To: Exela Customers

From: Srini Murali, President, APAC and Americas

As a follow-up to our previous communications regarding the ongoing COVID-19 global pandemic, Exela remains committed to supporting its customers and employees during this difficult time. Although many have become vaccinated, the Delta variant of the virus is continuing to spread across our region. Exela continues to adjust its strategies in response to a dynamically changing landscape.

As an "Essential Supplier" in financial services, healthcare, insurance, government, and more, Exela continues to provide services despite the developing situation. We are maintaining operational sites, redeploying our multiskilled staff appropriately, and adopting all necessary measures to protect our employees and business operations.

Because of this ever-changing situation, we have extended the previously communicated COVID-19 precautions until such time as it is deemed safe to remove them. We have put in place additional measures aimed at promoting the safety of our employees and the continuity of our operations. Below are highlights of the actions we have taken:

1. At this time, we are encouraging all Exela employees to be fully vaccinated. We are allowing all of our employees to take paid time off as needed to get fully vaccinated. We are also working closely with all of our employees to monitor their vaccination status in an effort to best support them and our workplace needs.
2. We have successfully mobilized our comprehensive pandemic planning and crisis teams across the region.
3. The number of onsite employees has been reduced to limit the risk of transmission.
4. We have introduced separation of working in our operational sites in line with World Health Organization directives.
5. Employee work shifts have been realigned to avoid any facility impacts and to reduce exposure to our employees.
6. We have separated teams between Exela and our customer's premises.
7. We have completed a working from home initiative for all employees and management in support roles.
8. Where possible, we have leveraged our digital platforms to allow operational staff to work digitally/securely from home.
9. Sanitization measures have been increased, and where it is needed, we have increased the deep cleaning of emergency response facilities across our facilities.
10. We have scaled our operational teams across the region to support our customers and other organizations with any challenges.

In addition, we have enhanced our employee communication and support:

1. Exela's Corporate Communications are sending out a series of insight communications emails with the latest information, updates and helpful resources.
2. Exela's Human Resources teams continue to provide guidance to ensure that everyone is remaining safe and practicing recommended health protocols, such as social distancing and good hygiene habits.
3. Our regular colleague updates continue in the monthly employee newsletters.

Please continue to work with your Customer Relationship Manager (CRM). Your CRM will reach out proactively to work with you and collaborate with you 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 as you work through the ongoing pandemic.

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