



Second-Best Case Scenario Handbook

We all hope for the return of the best-case scenarios. Until then, we have our team in place to provide the best possible support and solutions available on the ground in our 17 country locations across Asia.

Situations change rapidly, and our response has been to increase flexibility and communication. To varying degrees, this means creating individualized solutions to address local and global challenges. These challenges are a result of evolving situations that range from travel restrictions for specific countries to closed borders, delayed or postponed visa processing, mandatory isolation periods, early or unexpected assignee departures, and varying degrees of the availability of basic necessities.

We have been updating daily to our blog: <https://www.relonetworkasia.com/blog/covid-19-ongoing-report/> and providing twice-weekly email updates for all 17 of our locations. If you do not receive this communication, but would like to, please email [info@relonetworkasia.com](mailto:info@relonetworkasia.com).

Through this handbook, we are providing readily available solutions to issues created by the Covid-19 crisis. We are making these available, so our clients know what is in their toolkit when having critical and time-sensitive conversations with their clients and their employees.

Australia • Brunei • Cambodia • China • Hong Kong • India  
Indonesia • Japan • Korea • Macau • Malaysia • Myanmar  
Philippines • Singapore • Taiwan • Thailand • Vietnam

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  - For corporate reorganization
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## All Individual Programs Include:

- Initial evaluation with our client relocation manager or coordinator
  - *Review the assignee needs,*
  - *Update of local conditions that are or will impact the service delivery, i.e., is accompaniment possible, are provisions in short supply, are there entry bans in place, etc.*
  - *Service Package Recommendations to advise on the time commitment to complete and the fees*
- Welcome communication with the assignee, outlining the service program, and any necessary information updates from the location
- Regular updates on progress to the client's designated point of contact, assignee, or both



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## Emergency Support Programs

### Arrival Programs

Goal: to ensure assignees arriving in-country have housing, transportation, and access to food.

#### Program Components

- Transportation support: Arrange for collection at the airport and delivery to the residence in line with the proper protocols including deep-cleaned vehicles and masks worn by drivers
- Housing Support: Ensuring a residence is appropriate and reserved for isolation or quarantine
- Food and Essential Provision Support: Helping ensure the necessary provisions are accessible which will include a list of online supermarket/food buying options, lists of available food delivery options including food delivery services
- Safety Support Package: including location and contact details of medical facilities, emergency services, and updates on the latest local requirements
- Ongoing Emotional Support: daily calls from a Relo Network Asia single point of contact

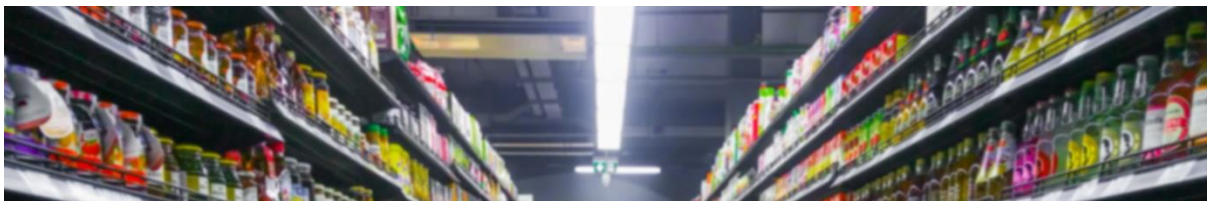
Availability	Standard Accompanied Standard Unaccompanied
Add On Services	Airport Transportation Arrangements Initial provision of “start-up grocery” packet (requires 3-5 days advance notice)

## Help Line (Abbreviated Contracts)

Goal: to assist assignees in host-country through any language barriers and with accessing local resources. This service is not an emergency hotline, and communication is guaranteed only during local business hours. However, support will be available to advise on the proper course of action should the assignee or family member require medical assistance during the Covid-19 emergency.

Program Components:

- Initial introduction call via phone or video conference
- Information Package (email) containing a list of online supermarkets a food delivery services, and health information, including the details of medical facilities and emergency services
- Provision of a contact email and phone number for questions



Availability | 3 Month Package  
6 Month Package

## Urgent Departure Program

Goal: to assist assignees who are not able to reenter the host country in a timely manner or whose departure was abrupt without the proper closure. The program may also be used for non-emergency departures, and to note, our ability to negotiate with landlords and other suppliers for the most favorable termination scenarios can be positively impacted by advance notice of a departure.



