

COVID-19 Risk Assessment

The purpose of this risk assessment is to identify hazards in our working environment in respect of the COVID-19 global pandemic. To assess control measures in place and those required, and take practical action to support all personnel (staff and Consultants) health and wellbeing during the COVID-19 pandemic. This risk assessment will be regularly reviewed to ensure appropriateness and be guided by government advice. This is the first combined Risk Assessment of TRMW.

Risk Assessor: Head of Facilities Date of Risk Assessment: 22/05/2020 (TR) & 17/06/2020 (MW) Date of Last review: 30/03/2021

What are the Hazards?	Description of risk	What are the current control measures in place?	What further issues are faced as lockdown is relaxed and what further action is required to control the risks ?	Who needs to carry out the action?	When is the action required by?	Date action was completed	Supporting comments
Public Transport	Surfaces: Personnel and visitors who use public transport services are more likely to come into contact with surfaces touched by multiple individuals who may be infected or carry the virus.		Government guidance is to go to work if you cannot work from home. Therefore, at this point and as lockdown releases further, demand to utilise public transport services will increase. Control measures are required to ensure personnel using public transport are aware of the risks and protect themselves accordingly.				
	Social Distance: Personnel and visitors who use public transport services may find it more difficult to maintain social distancing, thereby increasing risk.	Wherever possible personnel are working from home which significantly reduces the requirement for personnel to use public transport. All offices are closed to walk in visitors. This message is delivered through the company website, email correspondence, phone and notices on main entrance doors.	Encourage all personnel to seek alternatives to public transport, like walking or cycling.	Head of Facilities			
			Personnel who have no alternative than to use public transport should follow Government guidance in respect of the same, that is to wear a face covering. There are PPE packages in offices. If this is running low please advise Danny Blackwell and he will organise replenishment.	Head of Facilities	ASAP	May/June/July 2020	RA sent to staff by email
		Ensure all personnel have access to sanitiser on entry and exit of the office, so hands are clean after/before using public transport. If supply is running low please inform Danny Blackwell.	Head of Facilities				
Parcels and post	Post people and couriers handle multiple packages and deliver to many places. This creates increased risk of exposure to the virus and contaminating packages delivered to our offices. Personnel receiving post/ deliveries would be most at risk.	Personnel taking deliveries should be washing or sanitising hands and touch points, such as door handles, immediately after handling outer packaging of post and parcels.	Personal items delivered to the workplace will be limited to only those considered urgent. This will be reviewed and banned if necessary.			May/June/July 2020	Advised to not get any personal items delivered to work by email to each returner and all staff.
			Outer packaging on business post will be removed when delivered. All outer packaging to be discarded into necessary bins immediately. Personnel handling post/ deliveries will need to immediately sanitise desk and wash or sanitise hands after handling outer packaging of post or taking parcel deliveries. PPE packages now available in all offices.	Head of Facilities	ASAP	Ongoing since lockdown.	RA sent to staff by email.
			Business consumable deliveries (cleaning materials, stationary etc) will be placed into a designated area away from personnel. Personnel responsible for these deliveries will need to wear disposable gloves, remove and dispose all outer packaging and gloves, wash or sanitise hands before handling contents. PPE package containing gloves and masks is now available in all offices.			FM wrote risk assessment so is aware.	
Visitors could unknowingly carry the virus to the office, increasing risk of transmission to			As personnel numbers in the workplace increase, and Government guidance evolves it is likely we will see more visitors attend the office.				
			Ensure online ID verification is active and affective. This will reduce the number of visitors required to attend the office.	Head of IT			

