BRAINBOX

CLIENT TRAVEL GUIDE

448-449 MacArthur Highway,
Brgy. Sto. Domingo, Angeles City, Philippines 2009

Heyaaa! Welcome to

BRAINBOX

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INTRODUCTION TO THE BRAINBOX VISITATION PROGRAM

In today's globalised business environment, companies are increasingly relying on offshore staff to achieve cost-efficiency and tap into diverse talent pools. However, maintaining a strong client-offshore staff relationship requires more than just remote communication. Regular visits to offshore locations play a crucial role in fostering collaboration, boosting productivity, and building trust between clients and their offshore teams.

BRIDGING CULTURAL AND LANGUAGE BARRIERS

Offshore staff often work in culturally diverse environments, leading to potential language and cultural barriers. By visiting their offshore teams, clients can bridge these gaps, gaining insights into local customs, practices, and values. This firsthand exposure helps clients adapt their communication and management styles to match the offshore staff's cultural context, leading to better mutual understanding and synergy. Such cultural intelligence allows clients to tailor their expectations, work processes, and training methods, ultimately maximising the potential of their offshore teams.

BUILDING TRUST AND CONFIDENCE

Trust is the foundation of any successful client-offshore staff relationship. Face-to-face visits enable clients to build trust by demonstrating their commitment, investment, and interest in the offshore team's success. Personal interactions foster stronger connections, humanising both parties and fostering empathy. Clients can witness the dedication and capabilities of their offshore staff firsthand, strengthening their confidence in the team's abilities. Moreover, visits provide opportunities for clients to address concerns, resolve conflicts, and build rapport, fostering a culture of trust and collaboration that enhances long-term partnerships.

ENSURING QUALITY AND COMPLIANCE

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PRIOR TO DEPARTURE

The Philippines is a 'open for business' and very easy for visitors to reach from all major airline hubs. Visitors from Australia or the USA will typically transit via Singapore, with transit times depending on connecting flight availability.

Philippines immigration requires:

- Passport with at least 6 months validity
- Return air ticket
- International vaccination certificate or vaccination records
- Philippines eTravel QR code from etravel.gov.ph

When completing the eTravel form, please use the following details for accommodation:

- LaGrande Residences (Sarmiento Street, Malabanias)

Don't forget your travel adapter. Most power points will accept US and Australian device plugs (220V), but some of the older power points are still only US-style with two flat vertical pins. It is still advisable to bring an adapter.

ARRIVING IN THE PHILIPPINES

Clark International Airport, located in the Philippines, is a modern and bustling aviation hub that serves as a gateway to the region. Situated in the Clark Freeport Zone, it offers a convenient alternative to Manila's congested airports. Boasting state-of-the-art facilities and infrastructure, the airport provides a seamless travel experience for both domestic and international passengers. With a spacious and well-designed terminal, passengers can enjoy a wide range of amenities, including duty-free shopping, dining options, and comfortable lounges. The airport's strategic location allows for easy access to popular tourist destinations such as Mount Pinatubo and the Clark Freeport Zone. On arrival in the Philippines, please proceed through immigration, baggage collection and customs before approaching the exit doors. Once through the doors, please look for a Brainbox staff member holding a sign with your name printed on it. We are pleased to provide clients with complimentary airport transfers for their stay in the Philippines.

ACCOMMODATION

Clients visiting their teams in the Philippines are accommodated at La Grande Residences. Brainbox is pleased to arrange complimentary accomodation for your stay in the Philippines.

La Grande Residences stands tall as a beacon of opulence and elegance. This prestigious residential complex defines luxurious living with its unrivaled amenities, impeccable design, and breathtaking views. Located in a well- regarded neighbourhood, La Grande Residences offers a lifestyle that is both exclusive and indulgent. As you step foot into La

Grande Residences, you are immediately greeted by an atmosphere of refinement. The architectural quality of the complex is evident in every aspect, from its impressive façade to its meticulously landscaped public areas. The attention to detail is evident throughout, with each element carefully curated to create a harmonious and visually stunning environment.

