

Busdev2

From: Colin Aquilina
Sent: 17 March 2020 12:55
To: Colin Aquilina
Cc: Raylene Debattista; Rachel J. Vella (Director - ROCS Group); Charles Vella; Simon Vella; Rita Vella
Subject: Health and Safety Update 16 - COVID-19

RE – COVID-19 UPDATE

Dear all,

Good afternoon. I trust you are fine!

Kindly find following an update effective as from today and with immediate effect –

1. All overtime has been temporarily suspended until further notice. As of today, no overtime should be logged unless previously approved by CEO / Director in writing.
2. All sales on credit are temporarily suspended with immediate effect. No exceptions unless previously approved by CEO / Director in writing.
3. All pending balances due to the company are to be collected.
4. All ROCS staff are prohibited from travelling abroad. Should anyone need to travel he / she needs to inform CEO in writing.
5. As of Monday, a new work roster will be adopted across all the group. We will utilise the facebook / whatsapp / sms chats we have created to communicate further details. Operations will be scaled down to the bare minimum and some branches will be temporarily closed until the current COVID-19 situation improves.
6. With immediate effect and across all the group, a 1 user per telephone set policy should be adopted.

Please do not hesitate to contact us in case you do have any question regarding current corona-virus situation.

Please note that the website <https://www.rocsclimbers.com/covid-19> is being constantly updated. I suggest you visit website regularly. Any queries related to COVID-19 can be sent on covid19@rocsgrp.com

Thanks and Regards,

Colin Nicholas Aquilina
CEO

#STAYSAFE

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THIS IS A WITHOUT PREJUDICE BASIS COMMUNICATION.

From: Colin Aquilina

Sent: 14 March 2020 12:51

To: Colin Aquilina <colin@rocsgrp.com>

Cc: 'raylene@rocsgrp.com' <raylene@rocsgrp.com>; 'rachel@rocsgrp.com' <rachel@rocsgrp.com>; 'charles@rocsgrp.com' <charles@rocsgrp.com>; simon@rocsgrp.com; 'rita@rocsgrp.com' <rita@rocsgrp.com>

Subject: Health and Safety Update 15 - COVID-19

RE – PROTECTIVE MEASURES (COVID-19)

Dear all,

Good afternoon. I trust you are fine!

In view of the latest developments please note that as from Tuesday 17th March 2020 we will action the following provisions –

1. All outlets be it retail, travel and insurance will close business at 1800hrs until further notice.
2. In consideration of the current COVID-19 crisis, the ROCS Group have decided to implement a 1 client ONLY policy at every outlet.
3. This means that waiting areas will not be available for clients.
4. In the case of travel and insurance offices ONLY 1 client per office will be allowed in.
5. In the case of retail 1 client per service station will be allowed in.
6. On Monday 16th March 2020 our Business Development team will be preparing notices to be affixed at the entrance of every outlet.
7. The manager at every outlet will be responsible to affix signage accordingly and send back photos on covid19@rocsgrp.com showing signage in place.
8. In the case of appointments, you are kindly to asked to call via telephone all clients so as to make sure they come on time (not earlier nor later) as otherwise they will be asked to wait outside.
9. The above decision will be communicated via newsletter / website / facebook as per below visual sample.

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Please do take care and stay safe. Good day.

Colin Nicholas Aquilina
Chief Executive Officer

#STAYSAFE



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