



## MEMORANDUM

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<b>To</b>	<b>: RCBC Plaza Retail Tenants</b>	<b>Date</b>	<b>: 23 January 2020</b>
<b>From</b>	<b>: Property Management Office</b>	<b>Ref. No.</b>	<b>: PMO-TRM-2020-04b</b>
<b>Subject</b>	<b>: Advisory on Coronavirus (2019-nCoV)</b>		

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Dear Tenants,

In light of the recent developments concerning the spread of a new strain of coronavirus (for now being called "2019-nCoV") in neighboring countries, and the ongoing investigation by the Department of Health (DOH) on a possible case of coronavirus in the country, the RCBC Plaza PMO has intensified its existing cleaning practices to help reduce the risk of virus transmission within our building.

We trust that you, our retail tenants, have your own set of guidelines in ensuring the sanitation of your respective areas. However, the present situation calls for extra effort easily observed by our patrons in showing our concern and vigilance. May we request that the frequency of these simple steps be increased by your staff:

- 1. Proper washing of hands**
- 2. Use of hand sanitizers**
- 3. Sterilization of utensils**
- 4. Cleaning and sanitizing of all surfaces**

Also, please be advised that we are requiring all retail staff – most especially those responsible in the handling, preparation, and serving of food and drinks – to wear spit guards, effective immediately; to protect both customers and staff.

Thank you and we look forward to your usual kind cooperation.

Yours Sincerely,

**Jhoanna Camille Omagap**  
Retail and Events Supervisor

Noted by: .

  
**Johan C. Ramirez**  
Tenant Relations Manager