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COVID-19: Relo Japan Policy

Relo Japan places a high priority on the health and safety of all our team members, our clients, and their employees moving to Japan. Due to the worldwide COVID-19 pandemic, we have put in place measures to mitigate the health risks to all parties:

Company policy

- Although a nationwide State of Emergency has been declared, we continue to be able to provide services, although with some restrictions. Japan is not in full lockdown and so we are able to consider providing higher-priority services such as urgent home search, property handover, move out inspections and local registrations and de-registrations at ward offices, the latter which can be done by proxy. It should be noted, however, that ability to arrange property viewings is restricted in some cases due to some landlords having decided to no longer permit viewings of their properties. If the situation should deteriorate further, we will re-evaluate our stance accordingly and limit the amount of contact that our team can have with assignees.
- Relo Japan consultants are continuously conducting “active questioning” of all inbound assignees and transferees, asking if they or any of their family members have any travel history from the countries with a large degree of community spread of COVID-19. When receiving service initiations, Relo Japan consultants are proactively informing our RMC partners, assignees and transferees if the country of origin is affected by the travel ban imposed by the Japanese government and recommend that any potential relocations from the countries affected by this ban be put on hold until the situation can be re-evaluated.
- For those assignees and transferees who travelled from the affected countries and have already arrived in Japan before the announcement of the travel ban, all accompanied support will need to be deferred for 14 days to ensure strict compliance of the imposed self-quarantine, although some assistance can be provided virtually. In parallel, we will also be aligning our policy with any companies requiring employees to self-quarantine, meaning that those assignees asked to work at home after arrival will need to wait for the quarantine period to end before accompanied support can begin. We can assist with extension of hotel reservations and securing temporary accommodations when needed.

Countermeasures being taken

- Team members in all of our three offices are working from home and are connected to our network via a secure VPN, ensuring access to all information and systems necessary for service provision.
- All our team members conducting service outside the office are carrying company-provided hand sanitizer (for both personal and client use) and will ask assignees and transferees to prepare their own face masks when needed. We have a limited supply of face masks for our own employees.
- We have instructed all team members to practice “social distancing” and refrain from unnecessary physical contact, maintaining a one-meter distance from other parties whenever possible.
- We have asked all team members to wash their hands thoroughly when returning to the office or home, and to avoid unintentionally touching their faces after making contact with unsanitized surfaces.
- We have instructed all team members to remain at home when showing even a slight fever, and those returning from travel overseas are asked to self-quarantine for 14 days upon their return to Japan.

Advice and requests

- Any assignees or transferees traveling from overseas to take part in our service programs are advised to assess the risks associated with international travel, including countries visited during transit, and to ensure they have adequate travel and health insurance policies in place.
- All assignees should carry their own supply of masks and sanitizer as these items continue to be in short supply in Japan.
- All assignees should adhere to proper hygiene practices, including frequent and thorough handwashing.
- Individuals who feel unwell during service programs need to inform their consultant as soon as symptoms appear



Relo Japan K.K.
2F EXOS Ebisu
1-24-14 Ebisu, Shibuya-ku, Tokyo 150-0013 Japan
Phone: +81 (0)3-5449-7220

and seek medical attention immediately.

- Our RMC partners are urged to provide us with advance notice should they be aware of travel to affected areas by any of the assignees whom they are managing.
- We recommend that any potential relocations from the countries affected by this ban be put on hold until the situation can be re-evaluated.
- We will continue to closely monitor developments and will provide subsequent updates to this policy as required. This includes travel advisories issued by the US Department of State, the World Health Organization, and of course the Japanese government.

Disclaimer

- Relo Japan cannot guarantee that all appointments—including school tours, property viewings, and property handover procedures—can be honored as such appointments are conducted at the discretion of each individual or organization.
- Relo Japan reserves the right to postpone service programs to ensure the safety of all parties involved, or to change our service delivery model to accommodate special circumstances.
- Relo Japan cannot be held responsible for any costs related to changes in travel schedules, or for additional expenses for hotels or temporary accommodations related to self-quarantine policy.

Sent on behalf of Bryce Conlan and William Titus, COOs for Nagoya, Kobe, and Tokyo