

Tencent US COVID-19 Guide

The health and safety of our employees and our workplace are of the utmost importance. We hope everyone is staying safe and healthy during this critical time. As COVID-19 continues to evolve, out of an abundance of caution, we have decided to update our guidance as follows:

Part 1. Office-Wide Communication & Policy

OFFICE CLOSURE AND WORK-FROM-HOME

In light of local conditions in the communities in which we operate, we are now **requiring WFH for all offices until further notice**. We hope to be able to relax this rule soon, but timing depends on how the situation develops over the next few weeks. ***Please note that we will stop serving lunch for all offices.***

EXTERNAL MEETINGS

We strongly encourage you to postpone, cancel or use video conference for any meetings with external parties. If there are any unavoidable in-person meetings, please discuss with your manager.

VISITORS

We expect no visitor to our offices at this time given that all employees will WFH and not conduct in-person meetings, we also require interviews to be done virtually.

WEEKLY CHECK-IN

We'd like to conduct a *weekly survey* to check everyone's condition so we can provide necessary support in a timely manner. We appreciate your cooperation to complete the survey. InTencent will also push notifications to remind you.

We know these precautionary measures can have an impact on critical work, so we thank you all for your understanding as we continue to monitor this unpredictable situation. We'd rather err on the side of caution to ensure the health and safety of our employees and our workplace. We will continue to communicate with you regarding the latest updates and guidance.

BUSINESS TRAVEL

a) All NON-ESSENTIAL international/domestic business-related travel (air and rail) should be suspended until further notice. Please obtain manager approval for any essential business-

related travel and *submit to this questionnaire*, and we may ask you to self-quarantine after such travel.

All travel (essential or non-essential) to or from the following countries remains suspended until further notice. This suspension includes final-destination travel to as well as airport/rail layovers in the following countries (“Restricted Countries”):

- China
- Italy
- Iran
- Japan
- South Korea

This list is based off of the CDC’s current list of Level 2 & 3 *Affected Geographic Areas with Widespread or Sustained Community Transmission*: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>

PERSONAL TRAVEL

Use good judgment when making personal travel decisions. The situation is fluid and can change quickly.

Personal travel to or from Restricted Countries is at the employee’s discretion. If for whatever reason you will be traveling to any of the Restricted Countries, you will be asked to self-quarantine and work from home for at least 14 days upon your return.

If you have come in close contact with friends and/or family members who have traveled to one of the Restricted Countries, please contact your HRBP. You may be asked to self-quarantine and work from home for at least 14 days.

COMMUNICATION GUIDELINES

Speaking to the press: Only Tencent America spokespersons are authorized to speak to the press about the coronavirus situation. If you are approached by a member of the media for an interview or further information on this topic, direct the person to our Corporate Communications team at GC@tencent.com.

IF YOU ARE CURRENTLY IN CHINA

The Trump administration on Jan 31st, 2020 declared the coronavirus a public health emergency in the United States, and announced that certain foreign nationals deemed to pose a risk of transmitting the disease will temporarily be denied entry to the U.S. Also, some returning American citizens potentially at risk will be quarantined. Please see more at this presidential proclamation, State Department Travel Advisory and CDC Information for Travelers.

- For those who are in China renewing or applying for visa, our immigration attorney may have reached out to you with recommended alternatives or let your HRBP know if you don't hear anything from them. You can also check out the alert posted on our immigration firm's website and call (415) 851-8496 for emergency attorney assistance.
- If you are a nonimmigrant visa holder and currently in China, please notify your HRBP, Christina Wang and copy your manager as soon as possible, so we can discuss necessary arrangement.
- US citizens, lawful permanent residents, and their families who have been in China in the past 14 days will be allowed to enter the United States, but will be redirected to one of 11 airports to undergo health screening. Depending on their health and travel history, you will have some level of restrictions on your movements for 14 days from the time you left China according to CDC.

