

Busdev2

From: Colin Aquilina
Sent: 17 March 2020 14:52
To: Colin Aquilina
Cc: Raylene Debattista; Rachel J. Vella (Director - ROCS Group); Charles Vella; Simon Vella; Rita Vella
Subject: Health and Safety Update 19 - COVID-19
Importance: High

Dear all,

Good afternoon. I trust you are fine!

Please note that with immediate effect you can proceed and sell the travel open cover policy available at www.maltatravelinsurance.com

Please note the following endorsement has been added to policy –

Quote

COVID-19: Specific Exclusion

Kindly take note that your travel policy and/or your travel open cover section under your policy is being endorsed as follows:

Section 1 - Cancellation & Abandonment

We will not pay any claim/s under Section 1 – Cancellation & Abandonment arising from any travel to countries/areas included in the **L.N. 42 of 2020 - Travel ban order, 2020** or any other order issued accordingly by the Maltese Government and/or the Superintendence of Public Health. This exclusion also applies to travel itineraries which include these countries/areas.

Section 2 – Emergency Medical & Associated Expenses and Hospital Benefit

We will not pay any claim/s under Section 2 – Emergency Medical & Associated Expenses and Hospital Benefit for costs related to COVID-19 arising from any travel to countries/areas included in the **L.N. 42 of 2020 - Travel ban order, 2020** or any other order issued accordingly by the Maltese Government and/or the Superintendence of Public Health. This exclusion also applies to travel itineraries which include these countries/areas.

This endorsement applies for trips booked on and after the 10th March 2020.

Please consider this endorsement as part of your policy schedule and certificate.

Unquote

Kindly be guided accordingly.

Thanks and Regards,

Colin Nicholas Aquilina
CEO

#STAYSAFE

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

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THIS IS A WITHOUT PREJUDICE BASIS COMMUNICATION.

From: Colin Aquilina

Sent: 17 March 2020 14:20

To: Colin Aquilina <colin@rocsgrp.com>

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

Subject: Health and Safety Update 18 - COVID-19

Dear all,

Good afternoon. I trust you are fine!

It has come to our attention that employees of the ROCS Group are currently reading and sharing media articles about cancellation of ID Malta permits and deportation of foreign nationals from Malta, as well as articles about how companies are terminating their employees' employment.

Such decisions are taken at the company's discretion, and therefore the articles are referring to specific companies who are adopting such practices.

In the case of the ROCS Group, we are trying our best to safeguard all our employees' employment, whether they are Maltese or foreign nationals, and this is why all employees must adhere to the directives we are putting in place when it comes to working schedules, ways of working, and also our request for employees to take care of money matters well (including sending money home in the case of foreign nationals).

We do not want any of our employees being in difficult or dangerous situations.

For this reason, any of our employees who have any concerns in view of the current situation are being asked to forward these to covid19@rocsgrp.com and not to discuss between themselves as this will only lead to speculation and misunderstandings, adding to the frustration and anxiety all are feeling right now.

We feel that we are taking all the measures possible to safeguard our team, while also keeping our long-term and return to regular business in mind. Unfortunately, we do not know when this matter will be resolved, however until then we will adapt accordingly as long as all are on board to help the company survive this difficult time, together.

I would like to reassure all the team that together with the company directors we are trying our best to protect all of you both health wise and financially. This is not an easy time and there is no winning formula however together we can overcome this difficult period and hopefully be in a much better shape in the months to come.

Regards & #STAYSAFE

Colin Nicholas Aquilina
CEO

#STAYSAFE

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THIS IS A WITHOUT PREJUDICE BASIS COMMUNICATION.

From: Colin Aquilina

Sent: 17 March 2020 13:05

To: Colin Aquilina <colin@rocsgroup.com>

Cc: raylene@rocsgroup.com; rachel@rocsgroup.com; charles@rocsgroup.com; simon@rocsgroup.com; rita@rocsgroup.com

Subject: Health and Safety Update 17 - COVID-19

Dear all,

I trust you are fine! Good afternoon.

Reference is made to update number 16, please find following more details re adopted measures -

- One user per telephone set
 - o Telephones should not be shared between employees
 - o In the case of retail stores, when a call is received and needs to be passed on to another member of staff this needs to be passed on to the next telephone line, and the telephone the call was received on must be sanitized immediately.
 - o Telephones must be sanitized after each use in the case of telephones which are shared among staff

- Employees who are currently under a salary bond agreement will have this agreement temporarily suspended, hence no salary bond will be withdrawn from end-of-month wages until further notice. After this period is over, salary bonds which were suspended will come back into effect accordingly.
 - o We refer to our previous email re: not sending money abroad – the company is suspending salary bonds in order to assist staff in Malta due to the imminent lockdown and expects that employees will respect the guidelines given in our email not to send money abroad in order to avoid putting themselves in dangerous situations.
 - o Cash advance repayments are still applicable and should be paid on time.

Kindly be guided accordingly. Good day and #STAYSAFE

Thanks and Regards,

Colin Nicholas Aquilina
CEO

#STAYSAFE

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THIS IS A WITHOUT PREJUDICE BASIS COMMUNICATION.

From: Colin Aquilina
Sent: 17 March 2020 12:55
To: Colin Aquilina <colin@rocsgrp.com>
Cc: raylene@rocsgrp.com; rachel@rocsgrp.com; charles@rocsgrp.com; simon@rocsgrp.com; rita@rocsgrp.com
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.

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

Please do take care and stay safe. Good day.

Colin Nicholas Aquilina
Chief Executive Officer

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