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Visitors/ Clients	personnel.	All offices are closed to walk in visitors except Royal Mail and couriers. This message is delivered through the company website, phone message and notices on main entrance doors. Visitors/ clients are only permitted to attend by pre-booked appointment with their Taylor Rose representative, sanitiser must be used on entry and exit, face coverings must be worn and social distance practised by all involved. Following the visit personnel involved must sanitise touch points and hands immediately.	Ensure all personnel are fully aware of necessary restrictions on attendance. If unavoidable, ensure personnel book rooms to avoid contact with others and inform clients/visitors are notified in advance that all involved will be expected to wear face coverings, maintain social distancing and use hand sanitiser provide when entering the premises.	Head of Facilities	ASAP	June/July 2020	By email to all staff and Procedure.
	Visitors could be weary of visiting offices in fear of increased risk of transmission to them via surfaces in the office or personnel they deal with.	Ensure client facing personnel are aware to follow the Procedure for dealing with clients post-COVID - limitations of attendance, use of face coverings, maintain distance and use sanitiser.	Head of Facilities				
		Visitors may be present in multiples and we need to ensure distance between them too. Reception area layouts have been modified to ensure distance. Signage displayed to remind all parties.	Head of Facilities				
		Limit each visit to 1 person unless more are necessary.	Head of Facilities				
Landlord and Building Arrangements for Communal Areas	Whether we are sole tenant or part of a multi occupancy building, communal areas such as Receptions areas, lifts/stairwells and corridors are more likely places for social contact and therefore increase the risk of spreading the virus. We cannot enforce additional action/ control measures in buildings managed by others but it is important we investigate, work with and encourage landlords/ managing agents to implement safety controls where necessary.	All buildings have their own management and guidance in respect of of COVID-19. Refer to each building for details of this. Where we are sole occupant in a building and within our demise in multi occupancy buildings we have implemented our own COVID securities and guidance, as per this Risk Assesment. Building guidance and our own guidance includes availability of sanitiser on entry and exit, limits of people in smaller areas, limits of people in lifts, signage to remind of the need to social distance.	As lockdown releases there will be a return to offices across the country. It is important to ensure the COVID secure guidance is adhered to and policed if it becomes necessary.	Head of Facilities	01/06/2020	June 2020 but ongoing	Staff should be aware of building and company guidance, take note of signage and adhere to it.
Building Cleaning and Sanitisation	Surfaces in communal areas are likely to be touched by many individuals who may be infected or carry the virus. Insufficient cleaning of communal areas could result in increased risk to personnel in the building.	All buildings have their own cleaning regime in respect of COVID-19 for communal areas, particularly high touch points. Refer to individual buildings for details. If we are sole tenant, communal areas will be cleaned by our own cleaners.	As lockdown releases and there are more people in the buildings and offices it is important that we, and building management, assess if the cleaning regimes are sufficient given the increased traffic.	Head of Facilities	01/06/2020	June 2020 but ongoing.	
Office Movement	Unnecessary interaction between personnel/visitors will increase risk of transmission to others.	Personnel informed to stay at their workstation whenever possible and interact with others departments/ colleagues via phone or email. No colleague should hover at a printer or someone's desk unnecessarily as it will make others feel uncomfortable and increase risk of transmission. Everyone asked to wear face covering when not sat at their own workstation.	As more people return to offices this will need monitoring as it becomes even more important.	Head of Facilities	01/06/2020	June 2020 but ongoing.	
	Personnel travelling between branches increases risk of transmission to all involved.	Travel ban in place for all non essential travel.	Travel between offices restricted to essential IT /Facility works or business critical events. As lockdown releases we will have to release this as there are often business needs for travel.				
Attendance	Government guidance states that you should work from home where possible, but go to work if you cannot work from home. Having more personnel in the office will increase the risk of transmission.	Actively encouraging personnel who can do so to work from home. This has significantly reduced the requirement for personnel to attend the office. Personnel are permitted to attend the office to carry out essential office based tasks. However, there are some roles which cannot be done from home so attendance in a COVID secure office is necessary.	As Government Guidance has changed, and will continue to do so, more Personnel will require to access to the offices. Its imperative we remain in full control of access so we can ensure safety measures in place to maintain distance required. We will work closely with department managers to assess who needs access to the office. This will increase as lockdown released. We are committed to 2m between seating positions or 1m+ with a desk shield in place. We will also explore the possibility of flexible working so personnel split their time between home and office. thereby reducing time and contact with	Head of Facilities/Ops Director/HOD's	01/06/2020	June 2020 but ongoing with changing Gov guidance.	