Part 2. Work from Home Resources

9 Tips for WFH

1. Maintain your daily routine and prepare a sense of ritual/formality before you start working and end working
2. Prepare an office-like setting for you to settle even at home
3. Be proactive to communicate with your manager and co-worker to clarify priorities and deliverables
4. Be responsive to and available for colleagues/customers
5. Utilize Tencent Meeting have good face to face communication. Refer to the instruction below to install English Version of InTencent.
6. Utilize Tencent Doc to increase efficiency in team collaboration
7. Prepare a good remote work setting (e.g. VPN, Git, etc). Feel free to reach out to IT team, should you have any issues with IT set-up for working remotely
8. Report & communicate proactively. For example, if you or a member of your household are showing symptoms, please immediately inform your manager and HR.
9. Stay strong and positive. Don't panic. Support each other during the tough time.

FAQ for Working Remotely

- Download iOA from iOA.tencent.com
- Use Token or your MOA to log-in
- Start work remotely with VPN

Using Tencent Meeting on Your Computer

- Download Tencent Meeting at meeting.tencent.com
- Visit [How to Install English Version Tencent Meeting](#) for installation instructions

Need Help?

Feel free to reach out to IT team if you have any issues with IT set-up for working remotely.

Part 3. Wellness Resources

- [State of California: EDD notification for CA employees and employers](#)
- [State of Washington: Coronavirus Disease \(COVID-19\) and Businesses Information for Administrators and Employees](#)
- [CDC - COVID-19 Cases in the U.S.](#)
- [CDC - Prevention and Treatment](#)

About Coronavirus Disease 2019 (COVID-19)

There is an ongoing investigation to determine more about this outbreak. This is a rapidly evolving situation and information will be updated as it becomes available.

Latest Updates on this Outbreak



How it spreads



Symptoms



Prevention & treatment



Stigma and COVID-19



What to do if you are sick



Frequently asked questions


What you need to know

What to do if you are sick


- [Medpedia \(English\) COVID-19 Symptom Checker](#)
(Developed by Hippocrates Lab)



- Medpedia(Mandarin)打开微信 - 搜索“腾讯医典”小程序, 获取最新疫情知识和实时自查
- [Tencent US Employees' Healthcare Guide for COVID-19](#)
- [Kaiser-member-letter-coronavirus-2020](#)
- [UHC-member-letter-coronavirus-2020](#)
- Virtual visits from company healthcare provider UHC and Kaiser



UHC Virtual Visits




Virtual Visits are the convenient way to help you start feeling better faster — without leaving your home or workplace.


- ✓ 24/7 access.
- ✓ Automatically apply costs to employee deductibles, copays or coinsurance.

Tencent UHC Plans: Group Number: 913321
 PPO Plan: UHC Select Plus Plan ----- \$15 Copay
 HMO Plan: UHC SignatureValue HMO -----\$10 Copay





UHC Member Website: MyUHC.com
 UHC Virtual Visit:
 Access via MyUHC account, or
uhc.com/virtualvisits



The UnitedHealthcare app is available for download for iPhone® or Android™.



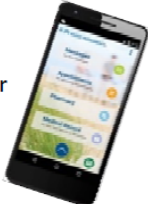
Kaiser Virtual Visits

-  Meet face-to-face with a doctor online.*
-  Save yourself a trip to the doctor's office with a telephone appointment.*
-  Email your doctor's office with nonurgent questions anytime.
-  Schedule appointments and get 24/7 medical advice by phone.

Tencent Kaiser Plans: Group Number: 661521
 Kaiser HMO Plan----\$0 Copay

Kaiser Member Website: kp.org
 Kaiser Virtual Visit:
 Access via your Kaiser account, or
kp.org/getcare

Kaiser Permanente APP is Available



Part 4. FAQs

Q: How will our IT support work if I'm working from home?

A: If you need any IT support, our IT support will be there to assist. For teams that need special IT set-up or equipment configuration, please work with the IT team directly.

Q: I have critical business needs that require me to come to office, what should I do?

A: Please obtain an approval from your manager and share with your HRBP for such request. please involve your HRBP as needed. See HRBP point of contacts below

We will continue to monitor the impact of the COVID-19, and will remain in regular communication. As always, the goal is to make sure you are safe, while at the same time not giving into panic. It is a difficult balance, but we are doing our best to get it right. As always, any questions, concerns or suggestions, please don't hesitate to reach out to anyone listed above. Thanks.