

Dear Customers and Clients,

Despite the legal restrictions lifting for many measures that had been in place, we continue to provide a series of safety measures to keep both my employees and our clients safe during the COVID – 19 pandemic. The following conditions are compulsory for any future appointments to take place:

What will we be doing?

I have asked my staff to keep to the following guidance:

- To wear a face covering, unless they have an exemption, throughout any appointment that takes place in an enclosed space
- To practice good hand hygiene and cleaning routines both in our offices, and when out on appointments
- To practice social distancing, maintaining at least a 2-meter distance between persons where possible
- To prop doors and windows open where possible, to allow good ventilation in enclosed spaces
- To notify the company if they show symptoms of COVID-19, have tested positive or have been in close contact with a confirmed positive case of the virus. We will then follow the latest guidance

What we need you to do.

Please can I ask that:

- Only a maximum of four people attend an appointment
- You avoid touching any surfaces during the appointment
- You wear your own face covering, unless you have an exemption, throughout an appointment that takes place with us in an enclosed space
- To practice social distancing, maintaining at least a 2-meter distance between persons where possible
- You do not attend the appointment if you are showing symptoms of COVID-19, have tested positive for COVID-19 and have been advised to self-isolate by NHS Test and Trace

If these conditions are not met for any reason, I regret to say that the appointment will not take place. I have instructed all members of staff to cease any appointments at any time. If they feel that these requirements are not being met, I hope this will not be necessary.

Yours sincerely

Quintyn Howard-Evans, ANAEA, MARLA, ANAVA
Senior Managing Partner
For and on behalf of Cooper & Tanner