

To: Exela Customers

From: Sandeep Sapru, Senior Vice President, APAC

Exela continues to remain committed to supporting its customers and employees in this ongoing global crisis. A majority of our staff is now fully vaccinated and continuous efforts are being made to ensure 100% vaccination.

COVID-19 cases continue to rise in several parts of the world and the pandemic is still, unfortunately, not a thing of the past. When the pandemic began, we changed our strategies swiftly and moved to a Work-From-Home model before lockdowns were put into place. Exela continues to adjust its strategies in response to a dynamically changing landscape. Most of our employees continue to Work-From-Home which ensures business continuity, without any delays or disruptions, and also protects our employees from the risk of exposure.

Exela's services on the Nanchang and Xian sites in China continue to operate normally. In India, with cases on the rise, the government suggests following all the precautions and avoiding travel unless necessary. In the Philippines as well, the government has health directives and safety regulations in place. In response to these government measures, Exela now works in a hybrid environment that gives flexibility to our employees to work from their homes or the office. For our customers, we continue operations with full staff strength while ensuring all health and safety measures are met.

We continue to reiterate to our employees and associates to follow all COVID-19-related precautions and safe practices while at the office or elsewhere.

Some of our actions are highlighted below:

1. Our Work From Anywhere (WFA) initiative is fully operational.
2. We are utilizing digital tools and platforms to provide data and communications in a secured manner.
3. We continue our vaccination programs in many locations across our region, and we regularly communicate to our employees about the importance of COVID-19 vaccination.

Employee engagement and other activities continue:

1. We host regular talks and webinars to discuss mental health, emotional and physical well-being as well as stress-handling techniques. Experts on the subjects, weigh in and provide support to our teams. We are also hosting Q & A sessions that help employees to clarify questions or seek help.
2. Dedicated/Individual Yoga sessions were organized to help employees improve physical and mental health.
3. Our Employee Rewards and Recognition program is continuing virtually every month for all APAC employees. Training and Quality are also now part of this monthly exercise.
4. The newsletters and employee outreach programs keep employees connected and updated.
5. Leadership Connect is being utilized to understand employee input to drive business efficiency.

Your Customer Relationship Manager (CRM) will reach out to work with you and your customers to reduce business risk. As we evaluate our global capacity, we continue to partner with regions across the globe to see how we can assist you safely and deliver without any disruptions.



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