

## Health and Safety Update 37 - COVID-19

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Sat 09/05/2020 15:07

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**9<sup>th</sup> May 2020**

Dear all,

Good afternoon. I trust you are fine!

Please find following my weekly update re latest developments happening this week and in the coming days.

### **LATEST DEVELOPMENTS**

As many of you know, this week we have partially reopened our retail division. I would say that we have restarted 30% of the retail operations however as you may appreciate sales are far below levels pre COVID and extremely far away from any targets we had set at the beginning of the year. Having said this, I am confident that sales will improve over a period of 12 months and I am expecting sales to be back to some kind of normality towards March 2021. Until that time, we have to all work hard, reduce expenses to the bare minimum, maximise sales opportunities and make every effort to develop concepts which make us perform better and more efficiently.

It will take some time for the retail division to be completely operational. Similarly, the travel and insurance divisions, which are still closed for normal operations - as such decisions will be taken towards the end of month when the Superintendent for public Health will be reviewing current measures. In this context one has to take into consideration a number of factors amongst which the current complete closure of our international airport and all sea ports, the closure of most of the international airports around us and beyond, the direction given by the authorities to keep practicing social distancing, the considerable lower level of sales experienced to date etc.... As soon as we will have a more concrete plan I will be in touch with you so as to update you accordingly.

Our team is working hard to establish a super secure protocol so as to protect the wellbeing of all our team members and all our esteemed clients and at the same time relaunch a reduced operation which is long term financially feasible.

### **PROMO CODES**

With regards to the websites [www.inglotmalta.com](http://www.inglotmalta.com) and [www.perfumesandmore.com.mt](http://www.perfumesandmore.com.mt) all promo codes have been suspended indefinitely in view of a technical challenge. We will still be able to offer all staff members the end of month benefits on both websites however the personal promo codes have been suspended until further notice.

### **SALARIES**

As explained through my last mail, we are still pending approval from Malta Enterprise for some 10 team members in relation to March and April 2020. Additionally, we have no confirmation to date that the wage supplement will continue during the last 6 days of April, May and June 2020. In view of this I kindly ask you to be careful with your finances and plan accordingly. As always should you have any queries re payroll or other wage related matters you may send an email to [payroll@rocsgroup.com](mailto:payroll@rocsgroup.com) and copy [stafffeedback@rocsgroup.com](mailto:stafffeedback@rocsgroup.com)

### **CONCLUSION**

Last week I told you that this week will be bringing some degree of normality to our lives and even though I was lucky to meet some of you in the course of the reopening operations I am aware that there are many of you who are still wondering when we will be able to restart in full force. With many of you who are at home, I have regular contact on a personal level and I urge to keep contact and send me your feedback.

**Having said this, for all those who are wondering when we will be able to go back to work in terms of procedures pre COVID, I think today I can firmly say that this will never happen. The world *pre covid* and *post covid* are 2 different scenarios which we will all have to live with for the rest of our lives. Certain common practices which we took for granted for so many years, as simple as shaking hands and as complex as going to work every morning have been hit in a way that we have no control over.**

Once again I stress the point that I am 100% confident that we will overcome this unpleasant phase but we cannot think that we will be over this without sacrifice and hardship.

So, as an answer, I ask all to give your 100% all the time, whatever you do in both work and life.  
**Once a friend told to work and live as if every day is my last day, because sooner or later I will be right!**

Should you have any questions please feel free to drop me a mail on [covid19@rocsgroup.com](mailto:covid19@rocsgroup.com)  
As always latest updates will be posted on the website [www.rocsclimbers.com/covid19](http://www.rocsclimbers.com/covid19)

Good day, take care of yourself, your friends and your families.

**Social distancing should be your number one priority. Nice weekend.**

#STAYSAFE #STAYHOME

Colin

**Colin Nicholas Aquilina**  
CEO

#STAYSAFE

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