### Program Components:

- Housing Termination Support including
  - Notification to the landlord
  - Negotiations of dilapidations and coordination of any required repairs
  - Conducting a pre-inspection before tenant's departure and/or final inspection with the landlord
  - Negotiation of security deposit return
- Household Goods Management
  - Assistance arranging the disposal of unwanted household items, including return of rental furniture
  - Coordination of pack and move arrangements with the moving company. In abandonment cases, additional days will be necessary if our consultant must supervise the packing
- Local Services Termination
  - Notification of assignee's departure to local services and coordination of cancellation dates, final payments, deposit returns, and appropriate directions for final bills
- School Pre-Term Departure Assistance
  - Notification to the school(s) and negotiating a refund of school deposit and fees, if applicable
  - Obtain education and testing records.
- Local Compliance Support
  - Complete de-registration with local authorities, if applicable

Availability	Basic Urgent Departure Program
Add On Services	Airport Transportation Arrangement
	Mover Coordination (no supervision)
	Mover Coordination with Supervision

## Corporate Restructure Support

Goal: To provide presentations for divisions and branch office employees relocating due to a company restructuring or reorganization. Presentations are provided in a group webinar format and provide the basic requirements for moving to or leaving a location for benefit package tiers that do not provide for individual destination services.

### Arrival Presentation Components:

- Consultation with the corporate HR or global mobility representative to collect the necessary details regarding the move in order to properly support the company's goals
- Customization of presentation based upon employee level(s), office location and education needs
- Overview of housing, local leasing process, neighborhoods, transportation, utilities, banking and education options
- Safety and compliance information
- Q&A time

Availability	Arrival Webinar Presentation 1 hour or 2 hours
Add On Services	In-person presentation and HR support (when possible)
	Local PDF Guide
	Customized Mobile App

### Departure Presentation Components:

- Consultation with the corporate HR or global mobility representative to collect the necessary details regarding the move in order to properly support the company's goals
- Customization of presentation based upon employee level(s), office location and education needs
- Departure Checklist
- Housing considerations
  - Overview of local norms for lease cancellations
  - Tips for landlord notification
  - Sample walkthrough checklist
  - Tips for rental deposit returns
- Advice on termination of schools, utilities and bank accounts including how to handle final payments
- Resources for disposing of unwanted items or furniture
- Q&A Time

Availability	Departure Webinar Presentation 1 hour or 2 hours
Add On Services	In-person presentation and HR support (when possible)
	Household Goods moving company referral

## Traditional DSP Programs

### Our Safety and Security Actions

- All Destination Consultants will be equipped with hand sanitizer
- The wearing of face masks is subject to individual preference. Any party to the service delivery who feels unwell should wear them, but unwell parties are encouraged not to engage in any accompanied activities (including Assignees, Destination Consultants, and any other parties to the service). Face masks are limited in supply, and all parties are to make their own best efforts to obtain them.
- All Destination Consultants will be asked to sign a declaration form indicating their recent travel information. Under no circumstances will a Relo Network Asia Destination Consultant perform face-to-face services for 14 days following a return from any highly effected area or while under a mandatory quarantine required by local regulations.
- Service partners, including realtors, will also be asked to sign a declaration form indicating their recent travel information to help us ensure the safety of all.
- Should any party feel unwell during a Relo Network Asia program, the Relo Specialist should be notified asap. Unwell parties will be advised to wear a mask and where to seek medical attention immediately.

### Advisory to Assignees

- Travel restrictions and mandatory self-quarantine policies are changing rapidly. We will do our best to provide individual guidance, but assignees should double-check their travel history to discover if a quarantine period is required. Report any quarantine requirement to your Relo Specialist.
- Assignees should have adequate travel and / or health insurance policies in place.
- We recommend assignees bring with them from their home country hand sanitizer, and if they wish, masks as these items are in short supply across most of Asia.

### Disclaimers

- Relo Network Asia cannot guarantee that all appointments made for our programs, such as school tours or property viewings, will be available. Such appointments are conducted at the discretion of each individual or organization.
- No face-to-face services will be delivered to any assignee under mandatory or self-quarantine. Relo Network Asia will continue to provide support and guidance via phone and email until the quarantine has ended, rescheduling services where necessary.
- Relo Network Asia reserves the right to postpone programs potentially should the situation in the local destination require it for us to ensure the safety of all parties involved.



