

L'ORÉAL
PROFESSIONNEL
PARIS

KÉRASTASE
PARIS

REDKEN
5TH AVENUE NYC

MATRIX

PULPRIOT

shu uemura
art of hair

PUREOLOGY
serious colour care

BIOLAGE



SALON SUPPORT GUIDE

UNITED KINGDOM

LAST UPDATED 09/11/20

L'ORÉAL

Professional Products

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INTRODUCTION

“We are thinking of all of our hairdressing partners and your loved ones at this time. We want to affirm our total solidarity and are here to help you to navigate this challenging moment. Together with Industry Trade Bodies, we are working to provide you with useful information - with care for you, your teams and your clients as the number one priority.

We know that salons and hairdressers are the beating heart of the community - we share our love and wish everyone well.”



Béatrice Dautzenberg
Managing Director – L'Oréal Professional Products Division
UK & Ireland

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UK KEY CONSUMER INSIGHTS

L'Oréal Professional Products Division has conducted research to show how women felt after returning to the salon post-lockdown. These statistics can be used across your Salon's social media and communications to help instil more client confidence. We have created social assets you can use, please get in touch with your Business Partner for more information.

95%

of women who returned to salon said "I felt safe"*

95%

of women who returned to salon said "The salon was clean and hygienic"*

94%

of women who returned to salon said "Measures were sufficient to reduce Covid-19 risk"*

A number of women surveyed agreed that the salon environment was not only clean and Covid-secure but that they also felt safe when visiting.

93%

of women who returned to salon "felt equally or more relaxed and pampered"*

Salons have always been a place of relaxation and pampering, which hasn't changed despite new measures that have been put in place. Women continue to enjoy the in-salon experience whilst feeling safe, which is a great story to share with any clients who are still yet to return.

96%

of women who returned to salon said "I felt the same or better than usual after"*

*Post Covid Research: Salon Reopening. Conducted by 2CV Research on behalf of L'Oréal UKI via online interviews with 292 women ages 18-74, who had a salon appointment after lockdown was lifted. Interviews took place between 27th-31st July 2020

COMMUNICATIONS ADVICE

Communication remains key and now more than ever clients are looking to digital and social media for updates and connection. Here are some ideas on key messages that you might like to connect with your clients on, whether you are currently open or temporarily closed.



Hygiene and Safety

We know from consumer surveys that the new safety measures being followed in salons are very important, so keep reinforcing and telling your clients about how you are caring for them and your new salon journey so they know what to expect if they haven't yet returned to the salon.



Services and Packages

Keep your clients updated on any new service packages, perhaps express services that reduce the amount of time they need to spend in the salon if you are open, or any special offers you have coming up. You might want to encourage clients to book a package of services such as multiple haircuts for a special price/added value or a 'Welcome Back' package if you are temporarily closed.



Virtual Consultations

During this time whether you are open or temporarily closed, you might like to offer virtual consultations. Clients could even try apps like 'L'Oréal Style My Hair' where they can play and try on colour to help them to visualise what the transformation could look like. Find out more from page 8



Go Live

Take to Instagram or Facebook LIVE and stream tutorials/how-to videos for your clients, asking them what you should cover next and keeping them engaged, this is a great way to tailor your content to what client's are personally seeking advice on.



Keeping Connected

Keep updating your clients on your reopening date, how they can pre-book and reminding them of all the care measures you have in place to prioritise hygiene and safety.



Trends

Tell your clients about the latest looks for the season and the expertise of your team who create looks only available in the hands of the professionals.

5 WAYS YOUR CLIENTS CAN SUPPORT YOUR SALON

THE 5 WAYS IN WHICH YOU CAN ASK YOUR CLIENTS TO SUPPORT YOUR SALON



1. Leave a Review

Ask your clients to leave your business a review on Google or any other site that will help to promote your business. You can ask for their permission to post a quote of the review on your social media channels to encourage other clients to leave their review, as well as attract new clients.



2. Book Ahead

Encourage clients to book their next appointment early to avoid an increased rush, especially if you are temporarily closed.



3. Gift Cards

To help with cashflow, you could offer and ask loyal clients to purchase gift cards for themselves for future appointments or as gifts. These could be digital gift cards or posted to them.



