

## Colin Aquilina

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**From:** Colin Aquilina  
**Sent:** 09 March 2020 18:42  
**To:** Colin Aquilina  
**Cc:** Rachel J. Vella (Director - ROCS Group); Charles Vella; Simon Vella; Raylene Debattista  
**Subject:** Health and Safety Update 2 - COVID19

Dear all,

Good afternoon. I trust you are fine!

Reference is made to the current situation with COVID19.

As you probably understand the current situation is worrying and has global implications. Our thoughts are with all those effected and with the countries which are suffering most.

**Having said the world has experienced such scenarios in the past and from my experience we will recover and move forward to greener pastures.**

With regards to the below suggestions we kindly ask you to once again read this email and follow thoroughly.

Additionally, we kindly ask you to note the contents of the below communication

### **Quote**

#### **COVID19 update**

Those clients who have just returned to Malta from a country hit by Covid-19, are kindly requested to postpone their appointment by 15 days.

Same applies to those clients who didn't travel but have symptoms of fever, cough and any other related respiratory infections.

Your cooperation is highly appreciated.

**Lill klijenti kollha – Rigward Coronavirus:**

**Kull min ghadu kif gie lura Malta minn xi pajjiz li huwa milqut mill-Covid-19, l-appuntament irid jigi mgdedd minn ta' l-inqas b'hmistax-il gurnata.**

**L-istess jghodd ghal dawk il-klijenti li ma siefrux izda ghandhom sintomi ta' deni, soghla u sintomi ohra relatati ma' mard respiratorju.**

**Grazzi tal-kooperazzjoni taghkom.**

### **Unquote**

For the above reasons we kindly direct you to ask the clients (in person/ over the phone / messenger / WhatsApp / skype) the following simple questions –

1. Have you just returned to Malta from a country hit by Covid-19 in the past 15 days?
2. Do you have symptoms of fever, cough and any other related respiratory infections?

**If the answer to any of the above is yes than an appointment must be scheduled to 15 days from date of visit / call / message.**

A note is to be inserted on client's account and actioned accordingly.

I trust you all understand that the above procedure is in the interest of all the ROCS team and clients.

Regards and good luck,

Colin

**Colin Nicholas Aquilina**  
*Chief Executive Officer*



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**Registered address** ROCS Group, 21 ROCS House, Main Street, Mellieha MLH2310, Malta, Europe

**t.** +356 2015 1515    **f.** +356 2152 3869    **m.** +356 9997 7774    **e.** [colin@rocsgroup.com](mailto:colin@rocsgroup.com)    **w.** [www.rocsgroup.com](http://www.rocsgroup.com)

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**From:** Colin Aquilina [<mailto:colin@rocsmail.com>]

**Sent:** 26 February 2020 16:49

**To:** Colin Aquilina

**Cc:** Rachel J. Vella (Director - ROCS Group); Charles Vella; Simon Vella; Raylene Debattista; Silvio Spiteri

**Subject:** Health & Safety Update

**ATTENTION ALL ROCS TEAM MEMBERS**

Dear all,

Good afternoon. I trust you are fine!

As all are aware, the outbreak of COVID-19 in Europe has increased over the past few days. We would like to remind everyone to take the appropriate measures to ensure that our workplace remains a healthy environment to be in.

Some valuable suggestions as per below -

- Clean your hands thoroughly and often with soap and water.
- Use a tissue to cover your mouth and nose when you cough or sneeze. Do not cough or sneeze into your bare hands. Use your elbow to cover your mouth.
- Throw away used tissues immediately.
- Avoid touching your eyes, face, and mouth unnecessarily.
- Make sure to wash your used mugs and glasses.
- If you are feeling unwell with any of the following symptoms (fever, cough, shortness of breath) do not come to work, but contact your family doctor and the Health authorities on 21324086. Health Authorities are advising people to call this number instead of visiting health centres to reduce the chance of infection.

I trust you all appreciate that the above email is meant to guide all the different teams to follow simple yet valuable practices.

Good day,

Colin

**Colin Nicholas Aquilina**  
*Chief Executive Officer*



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