

To: Exela Customers

From: Sandeep Sapru, Senior Vice President, APAC

As a follow up to our previous communication regarding the COVID-19 global pandemic, Exela remains committed to supporting its customers and employees during this difficult time. As restrictions affect more countries, people and businesses, Exela continues to adjust its strategies in response to a dynamically changing landscape.

Well before the World Health Organization (WHO) declared the global pandemic, Exela was preparing. We issued employee training on the prevention of infections, reviewed and updated Business Continuity and Disaster Recovery plans, and created new plans to enable our employees to work from home should the situation merit such action.

Exela's services in Nanchang and Xian, China continue to operate. In India, the government has issued a countrywide lockdown until the 14th of April, affecting Exela locations in Pune, Mumbai, New Delhi, Chennai and adjoining cities in Tamil Nadu. In the Philippines, the National government has declared a state of calamity, and the local government units have been asked to implement strict guidelines. Lockdown continues in Subic and Clark. In response to these government measures, our team is working to increase the ability for employees to work from home and reducing the number of employees needed on office premises. For our customers, we are trying to continue operations with reduced staff while ensuring all health and safety measures are met.

As of this writing, 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. Successfully mobilized our comprehensive pandemic planning and crisis teams across the region
2. Undertaken a work from home initiative for all support management and employees
3. Where possible, we have leveraged our digital platforms to allow operational staff to work digitally/securely from home
4. As of now, we have mobilized approximately 80% of our staff to work from home, which happened very rapidly and on a large scale
5. Increased sanitization measures and deep cleaning emergency response facilities were needed across our facilities
6. Scaled our operational teams across the region to support our customers and other organizations without 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 current pandemic, internal operations or supply chain to the best of our ability.



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