4. Share on Social

Ask clients to like, comment and share your social media posts so that your content is seen by more people and you can reach new clients.



5. Shop Local

Clients are keen to support their local businesses during this time, so continue to reinforce the 'shop local' message and let your local community know how they can support you.

SOCIAL MEDIA TIPS

Staying in touch with clients whether you are currently open or temporarily closed is really important. Clients will look to social media for up-to-date information but also for inspiration and your expert support during this time. We've put together some advice for you to consider for your social media channels.



The Human Touch

As people turn to digital mediums to connect with one another even more than ever before, it is the perfect time to ensure your salon voice also incorporates an emotive tone on social. Clients enjoy seeing team updates and hearing news about the people behind the salon as well as authentic and meaningful content to sit alongside your usual posts. For example, you may wish to update clients on a temporary closure but let them know that you cannot wait to see them again soon or you might want to share a story about a client's experience with your salon, with their permission of course.



Community Matters

It's important to create the same community culture on social as you do in your salon with your tone of voice. Reply to all DMs (direct messages), comments - this will help to keep the community engaged. Ask questions when posting content and get your followers involved e.g. Post an Instagram Story with an 'Ask A Question' box for an expert to answer haircare or styling tips and share the answers with everyone.



Social Media Audit

Now is a great time to reflect on how your social media channels are working for you as your priorities may have shifted and responsibilities may have been adjusted too. Use Instagram Analytics to see what content has worked best this year. TIP: Keep focusing on what is already working well for you e.g. if your clients love before and afters, keep doing them and learn what is working best. You may decide to focus on one platform to free up time (e.g. Just Instagram) or you might want to venture onto another platform such as Pinterest, where you can create mood boards to inspire clients.



Content Creation

Whether or not you are able to capture new content at this time, why not get creative and have a play with some new content apps. Use content creation tools like Canva or Adobe Spark Post to help you produce new posts with existing photos or videos you already have or creating new content from scratch. You can also sync both of these apps from your desktop to your mobile phone for easy edits!



Hot Social Tips

1. Make sure you have your Instagram account set up as a business account – anyone can switch to a business account following these quick and easy steps [here](#)
2. Use at least 10 hashtags in your Instagram feed posts to increase your visibility (using local hashtags will attract more local follower)
3. Try to use Instagram Stories every day or as often as you can to remain consistent and present. You will remind clients to get in touch/book in and build stronger connections
4. Write captions that give value, are emotive or informative – encourage engagement by asking questions and starting conversations.

VIRTUAL CONSULTATIONS

A new age of virtual consultations has developed under the recent context, and even when your salon doors are open, this new method of connecting with clients can be an accessible way to modernise and make the client experience even more seamless and personalised. Here we share a how-to virtual consultation recommendation to support you and your clients.

What is a Virtual Consultation?

A virtual consultation is a video call via a digital device (mobile phone, tablet or computer) connecting the hair stylist or colourist with their client from wherever they are. This will replicate the consultation process that is usually conducted in salon from assessing the client's current hair condition, style and colour, to discussing options for their future appointment and care or styling requirements.



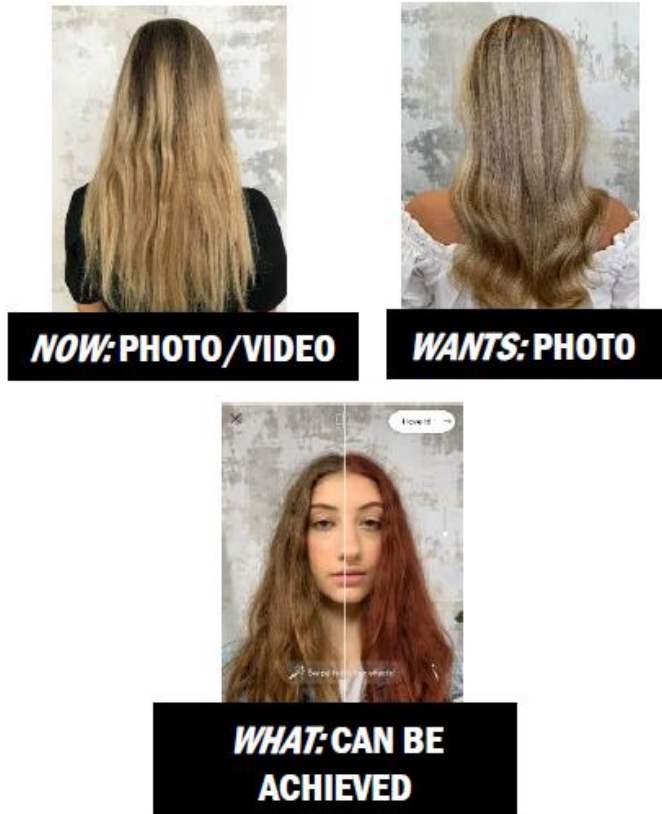
Why choose to do Virtual Consultations?