## Traditional Face-to-Face Service Delivery



Wherever possible, we continue to deliver face-to-face services while taking necessary precautions to protect the health and welfare of our clients, partners, and teams. If, at any time, disruptions to traditional service delivery are anticipated or occur, our Relo Specialist will reach out directly to our client's relocation manager to develop an amended service plan.

### Service Delivery under Stay-At-Home social distancing measures

Our team and partners strictly follow all local guidelines and requirements. During SAH, mandatory isolation, or quarantine, it is not possible to deliver face-to-face services. Still, our team can help mitigate the delays by starting service delivery in the interim. In addition to the Covid-19 Support Programs, we can get started remotely on traditional service delivery, so when the mandate is lifted, the service process is ready to go.

- Services that can start remotely via phone or video meetings include, and depending on the location may not be limited to
  - Initial consultation on housing (locations, costs, process preparation)
  - Preliminary area overview
  - Provision of online app complete with map, guides, and local resources
  - School information
  - Settling in processes that are available online in that location (i.e., bank account openings, etc.)

Pricing is at standard contract rates. If you are a new client, please contact us for pricing information.

## Virtual Programs

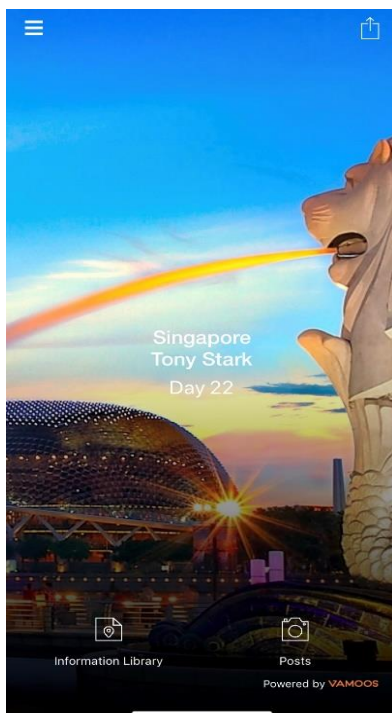
These are services available anytime, but under these circumstances, we thought a reminder regarding their availability might be helpful.

### Domestic Move / Self-Guided

Companies strive to attract and keep talent, there is a growing need to provide more support for new local hires and permanent domestic movers. We have created a robust online program that walks employees through every step of packing up and moving to a new domestic location. This program's content can be customized to meet the specific needs of the employer, such as including benefit support information and by highlighting commutable areas to live, for example, also be tailored for the employees. Current programs are available in English and Japanese languages.

The program includes:

- Initial consultation
- Mobile App filled with the knowledge that accurately addresses the questions and needs that based upon our years of experience, employees require.
- Checklist that keeps the process in perspective and covers each aspect of the move from moving out of the current property to moving into the new home.
- Detailed information on performing a home search and where to search
- Safety and security overview including how to read a rental property contract and essential items to note
- Two months of email and telephone support