The residences themselves are a testament to contemporary design and comfort. The spacious and thoughtfully designed units boast high ceilings, expansive windows, and open floor plans that allow for an abundance of natural light to flood the living spaces. Every inch of these condominiums exudes a sense of premium finishes, top-of-the-line appliances, and careful craftsmanship.

La Grande Residences takes pride in its world-class amenities. The complex features a rooftop fitness center equipped with the latest exercise equipment, allowing residents to maintain their active lifestyles without leaving the comfort of the comple. For those seeking relaxation, a lavish spa and wellness center offers a serene escape, providing a range of treatments and therapies designed to rejuvenate the body and mind.The outdoor spaces at La Grande Residences are equally exceptional. The infinity pool offers a refreshing respite, with its sparkling waters and panoramic views of the surrounding cityscape or natural wonders. Whether one chooses to take a leisurely swim or simply bask in the sun, the pool area is a perfect place to unwind and soak in the beauty of the surroundings.

Security and privacy are of utmost importance at La Grande Residences. With a dedicated team of trained personnel and 24/7 surveillance, residents can enjoy peace of mind knowing that their safety is well taken care of. Additionally, a concierge service is available to cater to residents' needs, ensuring that every desire is met with efficiency and professionalism.

LOCAL TRANSPORTATION OPTIONS

Brainbox can arrange a hire car should you require it while in the Philippines ... but, local traffic can be a bit hectic, and Filipinos drive on the right side of the road (the opposite to Australia). If you are not comfortable driving in asian traffic, then we recommend you consider travelling like a local. A trike station is located directly outside the front of La Grande Residence and a clap of the hands brings a driver to the driveway. These three-wheeled taxis can take you anywhere in the metropolitan area for around 200PHP ($5 AUD, $3.50 USD).

WORKING FROM BRAINBOX OFFICES

The Brainbox offices are large and open plan, with a private meeting space available should you require it. Please feel free to either book the meeting room or work directly alongside your team, whichever you prefer.

Access to the building is via biometric face scan, and one of the IT staff will register you with the system when you arrive. The building has high speed optic fibre internet, and one of the IT staff will be pleased to provide a WiFi password.

Most Filipinos stop work and share food together from 12-1 as a local custom. One of your team will ask you what you would like to eat for lunch, and we will be pleased to arrange this for you. If you prefer to eat separately, then there are a range of restaurants (Indian, Korean, Filipino, etc) within the building that offer a range of lunch options.

LEISURE PROGRAM

We believe in fostering an environment that not only promotes professional relationships for our client teams, but also provides visiting clients with a truly memorable and enjoyable experience.

To help achieve this, we can arrange a leisure program that seamlessly integrates with your visit, offering a range of engaging activities and entertainment options that will leave you invigorated, inspired, and refreshed.

Our leisure program is designed to cater to a diverse range of interests, ensuring there is something for everyone. From outdoor adventures to relaxation sessions, our carefully curated activities are sure to delight participants.

Engage in adrenaline-pumping challenges such as wave boarding, enjoy retail therapy at modern shopping malls, sample delicious local and international cuisine, or enjoy a more laid-back experience at the accomodation's wellness clinic to unwind and recharge.

Our leisure program attached to your visit will ensure that you leave not only with valuable 'team time' but also with lasting memories and understanding of the Philippines culture and daily life.

CURRENCY

The currency of the Philippines is the Philippine peso (PHP).

Some ATMs accept international credit and debit cards. Shops in towns and cities usually accept international credit cards. If you're travelling outside major cities, take sufficient funds in local currency with you. There may not be ATMs or currency exchange facilities at your destination.

Cash in pounds sterling, euros or US dollars can be exchanged for Philippine pesos at the airport, in banks, hotels and some shops.

PHILIPPINES FOOD

Filipino food is a diverse and vibrant cuisine characterised by bold flavors and a fusion of influences. It features a combination of indigenous, Malay, Spanish, Chinese, and American culinary traditions. Filipino dishes often include rice as a staple, accompanied by a variety of meats, seafood, vegetables, and tropical fruits. Filipino food celebrates the country's rich cultural heritage and offers a delightful mix of sweet, sour, and savory flavors.

Adobo

Philippine adobo is a traditional Filipino dish known for its tangy and savory flavor. It is typically made by marinating meat, often chicken or pork, in a mixture of vinegar, soy sauce, garlic, and spices, and then slow-cooking it until tender.