As clients seek professional advice on how to look after their hair at home, as well as discuss upcoming appointments, a virtual consultation offers the opportunity to remain connected with clients, whilst offering them advice that only an expert can provide. Some clients may also be alone during lockdown periods and might hugely appreciate a video call.

VIRTUAL CONSULTATION HOW-TO

Step 1 Select Your Platform

Choose your video consultation platform (opt for something that you and your clients are most familiar with and comfortable using) e.g. Zoom, WhatsApp Video Call, FaceTime or Facebook Messenger etc.



Step 2 Encourage Bookings

Share with clients how they can book their Virtual Consultations, whether via an email, text message, social media or the salon window.

VIRTUAL CONSULTATION HOW-TO



Step 3

Prepare Yourself & Your Client

Run some tests and rehearse with your team so you know how long each Virtual Consultation will need.

Ask clients prep-questions before the call (e.g. current hair condition, concerns or inspiration reference images for a new cut or colour look, as well as images of their hair now) and give yourself time to evaluate beforehand. Have everything you might need to aid the consultation, such as products, price lists and apps like **'Style My Hair'** ready. Ensure the client knows how to access the call, your internet connection is strong and you host the call during day light hours if possible so you can see the client's hair in the best lighting.

Step 4

The Virtual Consultation

Join the call slightly earlier than scheduled, so when the client joins you are ready for them. Have everything you need with you for a smoother running call (pen and paper, mobile phone for **Style My Hair** app, visual references and their responses to the prep-questions.

VIRTUAL CONSULTATIONS TOP TIPS



STYLEMYHAIR PRO



1

THE INSPIRATION



2

THE 3D MAKEOVER



3

THE DIGITAL SWATCHBOOK

VIRTUAL CONSULTATION TOP TIPS

1. Ask all the necessary questions e.g. 'When did you last colour your hair?' (this might indicate an allergy test will be required), 'What are you hoping to achieve?' and 'where do you wear your parting' - ask them to show you on video.
2. Discuss their goals and give your expert feedback on if the look is achievable.
3. Use 'Style My Hair' app to show them how a new colour could look and discuss this live. Have examples ready that you had already prepared.
4. Make time to discuss retail products – what will they need to care for their hair either before or after the appointment (see page 13 for more advice on call & collect options).

IDEAS FOR VIRTUAL SHOPPING MOMENTS



IDEAS FOR CREATING VIRTUAL SHOPPING MOMENTS

Connecting virtually with clients doesn't need to stop at one-to-one consultations, you can replicate what you might usually do for in-salon events and moments, but just virtually. Here's some recommendations and ideas...

Local Business Festive Events & Virtual Markets

Look out for local virtual markets or fairs this season – many local areas are running virtual Christmas markets that your salon could be part of. Or why not create your own? Team up with local businesses to run virtual events and experiences including a personal expert shopper consultation to help clients choose and purchase gifts.



