



I recognise that not being able to offer certain treatments will be significantly impacting on the income of many within the beauty industry and I pass on my thanks to them all for adhering to the current guidance as I know this comes at a cost. Not only are they helping to control the virus but they are contributing to the collective effort of helping to save lives. We must now come together to ensure that the industry as a whole is educated on the importance of compliance and I would like to put on record my thanks to you for raising this important issue with me and for pursuing clarity on the guidance to ensure the industry is operating as safely as possible.

I hope I have been able to address your concerns but please do not hesitate to get in touch if further information is required.

A handwritten signature in blue ink on a light green rectangular background. The signature is stylized and appears to read 'Jamie Hepburn'. There is a small, colorful, pixelated graphic element on the left side of the signature.

**JAMIE HEPBURN**