

**To: Exela Customers**

**From: Vitalie Robu, President, EMEA**

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.

Those preparatory actions are today materializing and taking effect. As an “Essential Supplier” in financial services, healthcare, insurance, government and more, Exela continues to provide services despite the challenging situation. In the EMEA region specifically, we are operating at normal capacity, maintaining operational sites, redeploying our multi-skilled staff appropriately and adopting all necessary measures to protect our employees and business operations. For the large majority, our production sites are open and we are enabling work from home capabilities for a large number of our staff. Currently, our BPO division is running at around 80% capacity, and our Integrated Communication Services division is running at 86% capacity.

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. Reduced the number of onsite employees to limit the risk of transmission
3. Introduced separation of working in our operational sites in line with WHO directives
4. Realigned employee work shifts to avoid any facility impacts and to reduce exposure to our employees
5. Separated teams between the Exela and our customer’s premises
6. Completed a working from home initiative for all support management and employees
7. Where possible, we have leveraged our digital platforms to allow operational staff to work digitally/securely from home
8. Increased sanitization measures and deep cleaning emergency response facilities where needed across our facilities
9. 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 our 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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