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Office Layout	<p>To ensure social distancing is maintained wherever possible, offices may need to be modified. Not maintaining distance increases the risk of transmission.</p>	<p>All offices have been assessed and changes made to ensure they are COVID secure.</p>	<p>others.</p> <p>Layout in all core offices has been reviewed and practical action taken wherever possible to ensure social distancing is achieved. This will need to continually be reassessed as people move offices, or desks, as recruitment occurs or there are leavers. Also as people return to offices after periods of lock down or self isolation</p> <p>Workstation seating positions considered to achieve social distancing currently set at 2m, or from 4th July 2020, 1m+ with additional risk mitigation. We are using desk shields as additional protection when we cannot achieve 2m.</p> <p>Provide 2 mtr social distancing markers and if possible identify walkways in open plan office to ensure distance is maintained wherever possible. Where it is not possible, personnel should wait safely until the path is clear.</p> <p>Introduce maximum attendance limits in smaller communal areas to ensure personnel are able to maintain appropriate distance.</p> <p>Utilise space where possible. It may be possible to utilise meeting rooms or breakout areas as additional workspace or storage for removed furniture.</p> <p>Remove items which limit space available for easy movement around the office.</p>	<p>Head of facilities</p>	<p>For returns from lockdown.</p>	<p>June 2020 but ongoing review required.</p>	
			<p>Many items in the office are shared and every precaution should be made to avoid sharing equipment or taking necessary action to ensure the equipment is sanitised after use.</p> <p>Moving and reaching equipment - All trolleys, sack trucks, hop ups and step ladders will need to be cleaned with anti bacterial spray and blue roll tissue after use. It will be the responsibility of the user to sanitise this equipment. Ensure antibacterial spray /blue roll are provided and personnel are notified of this procedure.</p> <p>Printers and copiers - Limit the need to use this equipment when possible by encouraging printing/copying in batches. Only use printers and copiers when they are unattended and always sanitise touched surfaces after use. Lightly spray the antibacterial fluid onto the blue roll tissue and wipe all touched areas. Never spray antibacterial fluid directly onto this equipment. Ensure antibacterial spray / blue roll are provided and personnel are notified of this procedure.</p>				

<p style="text-align: center;">Shared Office Equipment</p>	<p>Equipment touched and used by multiple people increases the risk of transmission.</p>	<p>All offices have been reviewed and antibacterial spray and blue roll made available at shared equipment such as printers and copiers. Personnel to be aware of not sharing equipment unless absolutely necessary, if they do then they should sanitise equipment before and after use.</p>	<p>Kitchen equipment- Includes- Kettles, fridges, dishwashers, microwaves, water dispensers, tea/coffee/sugar pots, dishware, cutlery, utensils, taps, sponges, kitchen cupboards, worktops. It would be impractical for personnel to sanitise all equipment after use. As an alternative- Hands must be sanitised again before entering this area. Ensure hand sanitiser is provided and personnel are notified of this procedure.</p> <p>Facilities/ IT department Tools - Tools will need to be sanitised after each use. The user will need to use antibacterial spray and blue roll when finished using the tool. Consider creating separate tool kits or delegating one individual to carry out a particular task that requires a specific tool. Ensure antibacterial spray / blue roll are provided and Facilities and IT departments are notified of this procedure.</p> <p>Furniture - All furniture that is shared will be limited or removed. This includes- meeting room chairs, breakout chairs/ sofas, coat stands and iPad stands.</p> <p>Waste bins - Office bins should be re-located to ensure social distancing is possible. General waste bins lids to be removed to avoid touch and cleaning regime extended to ensure bin liners are changed daily in all offices to maintain hygiene.</p> <p>Stationary - Sharing stationary should be avoided where possible. Personnel should be encouraged to take all the key items they require from the stationary cupboard to avoid unnecessary visits to hold supplies. Also ask managers/ team leaders for assistance with departmental stationary requirements for guidance. Meeting room pen pots, jotter pads and coasters will be removed.</p> <p>Workstations - Desk sharing will be minimised and separate workstations will be provided where possible. Personnel should clean their own workstations regularly. Workstations set up as fax or scanning stations should delegate one team member to operate the equipment. If desk share is unavoidable, such as in hub offices or on hot desks, personnel are responsible for sanitising desk, keyboard, phone, mouse and screen after use.</p>	<p style="text-align: center;">Head of Facilities</p>	<p style="text-align: center;">01/06/2020</p>	<p style="text-align: center;">June 2020 but ongoing review</p>	
	<p style="text-align: center;">Kitchens and Toilets</p>	<p>These facilities are communal areas used by many people making them a high risk area for spreading viruses by touch or inhalation</p>	<p>Hand soap and tap water available, in addition to hand sanitiser</p>				<p>These communal facilities require a premium level of hygiene. We must control congestion and ensure appropriate protections are in place while ensuring the facilities are available to personnel.</p> <p>Kitchens - set occupancy restrictions to 1-2 people at any one time. Ensure a hand sanitiser station is available on kitchen entry. Encourage personnel to re-use cups and glasses and keep in their possession. Complimentary fruit delivery put on hold until further notice. Daily cleaning/ sanitation regime actioned. Personnel must use kitchen facilities local to their workstation when possible.</p>

