

Colin Aquilina

From: Raylene Debattista
Sent: 11 March 2020 19:02
To: Raylene Debattista
Cc: Colin Aquilina; Rachel J. Vella (Director - ROCS Group); Simon Vella; Charles Vella
Subject: ROCS Group Memo re: COVID-19 & Hygiene

Dear all,

As you are aware, keeping a high standard of hygiene is a very important factor in avoiding the spread of any illness, and this has been brought into further force by COVID-19.

Kindly ensure that all is done from your end to make sure that our work environment is kept as sanitary and hygienic as possible:

- Bathrooms are to be kept in the cleanest standard possible
 - Toilets always flushed and cleaned. It seems silly saying this, however I am still receiving complaints about this. Please respect your colleagues.
- Towels will be removed from all bathrooms.
 - Kindly use toilet paper to dry hands if air-drying is not possible.
- Dishcloths in kitchenettes are to remain
 - These must **not** be used to dry hands, only cutlery and crockery
- Desks must be cleared at the end of the day to ensure that our housekeepers can disinfect the surfaces appropriately
 - Any follow-up disinfection during the day can be done by the individual at the desk
 - Telephones, keyboards, and mice must be disinfected by the individual at the desk – please ensure that these are done with care considering that these are electronics.
- Hands must be washed **at least** once an hour, but we advise to wash even more regularly, especially if meeting clients
- Avoid shaking hands
- Stand at least 1 metre away from others whenever possible
- For the sake of our teams and our other clients, ask clients and those entering our premises whether they have
 - a. been abroad during the past 15 days and
 - b. whether they are feeling any symptoms of being unwell.

We trust the above will be taken on board **by all**, and ask all to be vigilant in their own methods and to those around them.

Please note that the website <https://www.rocsclimbers.com/covid-19> is being constantly updated. I suggest you visit website regularly.

@Managers, kindly ensure that this email is printed for each team member with no access to company email, and in common staff areas.

Regards,

Raylene Debattista

Human Resources Development Manager



insurance | investments | travel | media | property | retail



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

t. +356 2015 1515 **f.** +356 2152 3869 **e.** raylene@rocsgroup.com **w.** www.rocsgroup.com

All information contained in this message (including any attachments) is intended solely for the attention and use of the named addressee and may be confidential. If you are not the intended recipient and received this message in error you are kindly requested to delete it and any attachment/s to it. You must not use, disclose, distribute, copy, print or rely on this e-mail. You are hereby notified that any disclosure, copying, or distribution of this message or the taking of any action based on this information is strictly prohibited. We do not guarantee that this email has not been intercepted or amended or that it is virus-free nor do we accept any liability in respect of any damage caused by any such interception, amendment or virus. This email and any attachments to it may be confidential and are intended solely for the use of the individual to whom it is addressed. Any views or opinions expressed are solely those of the author and do not necessarily represent those of the ROCS group and/or Charichelon Company Limited and/or any of its subsidiary companies. Please contact the sender if you believe you have received this email in error.