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May 2014

Subject: New Qualification Process for Providers of Services and Key Materials

Dear business partner:

At Resolute Forest Products, we are committed to conducting all aspects of the company's business with integrity and transparency. To ensure due diligence and the efficiency of our supplier qualification process, we have implemented a centralized process using SIM Experts' Cognibox online solution. This secure platform allows for the evaluation of supplier qualifications to ensure compliance with Resolute's stringent insurance, safety, environmental, regulatory and administrative standards.

What this means for providers of services and key materials

In order to carry out work at our operating facilities in the United States and Canada, suppliers must be approved by Resolute in Cognibox based on our compliance criteria. You will need to create a company profile at <http://www.cognibox.com/en/install-cognibox/open-an-account/>, complete a questionnaire and upload relevant documentation related to insurance, workers compensation, your Safety Management Program and training. Resolute will access your Cognibox profile to verify your qualifications and approve or deny site access.

Advantages of membership in Cognibox for providers of services and key materials

- Exposure to many North American companies looking for suppliers in your industry.
- Once qualified, you will be able to work at any Resolute operation without having to go through a separate qualification process for each different company location.
- Knowing our qualification requirements and obtaining recommendations directly from SIM Experts to meet our standards and improve your performance.
- Receiving expiry notification alerts for insurance and training certificates, as well as advisories of updated Resolute policies and procedures.
- Verifying what type of mandatory training is required by Resolute.
- Ensuring the traceability of the qualifications of your employees.

Our new management process for providers of services and key materials will be in effect on November 1, 2014; therefore, your company profile must be created in Cognibox as soon as possible. For questions regarding your subscription to Cognibox, please contact the SIM Experts customer service department at 1-800-697-0615 (toll-free within the United States), 1-844-731-2026 (toll-free within Canada) or 819-731-2026.

Thank you.

A handwritten signature in blue ink, appearing to read 'W Allan', is shown on a light-colored background.

Warren Allan
Vice President, Procurement