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	spreading viruses by cough or inhalation.		<p>Toilets - Communal toilets in managed buildings - Personnel must be reminded to wash hand after using toilets and use hand sanitiser before re-entering the office. Also advise using toilets on alternative floors if the facility closest to them is congested. Toilets in our areas of responsibility - Ensure hand soap is available and notices are displayed. Ensure deeper cleaning/ sanitising and restocking regime is completed daily. Hand washing is essential, hand sanitiser is optional and social distancing markers may be required. Evaluate and action as necessary.</p>				
Office Cleaning	Surfaces may be contaminated with the virus if left uncleaned, there is a higher risk of infecting personnel and exposing the risk to a higher number of individuals.	Strict and regular cleaning regimes are in place in every office, with specific attention to high touch points. Cleaners also responsible for replenishing sanitiser and sprays around the office.	One of the most important actions to protect personnel from contracting and spreading a virus, is to adopt a premium cleaning regime to ensure are surfaces are free from virus contamination and maintain a healthy, safe and hygienic working environment. Cleaning needs to be monitored to ensure it is sufficient, and amended where necessary. If there is a positive case or breakout, further assessment required to have necessary areas cleaned.	Head of Facilities	01/06/2020	June 2020 but ongoing.	
Company Vehicles	Vehicles used by multiple personnel would increase the risk of infection by touching surfaces in that may be contaminated with the virus.	Company vehicles should only be used if it's essential. Travel for Health and Safety checks is permitted, as is use for other essential facilities and IT tasks.	<p>Company car (Ford Focus) - Essential travel only and limited to one booking per day for one driver per day. If passengers are essential, face covering must be worn. High touch areas such as steering wheel, indicator stalk, hand break, gear stick, key, start button and door handles (in and out) must be cleaned antibacterial spray or antibacterial wipes after use. Company Van (Transit) - Restricted to be used by facilities and IT personnel only. If passengers are essential, face covering must be worn. High touch areas such as steering wheel, indicator stalk, hand break, gear stick, key, start button and door handles (in and out) must be cleaned antibacterial spray or wipes antibacterial after use. Ensure cleaning materials are available and a reminder notice is put into the vehicles, company vehicle booking folder is amended and personnel are notified of the change.</p>	Head of Facilities	01/06/2020	June 2020 but ongoing review required.	
Workplace Food	Food brought into the workplace may be contaminated and if shared could spread the virus.	Personnel advised they should not share food.	<p>Food brought into the workplace needs to be controlled to ensure appropriate measures are in place to avoid putting personnel at risk.</p> <p>Company bake sales and complimentary fruit deliveries will be put on hold until further notice. Snack vending machine (Peterborough) has been removed. Personnel must be informed to only bring food for their own consumption and not share/ offer food to others. Personnel should be encouraged to bring lunch from home and avoid congested streets and eateries at this busier time.</p>	Head of Facilities	01/06/2020	June 2020 but ongoing review required.	

