

To: Exela Customers

From: Vitalie Robu, President, EMEA

As a follow-up to our previous communication 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.

We can confirm that we are maintaining operational sites in the EMEA region, and appropriately continuing the measures necessary to protect our employees and business operations. Our production sites remain open, and our work from home capabilities remain in place to ensure our capacity to meet customer needs.

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.
2. We have reduced the number of onsite employees to limit the risk of transmission.
3. Employee work shifts have been realigned to avoid any facility impacts and to reduce exposure to our employees.
4. We have continued our working from home initiative for all support management and employees.
5. Our digital platforms have been established to allow operational staff to work digitally/securely from home.
6. We have increased sanitization measures and deep cleaning emergency response facilities where needed across our facilities.
7. Our operational teams across the region have been scaled to support our customers and other organizations with any challenges.

In addition, we have enhanced our employee communication and support so that our employees are regularly updated via Exela’s Corporate Communications, Exela’s Human Resources teams, and 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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