



## JustCo Relief Package

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**2 April 2020**

JustCo has always been guided by our commitment to the well-being and success of our members. You have supported us for almost a decade. In these difficult times, it is right that we support you.

### **JustCo Relief Package**

In the spirit of solidarity during this time of financial distress, JustCo will provide up to 30% reduction for one month of membership fee for our existing members, following a tiered rebate structure that offers the most relief to JustCo's most loyal members.

All existing JustCo members will enjoy this relief – no questions asked, no strings attached. If a member has a free month in May 2020, this relief shall be applied to the next payable month in your membership. If you have multiple membership agreements with JustCo, please use the start date of your first membership agreement to determine your relief amount. You will see the appropriate fee adjustments in your May 2020 bills.

We believe in the resiliency of the JustCo community. This relief package signals our commitment to that belief. We will strive to give you more support in the period ahead. One important constraint we face is our own rent payment liabilities to our landlords. So far, we have not had any success in moderating those payments, despite multiple appeals to our landlords. Notwithstanding this constraint, we will do what we can to help you.

JustCo's ecosystem directly mirrors the global business ecosystem. Our members comprise start-ups, entrepreneurs, small businesses and Fortune 500 companies. If you fail, global business fails. We must work together to overcome this crisis.

Stay safe everyone!



**Kong Wan Sing**  
Founder & CEO

*Let's make **WORK BETTER***



## Message from the CEO

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27 March 2020

It is a challenging time for the entire world. With many countries going into partial or full lockdown, a lot of us may be feeling physically and emotionally isolated from others. The concept of social distancing and professional isolation is especially difficult for a company such as JustCo that has always encouraged interaction, open collaboration, and exchange of ideas among our community of 25,000 members across Asia Pacific.

However, it is also in this difficult time that we see the best of our community emerging. Every day, we witness members asking after one another's health, companies coming forward to do their part to help those in need, and JustCo's own community team working tirelessly to keep our space safe for our members and visitors. It is when we are tested like this that we see the true strength and courage of our global community emerge.

At JustCo, our commitment to our members remains unchanged. We will continue to offer our services to members despite the challenges presented by the COVID-19 pandemic. Many JustCo members depend on our centres to remain open as part of their business operations. However, I would like to stress that my #1 priority right now is to protect the health and well-being of all members and JustCo staff. We must all adopt precautions and take responsibility for the health of ourselves and those around us to keep our environment safe. I highlight three for your special attention:

- **Social distancing at JustCo centres** – All members and centre occupants should act responsibly and adopt social distancing. Common areas in our centres have been re-organised to facilitate this, through the reduction of seating and spacing out furniture.
- **Stay home if you are unwell** – All members should seek medical attention and/or remain home if you are feeling unwell. Individuals who feel unwell should not come to any JustCo centre. JustCo staff have been instructed to check on any centre occupant who may appear unwell and to render appropriate assistance to the individual to leave the centre.
- **Refrain from using multiple JustCo centres** – To minimise exposure risk, all members are encouraged not to commute to different JustCo centres.

We appreciate your co-operation to ensure the safety of our environment together. Since the start of the COVID-19 outbreak a few months ago, we have gradually scaled up our defences to protect the safety of all centre occupants and JustCo staff. Frequent deep cleaning is being carried out at all centres. Health and travel declaration forms are in place for visitors, as are temperature checks.

Events have either been suspended, or have been moved to the digital sphere so that members can continue to network, collaborate, and participate in the strong community spirit of co-working.

I would like to assure you that we have robust measures in place in accordance with guidelines provided by the

local health authorities and we are fully prepared to take swift action if there is a case of COVID-19 infection in a JustCo member.

These are unpredictable times, and no one can be sure how extensive COVID-19's disruptions will be or how long they may last. We urge everyone to be vigilant and responsible. Thank you to the brave first responders, healthcare workers, and public servants who have worked around the clock to deal with this situation. We are humbled and inspired by your commitment and courage.

JustCo's mandate has always been to Make Work Better, Together. We extend this strong spirit of community to everyone right now so that we can make it through these uncertain times and emerge stronger, together!



**Kong Wan Sing**  
Founder & CEO

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