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<p>PPE and Sanitising Supplies</p>	<p>Insufficient stock or supply of personal protection and sanitisation products will limit protection against contracting the virus and all personnel are at risk of infection.</p>	<p>Hand sanitiser, hand soap, facial tissues, face coverings, gloves, blue roll and antibacterial spray supplied and available in all offices.</p>	<p>Identify all PPE and sanitisation product required for the business and ensure a sufficient supply (3-6 months) is in stock and available. Consider the roles of each department while evaluating PPE and sanitisation requirements. These items are in demand and recommend we purchase this stock in advance to avoid higher pricing and availability issues. Items for consideration will include- Face coverings, disposable gloves, hand sanitiser, hand soap, antibacterial spray, face tissues and blue roll. Ensure all offices have the supplies needed and create an area for holding stock at Peterborough which can be dispatched as required. If offices are running low they should contact Danny Blackwell for replenishment.</p> <p>Ensure sanitiser stored safely as its an alcohol based material. Main storage will be in Peterborough, on racking in an area which is cool and not in direct sunlight. Will be despatched to branch when necessary and staff receiving it will be inofmred to store in cool dry place.</p>	<p>Head of Facilities</p>	<p>Summer 2020</p>	<p>Summer 2020 but ongoing monitoring and replacement required.</p>	
<p>Awareness</p>	<p>To create awareness and reduce concern/fear, personnel and visitors need to be informed of the additional actions in place to prevent the spread of the virus.</p>	<p>Notices on main office doors. Notices in reception and office areas to encourage the use of complimentary hand sanitiser. Telephony message and website advises offices closed to walk in visitors. Symptom awareness information posters and NHS advice posters displayed in offices, as well as distancing guidance. Email updates to Personnel to advise of measures put into place.</p>	<p>Continued use of appropriate signage. Availability of this risk assessment to personnel. In accordance with Government guidelines the risk assessment will also be avaiable on the website. Sanitiser stations with instruction notices will be in all branches so both visitors and personnel are encourgaed to sanitise hands on entry. Social distancing promotion posters will be displaced throughout all offices and guidance floor markers positioned where appropriate. Hand washing promotion posters will be displayed in all toilets and kitchens. Action and prevention information poster/notices should be displayed in multiple areas of the office. Consider delivering awareness information through multiple platforms (Screen wallpaper, email, reception TV's etc).</p>	<p>Head of Facilities</p>	<p>Summer 2020</p>	<p>Summer 2020 but ongoing monitoring and replacement required.</p>	<p>By email re return</p>
<p>Staff well being</p>	<p>Personnel may be concerned about the virus, contracting it and or carrying it to the work place and home. It is a frightening and unprecedented time and some will be more affected by this than others.</p>	<p>The company Business Contiunity Team met at various points during the pandemic to ensure we are following Government Guidance, both to keep staff safe and keep the business operational. In line with guidance we are encouraging working from home where possible, where it is not we are ensuring the offices are COVID secure.</p>	<p>As lockdown is further released and staff return to the office fears may be heightened around spread of the virus. Personnel will have access to the Risk Assessment, so they can see the considerations and measures put in place to reduce risk. All personnel can contact HR/Operations with additional concerns and decisions can be made to amend practice if necessary.</p>	<p>HR/Operations Directors</p>	<p>Ongoing</p>	<p>Ongoing</p>	
<p>First Aid</p>	<p>First Aiders may be hesitant or unsure if they should administer first aid during this time. Delay on first aid assistance could lead to serious injury or harm.</p>	<p>No formal additional control measures in place.</p>	<p>Provide all first aiders with face masks and disposable gloves to use when administering first aid, available in branch PPE package. Confirm all currently trained first aiders are willing to continue responsibilities during this time. No mouth to mouth resuscitation will be expected of any first aider.</p>	<p>Head of Facilities</p>	<p>ASAP</p>	<p>All branches now have PPE packages since Summer 2020.</p>	

