Ongoing progress ✘ Commitment unattained

Key Strategic Partnerships

2020 Targets	2020 Performance	2021 Targets
Ensure and sustain ongoing outreach with stakeholders, and develop key strategic partnerships across our operations	Ongoing partnerships, including Two Sides and industry association initiatives, e.g. FPAC's <i>The Greenest Workforce</i> , AF&PA's <i>Better Practices</i> , <i>Better Planet 2020</i> , and the Paper & Packaging Board Established land use agreements with local initiatives for access to Resolute property, including Salmotherm at Saint-Félicien (Quebec) pulp mill and Serres Urbaines Notre-Dame at Gatineau (Quebec) newsprint mill Rating: =	Ensure and sustain ongoing outreach with stakeholders, and develop key strategic partnerships across our operations

Public Policy

2020 Targets	2020 Performance	2021 Targets
Maintain best-in-class participation in the Resolute political action committee (PAC) at the U.S. operations level	Actively communicated year-round with current base of PAC participants and conducted annual solicitation; contributed \$61,500 to candidate campaigns Rating: =	Maintain best-in-class participation in the Resolute PAC at the U.S. operations level and communicate regularly with PAC participants; special solicitation effort at our Arkansas, Florida and Tennessee operations
Ensure a Resolute voice in public policy discussions that impact company operations, employees, communities and partners	Continued participation in Alliance boréale, Forestry Alliance, PAC, employee grassroots activities, etc. President and CEO participated in annual meeting of Canadian Council of Forest Ministers Resolute employees appointed members of two ministerial advisory councils in Ontario Rating: =	Ensure a Resolute voice in public policy discussions that impact company operations, employees, communities and partners

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> Ongoing progress ✘ Commitment unattained

Renewal and Retention

2020 Targets	2020 Performance	2021 Targets
<p>Continue developing our understanding of the attraction and retention challenges faced in each operating region, and implement new leadership and human resources practices to create an inclusive workplace that attracts, retains and engages a diverse workforce by:</p> <ul style="list-style-type: none"> - monitoring action plans developed by each operation - executing development plans - implementing Emerging Talent Program (ETP) - assessing salaried employees' effectiveness - identifying candidates for accelerated development - calibrating high-level development plan 	<p>Monitored action plans developed by each operation, helped execute development plans for all operations, and calibrated a high-level development plan for the company</p> <p>With respect to assessing salaried employees' effectiveness: effectiveness appraisal, talent review and succession planning were combined into one streamlined process, by function and/or by mill*</p> <p>ETP delayed until 2022*</p> <p style="text-align: right;">Rating: ➤</p>	<p>Continue developing our understanding of the attraction and retention challenges faced in each operating region, and implement new leadership and human resources practices to create an inclusive workplace that attracts, retains and engages a diverse workforce by:*</p> <ul style="list-style-type: none"> - monitoring action plans developed by each operation - executing development plans - assessing salaried employees' effectiveness - identifying candidates for accelerated development - calibrating high-level development plan
<p>Disclose annual hires, turnover rates and internal employee movements</p>	<p>Hired 970 new and permanent hires, in addition to 580 student and seasonal workers, and recorded 52 internal promotions</p> <p>Recorded 15.9% turnover rate, including a 12.2% voluntary turnover rate</p> <p>214 internal employee movements</p> <p style="text-align: right;">Rating: =</p>	<p>Disclose annual hires, turnover rates and internal employee movements</p>

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 + Achieved commitment
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➤ Ongoing progress
 ✗ Commitment unattained

Collective Agreements

2020 Targets	2020 Performance	2021 Targets
<p>Renew nine expired or expiring collective agreements covering 700 employees at wood products operations in Canada</p>	<p>In Canada, renewed six collective agreements covering 621 employees</p> <p>Pending due to COVID-19 pandemic: Atikokan and Ignace (Ontario) sawmills, as well as Château-Richer, Resolute-LP Saint-Prime and the Côte-Nord and Senneterre woodlands in Quebec</p> <p>In U.S., renewed collective agreements covering 689 unionized paper and tissue mill employees until 2023 and 2024</p> <p style="text-align: right;">Rating: ➤</p>	<p>Renew six expired or expiring collective agreements covering 326 employees at wood products operations in Canada</p>