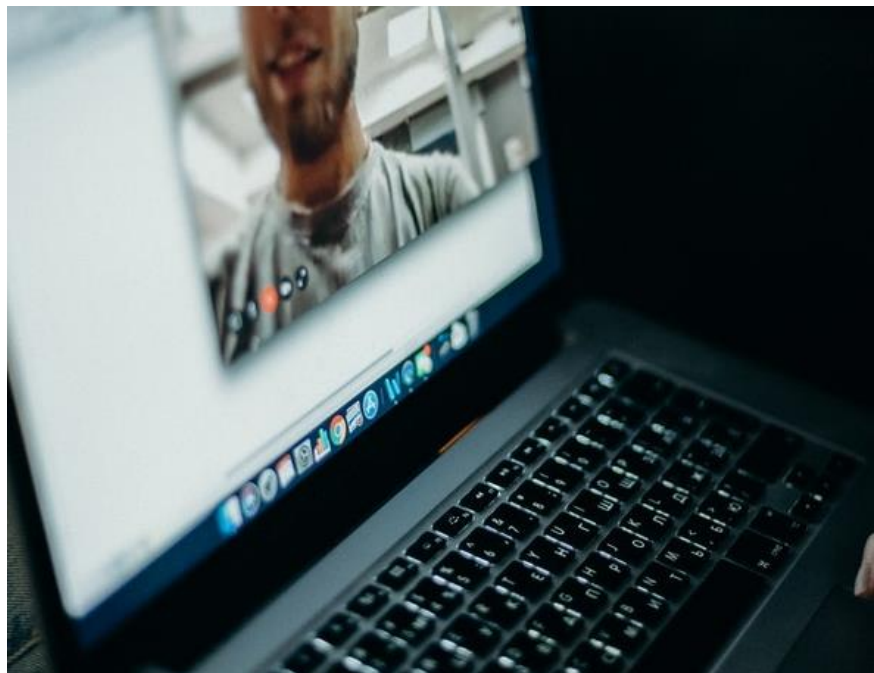
## Remote Support Program

This DIY service structure lets assignees select the services most important to them. Our Destination Consultants will provide 2-3 vetted contacts for each requested service and remain available for two months to answer assignee questions.

Service options include but are not limited to assistance with Bank Accounts, Home Search, Furniture Rental, Utilities, Mobile Phone, Emergency & Medical, Insurance, Driving License, Car Leasing, Public Transportation, Household Help, Useful Mobile Phone Apps, Neighborhood Amenities, Education.

The program includes:

- Welcome email with a questionnaire
- 2-3 Vetted Contacts per request
- Links to online resources
- Advice from our in-country Consultants
- Two months of telephone/email support



## Virtual Visit

Virtual Visit is a digital training tool that can be delivered as either an online presentation or over the phone. Presentations are for 1 – 2 hours and include a question & answer session. Topics include:

- Destination overview
- Business manners
- Driving

# Virtual

# Contactless

## What's the Difference?

### Virtual

Virtual programs focus on a non-traditional service delivery. They are part of our standard service provision and available anytime. Most often, these services are used in cases where less support is required such as in a domestic move. They also provide cost-effective support to assignees whose benefit tiers don't support a full-service destination benefit package.

### Contactless

Contactless or Limited Contact programs are full-service programs adjusted to meet the social distancing needs and address assignees who presently feel more comfortable limiting physical interaction with others. Contactless programs are a direct replacement for traditional programs and offer the same high-level of care and support while delivering all the same benefits, just without the contact.

## Contactless or Limited Contact Service Programs

### Orientation Program

Our Orientation Program provides an introduction to what life is like in the destination city and country. Each program is customized for the assignee and family's needs as well as the current on-the-ground situation. This comprehensive support answers the initial questions as well as likely future ones about the lifestyle, health, cultural and practical aspects of living in the new location. This service can be performed either contactless using online video conferencing and recorded video tours of representative local housing, shopping and transportation highlights or with via limited contact during the area tour.

#### Program typically Includes

- Pre-Arrival Consultation
- Overview of the new city and country
- Briefing of the Covid-19 situation on the ground
  - Entry requirements
  - Movement Restrictions
  - Local mandates such as requirements for masks, curfews, social distancing, etc.
  - Advice regarding the scarcity or availability of essential goods and services
- Sample temporary and/or permanent accommodations
- Transportation overview, both public and private
- Healthcare and medical facilities
- Safety and security overview
- Spouse / Partner information (local networking and volunteer opportunities)
- Recreation, including social clubs, associations and leisure activities
- Food and personal product resources, availability and recommendations for what to bring and traditionally difficult to find items
- Resource Kit complete with map and essential local publications
- Area tour | Limited Contact
  - A. [Standard Daily Rate] Performed with a larger vehicle to allow for more separation. Destination Consultant and Driver wear masks and gloves in vehicles that have been properly cleaned.



## Home Search Program

Our team works to accelerate the home finding process while keeping timing and budgets on track. A Relo Network Asia Consultant provides expert guidance throughout the entire process from assessing and selecting the right home to negotiating the best lease terms through to move in.

Depending on location, there may be requirements for written authorization from the assignee to permit the Destination Consultant to perform certain tasks on the assignee's behalf. In all cases, the assignee will be required to sign a disclaimer regarding leasing property sight-unseen.