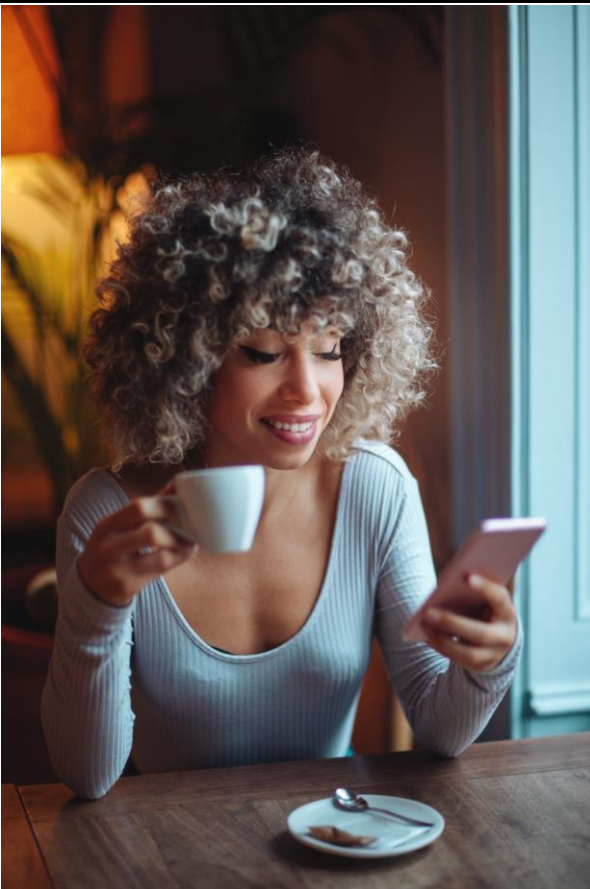
Virtual Masterclass Event

Create a Virtual Masterclass event series and run it weekly, here you could share a how-to or expert advice for top client concerns such as colour care at-home or repairing damage. Send out questionnaires beforehand to the attendees so you cater the content for them and create exclusive haircare package offers of the product shown during the class for pre-order or call and collect.

Virtual Friends/Family Party

Offer bespoke virtual events for a group of friends or a family to make it integrative and fun like a 'Girls Night In Hair Party'. It could be a how-to masterclass or a discussion on the top hair concerns of the group. You could charge a small cost for the event that is redeemable off of a salon service or retail products.

CALL & COLLECT



A 'Call & Collect' service for retail products is available for salons. This can offer an opportunity to maximise retail sales, at this time, especially with the upcoming gifting season. It also enables salons who may be temporarily closed an opportunity to stay connected with clients.

TIPS ON OFFERING A 'CALL & COLLECT' SERVICE

1. Tell Your Clients

Let your clients know that you are offering a 'Call & Collect' service via CRM, Social Media (see asset toolkit) and text message. Tell them how the service will work in terms of payment, pick-up and professional diagnostic.

2. Personalise The Service

Offer clients virtual consultations so you can give an expert haircare diagnostic and routine recommendation as well as tips on how to apply at-home.

3. Encourage Package Purchases

You might like to offer special haircare routine packages for your clients with an added value or bundle pricing. You could even name the packages i.e. 'Hair Hydration Package', 'Damage-Defying Package'.

4. Support Cash Flow with Pre-Payments

You might like to set up pre-payment online or over the phone, which will also make the collection even more seamless. Let your clients know what to expect and any safety guidelines they need to follow when coming in to pick up their products.

5. Seasonal Gifting

Not only might clients like to purchase haircare for themselves, but this is a great time of year for them to gift friends. Why not let them know that they could share an image of their friend or loved one for you to recommend a haircare gift and record a personal message of your expert advice to be shared as part of the extra special gift.

6. Keep Connected

You might like to offer a follow up virtual consultation to see how your client is enjoying the haircare routine and to offer any further expert maintenance advice.



SALON TOOLKIT: MARKETING & SOCIAL ASSETS

To help you to amplify the 'Call & Collect' service and other activations during this time, we have created assets including window clings and social media posts that you can download and use across your channels. Speak to your Business Partner to obtain these assets.

L'ORÉAL
Professional Products

SALON TOOLKIT MARKETING & SOCIAL ASSETS November 2020

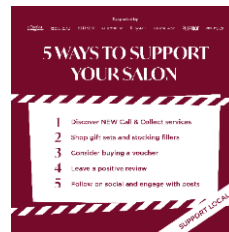
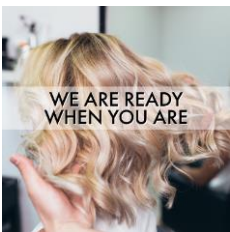
L'ORÉAL PROFESSIONNEL PARIS REDKEN 5TH AVENUE NYC KÉRASTASE PARIS MATRIX PUREOLOGY serious colour care PULPRIOT BIOLAGE shu uemura art of hair