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<p>Fire evacuations</p>	<p>In the event of a fire evacuation, personnel may be more hesitant to evacuate due to social distancing rules and delays in evacuation could lead to injury or even death.</p>	<p>Where there is a fire risk the main objective does not change, it is to vacate the building safely.</p>	<p>Ensure personnel are made aware that normal evacuation procedures apply during an evacuation. As this would be an emergency situation, social distancing rules do not apply while vacating the premises. Social distance at the assembly point will be encouraged if safe to do so. If personnel have a face covering on their person they should wear it, but do not return to collect one. Enquire with landlords and managing agents to see if drills will be postponed or new procedures will apply.</p>	<p>Head of Facilities</p>	<p>By returns to offices</p>	<p>Ongoing</p>	<p>By email re Phased returns in Summer 2020. Outstanding, check if drills will be postponed.</p>
<p>Response to COVID symptoms</p>	<p>A suspected or confirmed positive case of the virus within the workplace may lead to increased risk, or certainly increased fear.</p>	<p>The main message to all personnel is to not attend the office if they have any symptoms associated with COVID-19, or if anyone in their household has symptoms of COVID-19, or if they have been in close contact with someone who has tested positive for COVID-19. Personnel are asked to inform HR if any of these situations are applicable. So that we can assess the risk and confirm a plan of action.</p>	<p>If someone at the workplace is showing symptoms or confirmed they are infected, we need to be sure on what action is needed to avoid spreading the virus.</p> <p>All personnel need to be responsible for their own actions and not attend where necessary. In the event that someone in the office develops symptoms the plan to react and to avoid further contamination is as follows: Identify an area in the office whereby someone with symptoms will go to immediately with their personal belongings, their emergency contact will be informed and they need to be collected from the premises asap or if able to leave alone then do so. PPE should be worn by the individual with symptoms. Personnel and emergency contact (if present) will need to leave the office via shortest possible route and building management informed. Temporarily isolate their workstations until a clean has been completed. Inform Head of Facilities who will inform cleaners of the same so workstation and allocated waiting area is cleaned. Current guidance is that if individuals practice all guidance given, maintaining distance, using sanitiser etc then risk is limited. Only if someone has had 'close contact' should they then self isolate, that is not followed the guidance in place.</p>	<p>Head of Facilities, Operations Director, HR Director</p>	<p>01/06/2020</p>	<p>Jun-20</p>	
<p>Vulnerable people</p>	<p>Personnel identified as "Higher risk" are more susceptible to infection or likely to suffer more seriously if they contract the virus.</p>	<p>Personnel should advise if they are vulnerable or indeed 'clinically extremely vulnerable'. It can then be assessed if its possible for them to work from home, or explore other options available.</p>	<p>Clinically extremely vulnerable people who need to practice shielding will have been contacted by the NHS to do so, most recent shielding period ends 31.3.21. We must ask those shielding, other vulnerable individuals and those with concerns re family members who are shielding/vulnerable to contact HR/Lead Directors and discuss any concerns.</p>	<p>HR & Ops Directors and Head of Facilities</p>	<p>01/06/2020</p>	<p>June 2020 and ongoing in line with Gov guidance</p>	
			<p>As time progresses, it is likely we will require increased outsourced external services to resume. We need to make sure service providers attending our workplaces are fully aware of the protection measures in place and ensure they are followed.</p>				

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<p>External Service Providers</p>	<p>An external service provider who is required to attend our offices will not be aware of our protection measures and may unknowingly contaminate surfaces in our workplace with the virus.</p>	<p>If external services are essential they are permitted, its now common practice for all firms to have a level of COVID security in place. Our guidance is visible to all visitors and personnel should be confident to ask external parties to follow it including wearing a face covering, sanitising hands and maintaining distance.</p>	<p>All external service providers who attend our places of work need to be informed of the additional protection measures in place. Identify which services will need to resume and limit requirement to attend the workplace where possible. Example of external service providers who attend the workplace are- Confidential waste and archive collections, cleaning services, auditors, vending machine operatives, royal mail. Access can now be granted for essential visits but our COVID secure rules apply and all external providers must wear face coverings, use sanitiser and maintain distance at all times.</p>	<p>Head of Facilities</p>	<p>As lockdown further released and external providers need to attend</p>	<p>Ongoing</p>	
<p>NHS Track and Trace</p>	<p>If we do not adhere to guidance in respect of track and trace we put personnel and clients at increased risk.</p>	<p>We have created QR codes for every office and it is displayed in reception area. The QR codes are linked to the NHS COVID-19 app.</p>	<p>We should support the NHS Track and Trace system as it develops in an attempt to assist everyone to navigate out of the pandemic. This will help to provide all parties with confidence that we are committed to limiting the spread fo the virus.</p>	<p>Operations Director</p>	<p>Nov-20</p>	<p>Nov-20</p>	
<p>COVID-19 Rapid Testing</p>	<p>1 in 3 people have the virus but are asymptomatic so they could transmit the virus without realising.</p>	<p>Produced and circulated a list of all offices closest Rapid Testing station. All personnel visiting the offices asked to take part in Rapid Testing twice a week. Authorised for tests to be done during working hours.</p>	<p>Rapid testing is likely to result in some positive cases, they will need to self isolate and further risk assessment will be required i.e were they in close contact with other colleagues who may need to self isolate.</p>	<p>Operations/HR Directors</p>	<p>Mar-21</p>	<p>March 2021 but ongoing</p>	