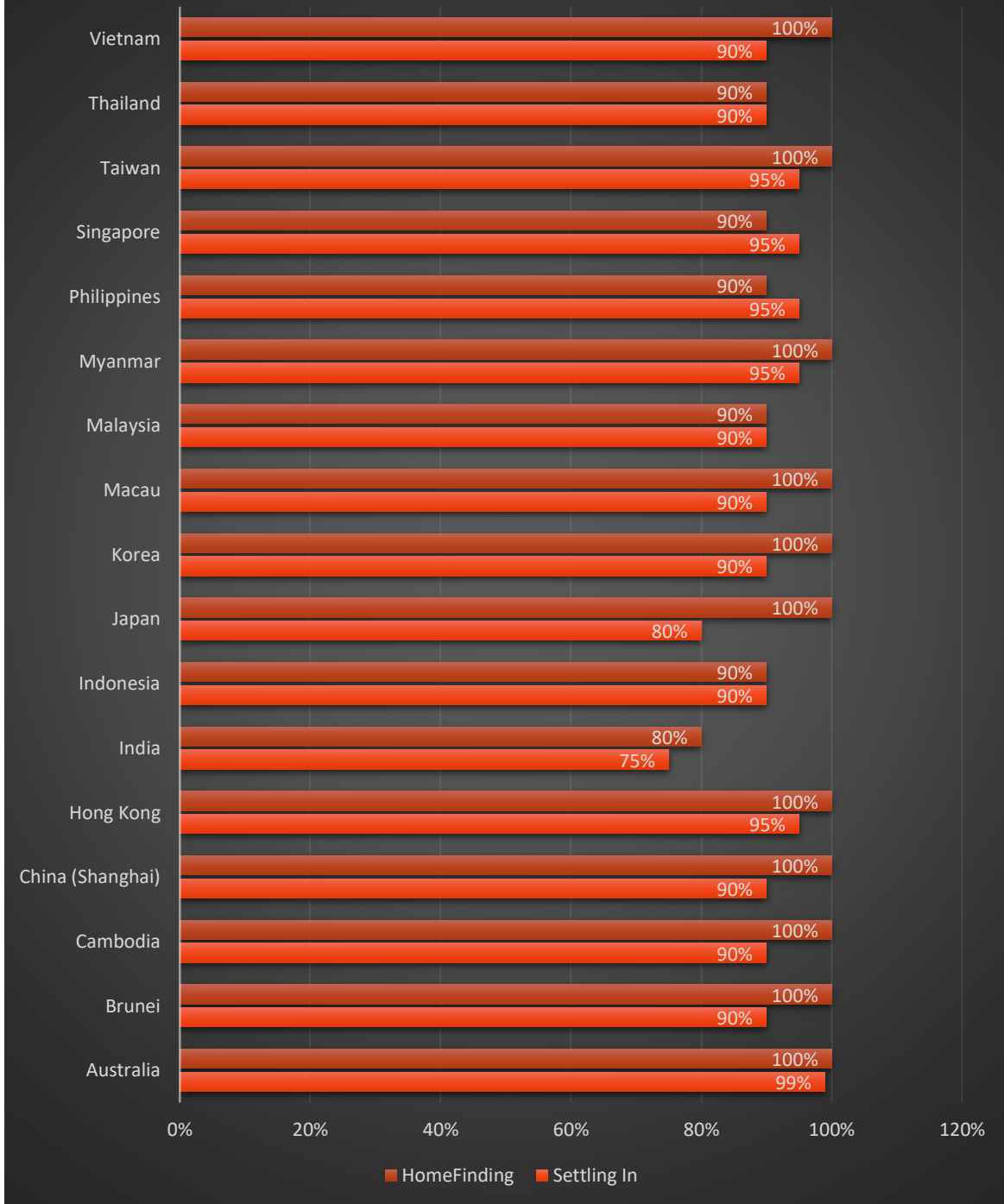
Contactless Program Includes:

- Initial Consultation
- Overview of available neighborhoods as they relate to work and school commutes
- Briefing on housing styles, real estate market and local practices. Online resources for listings, where available.
- Property Shortlist (up to 8)
  - Properties with descriptions and photos matching the assignee search parameters will be provided. Video links will be included where available.
- Property Tour
  - Pre-recorded video walkthrough of the top two choices in order for the assignee to make a final decision
- Negotiation of rent and lease agreement
- Review of all legal documents prior to signatures
- Check-in Inventory Report
  - Destination Consultant performs the walkthrough, completes the inspection and signs the report on behalf of the assignee
- Utility Connections

