



Kingsey Falls, March 16, 2021

**Subject: A new portal for your requests to the Cascades Shared Services Centre**

Dear Supplier:

Starting March 22, 2021, your requests sent to the Cascades Shared Services Centre via [suppliers@cascades.com](mailto:suppliers@cascades.com) and [csp\\_ssc@cascades.com](mailto:csp_ssc@cascades.com) must now be submitted using our new service portal at [https://cascades.service-now.com/sp?id=external\\_login](https://cascades.service-now.com/sp?id=external_login).

This secure service portal will allow you to submit your requests, obtain a ticket number and track their progress in real time. You will obtain the same service as by email, but request tracking will be greatly improved and the security of your data will be reinforced.

**First step: portal access**

To submit requests on the portal, you must have a user profile. It will be created automatically by Cascades on March 22, but you will receive an email inviting you to create your password to complete your access.

**Second step: submit your requests**

Once you have access to the portal, you can submit your requests. Refer to the attached procedure, which explains how to submit a request, track its progress and communicate with the contact person assigned to it, if necessary.

You will be offered a guided tour of the portal the first time you log in, and you can always consult it again, as needed. The link to the portal will be available on our corporate site, in the Suppliers section: <https://www.cascades.com/en/suppliers>.

**Assistance available**

If you need assistance with the portal, please call the Cascades Contact Centre, Monday through Friday, 8 am to 5 pm ET, at:

- Local: 819-809-2519
- Toll-free: 1-844-690-2519

Thank you in advance for your valued cooperation.

Sincerely,

A handwritten signature in black ink, appearing to read "Dominic Doré".

**Dominic Doré**

Chief Supply Chain and Information Officer  
Cascades