

**To: Exela Customers**

**From: Sandeep Sapru, Senior Vice President, APAC**

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

In the APAC region when the pandemic began, we changed our strategies swiftly and moved to work from home before lockdowns were put into place. This protected all of our employees from risk of exposure and ensured business continuity without any delays or disruptions.

Exela's services in Nanchang and Xian, China continue to operate normally. In India, the government has issued restricted movement across the country. Similarly, in the Philippines, the national government and the local government units have advised restricted office working. In response to these government measures, Exela now works in a hybrid environment that gives flexibility for any employee to work from their home 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 have begun vaccination programs in many locations across our region, and the remainder are being planned while following local government guidelines.

Employee engagement and other activities continue:

1. Online yoga sessions for staying mentally and physically healthy are being conducted on a fortnightly basis. We are also hosting Q&A session that help employees to clarify questions or seek help.
2. Our employee rewards and recognition program is continuing virtually each month for all APAC employees.
3. The newsletters and employee outreach programs keep employees connected and updated.
4. Leadership Connect is being utilized to understand employee input to drive business efficiently.

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 experiencing any disruptions.



STAY CONNECTED



**Embracing complexity. Delivering simplicity.<sup>SM</sup>**

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