

At ÁLTIMA, we would like to inform you of the latest **containment measures in force from 02/08/2020**, which we are undertaking in order to act with maximum responsibility in the face of the COVID-19 pandemic.

1. PREVENTIVE MEASURES

This is a series of protective measures, both for families and for ÁLTIMA employees, so as not to favour the spread of possible infection and which attends to the interpretation of regulations issued by the competent authorities.

- 1.1 **Our counsellors will minimise contact with families** who have suffered a death. Only a **maximum of two family members will be allowed to attend arrangements**. They must come with gloves and a mask, and physical contact will be avoided at all times.
- 1.2 **No arrangements will be carried out in homes or residences, except in exceptional cases.**
- 1.3 **There will be NO preparation of deceased persons who have been declared to have COVID-19 and in this case all services will be with a closed coffin.** These coffins will not be allowed to be opened at any time.
- 1.4 **The services in the Wake Rooms:** it is important to observe the **maximum capacity of 10 people and keep a physical distance of 1.5 metres between people at all times**, so as to comply with the established hygiene and safety standards. Please check capacity with the centre where you wish to hold it. **The use of a mask is compulsory in ÁLTIMA centres.**
- 1.5 **Ceremonies in funeral homes, parishes and culture centres:** The number of attendees is **limited to 33% of the capacity of the oratory or culture centre**. Please check capacity with the centre where you wish to hold it.
- 1.6 **The Florists** at the funeral homes are open to the public.
- 1.7 We remind you that the web www.altima-sfi.com also allows you to **buy flowers** and send **condolences online**, as well as **upload photos and videos in memoriam** in the **Space for Remembrance** on said website.
- 1.8 **The Cafés in the funeral home** are subject to the maximum capacity stipulated by the authorities at all times, and they also respect the general safety distance criteria. **Maximum: 50% inner capacity, only tables.**
- 1.9 **In the event of burials, attendance will be limited to the regulations in each cemetery, respecting the general safety distance criteria. Maximum: 10 people**
- 1.10 **Presence in Crematoriums:** Due to the size of the insertion rooms, **family members therein** are limited to **a maximum of 3 family members**.
- 1.11 **Escort cars**, or taxis, can transport **three occupants who live together**, all seated in the rear seats.
- 1.12 **The frequency of cleaning has been increased in all areas of ÁLTIMA facilities in accordance with the new regulations in force.**

We would like to take this opportunity to remind you that it is essential to take all preventive hygiene measures indicated by the health authorities. The use of a mask is compulsory in ÁLTIMA funeral homes.
All ÁLTIMA staff would like to thank you for your understanding and collaboration during this situation.