

Health and Safety Update 39 - COVID-19

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25th May 2020

Dear all,

Good morning. I trust you are fine!

Kindly find following an update re the latest developments in connection with the COVID-19 pandemic.

LATEST DEVELOPMENTS

As some of you might know today we will be reopening our INGLOT the studio salons under the new Health regulations. This brings along some added degree of normality to our daily lives and to the company's operations.

Salons will be open for extended hours (in view of the new rules 0800hrs till 2000hrs) with a number of additional benefits so as to keep both our teams and our clients safe.

The below list includes some of the precautions adopted as from today –

- SPLIT SHIFTS
- NO WAITING AREA
- NO WALK-INS
- NO DRY SERVICES
- LONGER OPERATING HOURS (up to 12 hours continuous service)
- GOWN & MASK CHANGE WITH EVERY CLIENT (for both client and service provider)
- ALL CLIENTS AND STAFF WILL BE WEARING A MASK
- FULL STERILISATION/DISINFECTION BEFORE & AFTER EVERY SERVICE
- PERSONAL NAIL KITS FOR CLIENTS
- TEMPERATURE CHECKED AT THE DOOR
- SANITISER AT THE DOOR & AT EACH STATION
- NO COFFEES... THIS ONE IS DEFINITELY A REAL SHAME BUT HEY SAFETY FIRST!
- ALL TEAM MEMBERS COVID19 TESTED PRIOR TO RESTARTING OPERATIONS
- WE'RE ALSO PROVIDING YOU WITH QUICKER ONLINE BOOKING SYSTEM:
<https://www.inglotlookbook.com/book-a-service>

Additionally the Insurance section will also be reopening one of its Floriana offices under new rules namely one client per service provider per office.

Both sections have been supplied with updated COVID-19 procedural protocols which have to be adhered to at all times. Anyone in breach will be sent home.

The new procedures bring along additional expenses to the operation and as such I urgent all team members to be very careful with consumables and PPE being utilised though the day.

All staff members who are to remain on unpaid vacation leave as per approval from DIER have been approved.

Good luck.

SALARIES

With regards to salaries I can confirm that Malta Enterprise has provisionally approved the COVID-19 wage supplement for approximately 75% of the company's team members until the 29th May 2020.

I am hoping to receive the remaining approvals in time prior issue of May 2020 wages.

I have been chasing Malta Enterprise as we are also pending approval from Malta Enterprise for some 10 team members in relation to March and April 2020 and now May 2020.

As always should you have any queries re payroll or other wage related matters you may send an email to payroll@rocsgroup.com and copy stafffeedback@rocsgroup.com

Once wages are issued at the end of May 2020 I urge all team members to utilise ONLY email to communicate with payroll and to give enough time to payroll to be able to reply.

CONCLUSION

As explained last week and the week before we are now in a phase which will bring back some kind of normality. Having said this the risks associated with the virus are still very much around us and as such I urge all of you to follow protocol and be safe. Following protocol and avoiding contagion at this point is key. Additionally, regular COVID-19 testing should become part of your weekly schedule. The earlier we find out someone is positive the better we can protect the infected team member and his / her family and colleagues.

Personally my plan is to test for COVID-19 every 2 weeks. This can be done very easily and the procedure is quite straight forward. For now this is just a suggestion however in the future things might change and we might need medical clearance prior to reporting to work. Thought giving you a heads up of what the new norm could possibly include.

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

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

Wishing you and your families a great week ahead.

Colin

Colin Nicholas Aquilina
CEO

#STAYSAFE

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