

Colin Aquilina

From: Colin Aquilina
Sent: 14 March 2020 12:08
To: Colin Aquilina
Cc: Rachel J. Vella (Director - ROCS Group); Charles Vella; Simon Vella; Rita Vella; Raylene Debattista
Subject: Health and Safety Update 14 - COVID-19

Dear all,

Good afternoon. I trust you are fine!

Kindly note the below updates.

With immediate effect:

- Retail: Clients are not to be allowed to swatch testers themselves
 - Instead, disposable applicators are to be used by staff to show clients the product they are interested in. These applicators must be disposed of immediately.
- Any employees returning from abroad must self-quarantine at home.
 - This is now mandatory for all destinations and all arrivals to Malta
 - Quarantine means that the person should not leave their accommodation for any reason except in exceptional circumstances such as requiring medical or food supplies
 - Heavy fines have been introduced for all those breaking quarantine, and immediate deportation in the case of 3rd country nationals
- Any employees living with people in the same accommodation who have been abroad, must also quarantine at home and need to inform the company immediately

With immediate effect:

- All waiting areas should not be utilised.
- Clients will need to be seen to at a distance of at least 1 metre from the next work station
- In order to prevent overcrowding, limited appointments must be taken at one go

Kindly be guided accordingly.

Good day and stay safe.

Colin Nicholas Aquilina
CEO

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THIS IS A WITHOUT PREJUDICE BASIS COMMUNICATION.

From: Colin Aquilina

Sent: 13 March 2020 16:07

To: Colin Aquilina <colin.aquilina@rocsmail.com>

Cc: Rachel J. Vella (Director - ROCS Group) <rachel@rocsmail.com>; Charles Vella <charles@rocsmail.com>; Simon Vella <simon@rocsmail.com>; Rita Vella <rita@rocsmail.com>; Raylene Debattista <raylene@rocsmail.com>

Subject: Health and Safety Update 12 - COVID-19

Dear all,

I trust you are fine! Good afternoon.

Please find following new rules re INGLOT, perfumes&more, Studio and all retail points -

Due to the spread of new corona-virus COVID-19 all points of sale should take the highest possible level of precaution to protect the customers and ROCS staff.

We understand that corona-virus impacts markets on different levels. We strongly recommend following WHO and local authorities' instructions and carefully observe what steps are taken by other retailers especially in beauty industry.

Please make sure to:

- disinfect surfaces within the shop including workstations, POS machines, phones etc. as often as possible
- constantly sanitize brushes, applicators and testers and always between each client; you may use for this purpose Inglot Brush Cleanser
- staff should sanitize their hands all the time
- close all testers with caps and covers if possible
- do not recommend using the testers by customers; instead, testers should be applied by the staff member by applicator and rather not directly on face but hand or arm
- Applicator should be utilised only once.
- ask customers to use sanitizers before testing any product if they want to do it on their own; sanitizers should be available in each point of sale
- notify customers that we also have disposables for testing products and that we are regularly disinfecting testers, if there are any concerns from the customer please disinfect the item before the customer tests and after testing

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@rocsgroup.com

Please do take care and stay safe. Good day.

Thanks and Regards,

Colin Nicholas Aquilina
CEO

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From: Colin Aquilina

Sent: 13 March 2020 15:41

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Subject: Health and Safety Update 11 - COVID-19

ATTENTION TO ALL NON-EU CITIZENS (3rd COUNTRY NATIONALS) WORKING IN MALTA.

Dear all,

Good afternoon. Once again I have an update re COVID19.

The Government of Malta has issued a warning stating that if the mandatory quarantine rule is not observed by 3rd country nationals working in Malta, they will be DEPORTED immediately.

Thought I should inform all teams so there won't be any misunderstandings.

Good day and as always stay safe.

Thanks and Regards,

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From: Colin Aquilina

Sent: 13 March 2020 15:06

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<simon@rocsmail.com>; Rita Vella <rita@rocsmail.com>; Raylene Debattista <raylene@rocsmail.com>

Subject: Health and Safety Update 10 - COVID-19

Good afternoon. I trust you are fine!

I refer to the Prime Minister's press conference of this afternoon. Kindly note latest measures communicated to date –

New measures:

- 14-day mandatory quarantine extended to everyone entering Malta, regardless of the country they travel from
- Helpline exclusively for use by people in quarantine can be reached on 21 411 411
- Food delivery service made available for those in quarantine
- Standing bus passengers won't be allowed, only seated
- Gozo Channel passengers to be scanned before boarding ships
- Symptomatic people arriving at airport/sea port are being immediately isolated and swabbed
- No need for panic buying or long supermarket queues - country's foods supplies etc. will continue as normal
- Measure to reduce number of people in supermarkets to be introduced
- Some medical consultations will be carried out online, instead of patients going to health centres in person
- The coronavirus mandatory quarantine has been extended to all visitors entering Malta, regardless of the country they travelled from, the Prime Minister has announced.
- **All those who enter Malta by air or sea will have to go straight to their home or hotel for a 14-day obligatory quarantine. Fines of €1,000 will be imposed for each day the quarantine is breached, with police carrying out spot-checks.**

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@rocsgroup.com

Please do take care and stay safe. Good day.

Thanks and Regards,

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