Contactless Plus Program Includes:

- Initial Consultation
- Overview of available neighborhoods as they relate to work and school commutes
- Briefing on housing styles, real estate market and local practices. Online resources for listings, where available.
- Property Shortlist (Up to 12)
  - Properties with descriptions and photos matching the assignee search parameters will be provided. Video links will be included where available.
- Property Tour
  - Pre-recorded video walkthrough of the top properties – up to four
  - Live video walkthrough of the top two choices in order for the assignee to make a final decision
- Tour includes the unit, building amenities, entrance and street scene
- Negotiation of rent and lease agreement
- Review of all legal documents prior to signatures
- Check-in Inventory Report
  - Destination Consultant performs the walkthrough, completes the inspection and leaves the paperwork in the unit. Assignee reviews the document, signs as confirmation and scans back to RNA.
- Utility Connections

## Contactless Rating



Each destination has been rated to determine what percentage of their home finding and settling in process can be completed contactless. In most locations, home finding through to lease signing and inventory walkthrough can be delivered 100% contactless. Settling In has a few more barriers that usually include inability to open bank accounts, obtain mobile phones or convert driving licenses.

## Settling-In Program

Getting established with everything needed in a new home is simplified and fast-tracked with a Settling-In Program. This program helps with all the practical aspects of living in a new environment. During the customized service delivery, our Destination Consultant provides answers to all the initial “how do I” and “where do I” questions so the assignee and family can be at home and functional quickly.

Services can be delivered entirely contactless via a combination of video conference, pre-recorded how-to videos, live walk-throughs and telephone support. In most locations, there are at least two activities which require some contact: opening a bank account and a mobile phone. Our Destination Consultant can provide support during the appointments either over the phone or, depending on the assignee’s comfort level, as an accompanied service.

Program typically Includes:

- Area map with home, office, school and other essential information highlighted
- Briefing of the Covid-19 situation on the ground
  - Entry requirements
  - Movement Restrictions
  - Local mandates such as requirements for masks, curfews, social distancing, etc.
  - Advice regarding the scarcity or availability of essential goods and services
- Host country overview including background information, history and laws
- Introduction and assistance with services including opening a bank account and



obtaining mobile phone service

- Information and contacts for banking, shopping, media, telecommunications, transportation, medical facilities and personal safety
- Doctors, Hospitals, Dentists, Leisure Facilities, Expat Groups, Shopping, Dining out, Markets and Grocery Stores, Insurance, Local Transportation, etc.

- Local Government Compliance, where required
- Assistance and advice on resources for hiring domestic help and drivers





## Disclaimers and Proxy

There are inherent risks associated with signing a lease without first seeing the property. Wherever possible, we encourage a visit to the desired new home. In cases where that is not possible or desirable to the assignee, an addendum to the lease is required.

A Proxy or Authorization letter may be required when the Destination Consultant is acting on behalf of the assignee to complete required tasks such as local registration.

Samples text for both of these is provided for clarity purposes only. Actual text and requirements vary by location.



### Sample Disclosure for Sight-Unseen

Property Address:

Lease Date:

Destination Consultant:

I/we advise that a physical viewing of the above-mentioned property was either not possible or we have waived our right to inspect the property.

I/we confirm that we are renting the property sight-unseen and agree to the following:

- I/we have been provided with and have reviewed all available media regarding this property and its condition.
- For any item negotiated with the landlord or landlord's agent and included in this lease, I/we agree to take the property in "as-is" condition.
- I/we revoke my/our right to withdraw from the lease under any grounds pertaining to the condition of the premises.
- I/we concur that Relo Network Asia has provided, to the best possible ability an accurate representation regarding the property, location and condition and waive any claims with regard to the condition of the property.

Lessor Signature: \_\_\_\_\_

Lessor Name: \_\_\_\_\_

Destination Consultant Signature: \_\_\_\_\_

### Sample Authorization / Proxy Letter

Date:

We the undersigned, hereby authorize RNA Destination Consultant to act on our behalf for the purposes of \_\_\_\_\_.

The process as carried out by RNA Destination Consultant shall have the same effect as acts of our own.

This authorization is valid [DATES] from [Assignee Name]

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