Download full Marketing & Social Asset Toolkit here:

https://loreal-my.sharepoint.com/:f/p/heidi_walkington/EjGeHM9Yo5dKrm5Em0TWmwcBmTXMEGWVRZwz_a3HVdgzRg?e=d7biDk

(LINK EXPIRES SATURDAY 14TH NOVEMBER)

ASK YOUR BUSINESS PARTNER IF YOU NEED ANY HELP



COVID SUPPORT INFORMATION – ENGLAND

IF YOU ARE UNSURE WHAT SUPPORT YOU ARE ELIGIBLE FOR PLEASE CHECK [HERE](#)

JOB RETENTION SCHEME

- ✓ Job Retention Scheme also known as the Furlough scheme **will now remain open 31st March 2021**
- ✓ Employees receive 80% of their current salary for hours not worked, up to a maximum of £2,500

- ✓ Employers can **flexibly furlough** employees – this means employees can work for any amount of time, and any work pattern and claim the grant for the furloughed hours, with reference to hours the employee would usually have worked in that period. The Minimum period claimed for flexible must be 7 days.
- ✓ During hours which employees are recorded as being on furlough, they cannot do any work for their employer that makes money or provides services for their employer or any organisation linked or associated with their employer. Employees can take part in training whilst on furlough.

<https://www.gov.uk/government/news/furlough-scheme-extended-and-further-economic-support-announced>

LOCAL RESTRICTIONS SUPPORT GRANT

- ✓ Business premises forced to close in England are to receive grants worth up to £3,000

- ✓ £1.1bn is being given to Local Authorities, distributed on the basis of £20 per head, for one-off payments to enable them to support businesses more broadly

<https://www.gov.uk/guidance/check-if-youre-eligible-for-the-coronavirus-local-restrictions-support-grant>

MORTGAGE HOLIDAYS

- ✓ Mortgage payment holidays have been extended

- ✓ Borrowers who have been impacted by coronavirus and have not yet had a mortgage payment holiday will be entitled to a six month holiday, and those that have already started a mortgage payment holiday will be able to top up to six months without this being recorded on their credit file

<https://www.gov.uk/government/news/furlough-scheme-extended-and-further-economic-support-announced>

SELF EMPLOYMENT INCOME SUPPORT SCHEME GRANT

- ✓ The grant will last for six months, from 1st November 2020 to April 2021

- ✓ Grants will be paid in two lump sum instalments each covering a three-month period

- ✓ The third grant will cover a 3 month period from 1st November 2020 until 31st January 2021

- ✓ The Government will provide a taxable grant calculated at 80% of 3 months average monthly trading profits, paid out in a single instalment and capped at £7,500 in total

<https://www.gov.uk/government/publications/self-employment-income-support-scheme-grant-extension/self-employment-income-support-scheme-grant-extension>

CORONAVIRUS BOUNCEBACK LOAN

- ✓ The scheme helps small and medium-sized businesses to borrow between £2,000 and up to 25% of their turnover. The maximum loan available is £50,000

- ✓ The government guarantees 100% of the loan and there won't be any fees or interest to pay for the first 12 months. After 12 months the interest rate will be 2.5% a year

- ✓ The scheme is open to applications until 31 January 2021

<https://www.gov.uk/guidance/apply-for-a-coronavirus-bounce-back-loan>

CORONAVIRUS BUSINESS INTERRUPTION LOAN

- ✓ The scheme helps small and medium-sized businesses to access loans and other kinds of finance up to £5 million.

- ✓ The government guarantees 80% of the finance to the lender and pays interest and any fees for the first 12 months and the scheme is open until 31 January 2021

<https://www.gov.uk/guidance/apply-for-the-coronavirus-business-interruption-loan-scheme>

CORONAVIRUS STATUTORY SICK PAY REBATE SCHEME

- ✓ Claim back up to two weeks of Statutory Sick Pay if your employees are off work impacted by Coronavirus

<https://www.gov.uk/guidance/claim-back-statutory-sick-pay-paid-to-employees-due-to-coronavirus-covid-19>