Sinigang

Sinigang is a traditional Filipino soup characterized by its sour and savory flavor. It typically consists of meat (commonly pork, beef, or shrimp) cooked in a tamarind-based broth, along with various vegetables like tomatoes, onions, and leafy greens.

Kakanin

Kakanin is a traditional Filipino term used to refer to a variety of native rice-based desserts. These delicacies are typically made from glutinous or sticky rice, coconut milk, and sugar, and often feature vibrant colors and unique textures. Kakanin is a popular part of Filipino cuisine and is enjoyed as a sweet treat or a snack during special occasions, festivals, and family gatherings.

Halo-halo

Halo-halo is a popular Filipino dessert that combines a colorful assortment of ingredients such as sweetened fruits, beans, jellies, and shaved ice, topped with evaporated milk and sometimes ice cream.

PHILIPPINES TOURIST DESTINATIONS

The Philippines offers stunning beach tourist destinations known for their pristine white sands, crystal-clear waters, and vibrant marine life. From the famous Boracay Island with its lively atmosphere and water sports activities to the secluded beauty of Palawan's El Nido, visitors can indulge in sun-soaked relaxation, explore breathtaking coral reefs, and enjoy breathtaking sunsets. Other notable beach destinations include Siargao, renowned for its world-class surfing waves. The Philippines truly offers a tropical paradise for beach lovers.

BASIC FILIPINO WORDS & PHRASES

Although Filipinos generally speak excellent English, if you want to make the effort to learn a few words or phrases in the local language then this gesture is alway appreciated.

Good morning	Magandang umaga	I / me	Ako
Good afternoon	Magandang hapon	You	Ikaw
Good evening	Magandang gabi	We	Kami
What's your name?	Ano ang pangalan mo?	They	Sila
How are you?	Kumusta ka?	He, She	Siya
I am fine	Mabuti naman ako	Yes	Oo
Thank you!	Salamat!	No	Hindi
You're welcome	Walang anuman	Correct	Tama
Sorry	Pasensya na	Wrong	Mali
Goodbye	Paalam	Counting	Nagbibilang
Today	Ngayon	Fish	Isda
Tomorrow	Bukas	Pork	Baboy
Food	Pagkain	Fruits	Prutas
Delicious	Masarap	Rice	Kanin

WHAT TO BRING AND PREPARE

Your passport must have at least six month's remaining validity to be admitted to the Philippines.

A visa is not required on short trips to the Philippines for either business or tourism purposes.

You may only register with this link: https://etravel.gov.ph within 72 hours prior to your arrival or departure in the Philippines. Travelers are enjoined to present their eTravel QR code to flight boarding.

Face masks are not mandatory, however it is adviseable to carry one in case you may be near someone coughing or feel unwell yourself.

An international vacccination certificate is required to enter the Philippines and this will be checked on arrival.

Cash machines dispensing local currency are available everywhere, but please make sure you let your bank know that you will be travelling.

Prepare your itinerary ahead of time. Please communicate your plans to the Client Service Manager weeks prior to your visit – especially when you plan to see local places over weekends or have team meetings booked for you and your team members.

Philippines weather can be quite humid, so business clothing is normally long pants or skirt and a polo shirt or blouse.

The Philippines is a conservative society and clothing after hours should still be modest and not overly-revealing.

Each country has different restrictions on medication. If you have prescribed medicines, please bring the prescriptions and make sure they are permitted in the Philippines.

Most sockets can accept both Australian and American plugs, and adapters are readily available in the street if required.

IN CASE OF EMERGENCY

Angeles University Foundation Medical Center is located in Angeles City, Pampanga, which is accessible via major roads and highways. The hospital's location can be convenient for residents of Angeles City and nearby areas.

Address
McArthur Highway, Lourdes Sur East,
Angeles City 2009 Pampanga

Landline
+63 (45) 625 2999

Mobile
+63 (919) 059 7235

Email
info@aufmc.com.ph

Website
https://aufmc.com.ph/

Social Media
https://www.facebook.com/AUFMedicalCenter/

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We are looking forward to
having you at our Philippines office.

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