Employee Training

2020 Targets	2020 Performance	2021 Targets
<p>Train 100% of new employees on the company's Code of Business Conduct</p>	<p>Trained 100% of new employees on the company's Code of Business Conduct</p> <p style="text-align: right;">Rating: +</p>	<p>Train 100% of new employees on the company's Code of Business Conduct</p>
<p>Train 100% employees on workplace respect and civility</p>	<p>All employees trained by December 31, 2020, with exception of Calhoun (Tennessee) management and a portion of U.S. hourly employees*</p> <p style="text-align: right;">Rating: ➤</p>	<p>Train 100% of new employees on workplace respect and civility</p>

++ Surpassed commitment
 + Achieved commitment
 = Maintained achievement
➤ Ongoing progress
 ✗ Commitment unattained

Community Outreach

2020 Targets	2020 Performance	2021 Targets
Ensure 100% of operations track community outreach activities consistently and transparently, while continuing to enhance local engagement with external stakeholders	<p>100% of operations reported community outreach activities, with monthly average of 73%, a decrease from 2019*</p> <p>U.S. sawmills joined program in August</p> <p style="text-align: right;">Rating: +</p>	Ensure 100% of operations report community outreach activities consistently and transparently, focusing on local engagement with external stakeholders

Charitable Contributions with a Focus on Environmental Stewardship, Health and Education

2020 Targets	2020 Performance	2021 Targets
Make annual community and charitable contributions of at least \$1 million with emphasis on environmental stewardship, health and education programs in addition to supporting operations and employee fundraising initiatives	<p>\$270,880 contributed to COVID-related support in addition to in-kind donations, such as facemasks, bath tissue and paper towels</p> <p>An additional \$327,000 in donations and sponsorships to community organizations in each of our operating communities (operations and corporate)</p> <p>\$250,550 granted through the Board of Directors' Safety Awards program to community organizations chosen by employees</p> <p>\$420,193 in grants and scholarships awarded to students, universities and colleges**</p> <p>An estimated \$215,000 in in-kind donations</p> <p>\$80,000 raised in lieu of Resolute golf tournament for the benefit of two health organizations in the Lac-Saint-Jean-Saguenay region (Quebec)</p> <p>Total: \$1.562 million</p> <p style="text-align: right;">Rating: +</p>	Make annual community and charitable contributions of at least \$1 million with emphasis on environmental stewardship, health and education programs in addition to supporting operations and employee fundraising initiatives

* Achievement of targets and commitments impacted by COVID-19 pandemic
 ** Includes \$69,831 in awards from Resolute endowment funds

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 > Ongoing progress x Commitment unattained

Unless otherwise noted, amounts in this document are in U.S. dollars, and data reported is as at December 31, 2020.

Cautionary Statements Regarding Forward-Looking Information

Statements in this document that are not reported financial results or other historical information of Resolute Forest Products Inc. (with its subsidiaries, "we," "our," "us" or the "company") are "forward-looking statements" within the meaning of the Private Securities Litigation Reform Act of 1995. They include, for example, statements relating to our expectations to meet greenhouse gas emission reduction targets and other ESG targets and commitments, as well as strategies for achieving our goals generally. Forward-looking statements may be identified by the use of forward-looking terminology such as the words "should," "would," "could," "will," "may," "expect," "believe," "see," "anticipate," "continue," "focus on," "improve," "achieve," "maintain," "aim," "ensure," "strategy," "seek," "vision," "commit," "develop," "project," "progress," "build," "pursue," "plan," "grow," "reduce," "move," "commitment," "target" and other terms with similar meaning indicating possible future events or potential impact on Resolute's business or its shareholders.

The reader is cautioned not to place undue reliance on these forward-looking statements, which are not guarantees of future performance. These statements are based on management's current assumptions, beliefs, and expectations, all of which involve a number of business risks and uncertainties that could cause actual performance to differ materially. The potential risks and uncertainties that could cause Resolute's actual future financial condition, results of operations, performance and targets to differ materially from those expressed or implied in this document include, but are not limited to, the potential risks and uncertainties set forth under Part I, Item 1A, "Risk Factors," of Resolute's latest annual report on Form 10-K filed with the U.S. Securities and Exchange Commission (or, the "SEC"), which have been heightened by the COVID-19 pandemic, including related governmental responses and economic impacts, market disruptions and resulting changes in consumer habits.

All forward-looking statements are expressly qualified by the cautionary statements contained or referred above and in Resolute's other filings with the SEC and the Canadian securities regulatory authorities. Resolute disclaims any obligation to publicly update or revise any forward-looking information, whether as a result of new information, future events or otherwise, except as required by law.

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To learn more about Resolute's sustainability activities and leadership, visit resolutefp.com/sustainability.