KICKSTART SCHEME

- ✓ The Kickstart Scheme gives you financial support to create new 6-month job placements for young people who are currently on Universal Credit and at risk of long-term unemployment. The scheme is open to all organisations but you must offer a minimum of 30 job placements to be applicable

<https://www.gov.uk/government/collections/kickstart-scheme>

DEFERRING VAT

- ✓ If you're a UK VAT registered business and had a VAT payment due between 20 March 2020 and 30 June 2020, you have the option to defer payment until 31 March 2021

<https://www.gov.uk/guidance/deferral-of-vat-payments-due-to-coronavirus-covid-19>

COVID SUPPORT INFORMATION – SCOTLAND

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<https://www.gov.uk/government/news/furlough-scheme-extended-and-further-economic-support-announced>

CORONAVIRUS RESTRICTION FUND

- ✓ £48 million in funding for businesses and employees in Scotland affected by the temporary COVID-19 brake restrictions that came into effect on 9 October 2020
 - ✓ The **business closure fund** will operate as a two-tiered scheme:
 1. A smaller grant of £2,875 for businesses with a Rateable Value (RV) of up to and including £51,000
 2. A larger grant of £4,310 for businesses with a RV of £51,001 or above, up to a maximum of £21,000 in total for any eligible business operating multiple premises
 - ✓ The discretionary **business hardship fund** will support some companies that can remain open but are directly impacted by the restrictions
 - ✓ It will operate as a two-tiered scheme depending on Rateable Value.
- ✓ <https://www.gov.scot/publications/coronavirus-covid-19-restrictions-fund/pages/the-new-support-fund/>

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 - ✓ The Government has already announced that there will be a fourth grant covering February 2021 to April 2021
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<https://www.gov.uk/government/collections/kickstart-scheme>

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CORONAVIRUS STATUTORY SICK PAY REBATE SCHEME

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COVID SUPPORT INFORMATION - WALES

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ECONOMIC RESILIENCE FUND

- ✓ Businesses across Wales can now find out if they can apply for funding from the third phase of the Economic Resilience Fund
 - ✓ £80 million worth of business development grants will be open to micro businesses, SMEs and large businesses

<https://businesswales.gov.wales/news-and-blogs/news/economic-resilience-fund-phase-3>

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LOCKDOWN BUSINESS FUND

- ✓ This is a fund to provide financial assistance to businesses that are facing operational and financial challenges caused by the national lockdown announced for Wales as a result of COVID-19

<https://businesswales.gov.wales/coronavirus-advice/lockdown-business-fund>

CORONAVIRUS STATUTORY SICK PAY REBATE SCHEME

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COVID SUPPORT INFORMATION - NORTHERN IRELAND

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<https://www.gov.uk/government/news/furlough-scheme-extended-and-further-economic-support-announced>

SELF EMPLOYMENT INCOME SUPPORT SCHEME GRANT

- ✓ The grant will last for six months, from 1st November 2020 to April 2021
- ✓ Grants will be paid in two lump sum instalments each covering a three-month period
- ✓ The third grant will cover a 3 month period from 1st November 2020 until 31st January 2021
- ✓ The Government has already announced that there will be a fourth grant covering February 2021 to April 2021
- ✓ The Government will provide a taxable grant calculated at 80% of 3 months average monthly trading profits, paid out in a single instalment and capped at £7,500 in total

<https://www.gov.uk/government/publications/self-employment-income-support-scheme-grant-extension/self-employment-income-support-scheme-grant-extension>

CORONAVIRUS BOUNCEBACK LOAN

- ✓ The scheme helps small and medium-sized businesses to borrow between £2,000 and up to 25% of their turnover. The maximum loan available is £50,000
- ✓ The government guarantees 100% of the loan and there won't be any fees or interest to pay for the first 12 months
 - ✓ After 12 months the interest rate will be 2.5% a year
 - ✓ The scheme is open to applications until 31 January 2021

<https://www.gov.uk/guidance/apply-for-a-coronavirus-bounce-back-loan>

CORONAVIRUS BUSINESS INTERRUPTION LOAN

- ✓ The scheme helps small and medium-sized businesses to access loans and other kinds of finance up to £5 million
- ✓ The government guarantees 80% of the finance to the lender and pays interest and any fees for the first 12 months and the scheme is open until 31 January 2021

<https://www.gov.uk/guidance/apply-for-the-coronavirus-business-interruption-loan-scheme>

CORONAVIRUS STATUTORY SICK PAY REBATE SCHEME

- ✓ Claim back up to two weeks of Statutory Sick Pay if your employees are off work impacted by Coronavirus

<https://www.gov.uk/guidance/claim-back-statutory-sick-pay-paid-to-employees-due-to-coronavirus-covid-19>

DEFERRING VAT

- ✓ If you're a UK VAT registered business and had a VAT payment due between 20 March 2020 and 30 June 2020, you have the option to defer payment until 31 March 2021

<https://www.gov.uk/guidance/deferral-of-vat-payments-due-to-coronavirus-covid-19>

For more information visit

<https://www.nibusinessinfo.co.uk/node/23151>

SUMMARY OF MANDATORY GOVERNMENT GUIDELINES FOR SALONS

NATIONS	PPE MANDATORY REQUIREMENTS	TRACK AND TRACE	REFRESHMENTS
ENGLAND	<ul style="list-style-type: none"> ✓ Goggles or a visor must be worn with a type II mask ✓ Goggles must be close fitting with no obvious openings ✓ Clients must wear a face covering 	<ul style="list-style-type: none"> ✓ Required upon entry ✓ A record of clients must be kept for 21 days ✓ Salons are required to display the NHS Track & Trace QR code for clients to scan 	<ul style="list-style-type: none"> ✓ Hot and cold beverages can be served in disposable cups ✓ Clients are only allowed to remove their face mask or covering to take sips of their drink ✓ It is mandatory that no food is served
SCOTLAND	<ul style="list-style-type: none"> ✓ A visor must be worn with a type II mask ✓ Clients must wear a face covering 	<ul style="list-style-type: none"> ✓ Required upon entry ✓ A record of clients must be kept for 21 days with a view to sharing their contact information with Test and Protect Teams if required 	<ul style="list-style-type: none"> ✓ No mandatory guidelines
WALES	<ul style="list-style-type: none"> ✓ Goggles or a visor must be worn with a type II mask ✓ Goggles must be close fitting with no obvious openings ✓ Clients must wear a face covering 	<ul style="list-style-type: none"> ✓ Required upon entry ✓ A record of clients must be kept for 21 days ✓ Salons are required to display the NHS Track & Trace QR code for clients to scan 	<ul style="list-style-type: none"> ✓ Hot and cold beverages can be served in disposable cups ✓ Clients are only allowed to remove their face mask or covering to take sips of their drink ✓ It is mandatory that no food is served
NORTHERN IRELAND	<ul style="list-style-type: none"> ✓ A visor must be worn with a type II mask ✓ Clients must wear a face covering 	<ul style="list-style-type: none"> ✓ Required upon entry ✓ A record of clients must be kept for 21 days 	<ul style="list-style-type: none"> ✓ No mandatory guidelines

UPCOMING EVENTS & USEFUL LINKS



L'ORÉAL ACCESS

24/7 Digital Education for hair professionals from creative artistry and inspiration to digital and social media upskilling <https://uk.lorealaccess.com/>

HYGIENE & SAFETY E-LEARNING

Feel confident with Salon safety protocols with the L'Oréal Access Hygiene & Safety E-learning <https://uk.lorealaccess.com/learn/course/17064/play/49215:15951/the-loreal-accesshygiene-safety-e-learning>



SALON EMOTION WEBINARS

Enrol now for the below short webinars packed with business development tips and tricks, from digital and social, customer behaviour and market insights, to new innovations. Search Salon Emotion on L'Oréal Access <https://uk.lorealaccess.com/>

Follow Salon Emotion UKI on Instagram [@salonemotionuki](https://www.instagram.com/salonemotionuki) for updates and news



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Sign up or Sign in here: <https://www.lorealpartnershop.com/uk/en/home/>

OTHER USEFUL LINKS TO TRADE BODIES FOR GUIDANCE AND UPDATES

NATIONAL HAIR & BEAUTY FEDERATION
<https://www.nhbf.co.uk/home/>

BRITISH BEAUTY COUNCIL
<https://britishbeautycouncil.com/>

HAIR COUNCIL
<https://www.haircouncil.org.uk/>

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