

## Risk Assessment for Private Site Fundraising (Covid-19)

Thursday 31st December 2020

With immediate effect

### Overview



Tower has conducted a full Risk Assessment for the resumption of Face-to-Face Fundraising, at Private Sites such as Supermarkets, Garden Centres and other retail establishments. The assessment needs to be considered in conjunction with Tower's General Return to Work policy, along with the Return to Work Policy (Private Site). The Risk Assessment will be reviewed on a weekly basis, based upon general government advice, regulatory guidance, internal best practice review and consultation with key stakeholders.

What are the identified hazards?	Who might be at risk and why?	What are we already doing to mitigate the risk?	Further possible actions to control this risk?	Responsible Person(s)	Timeframe for Action	Risk Assessed By Tier
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### Infection with Virus

Infection of General Public	Members of the public, and staff at venues	Canvassers must self-isolate for 10 days if they are showing any symptoms	Undertake testing if showing symptoms, subject to availability	Canvasser, Team Leaders and Area Manager	Immediate	<b>Low (1 &amp; 2), Medium (3), High (4+)</b>
		Use of Personal Protective Equipment		Supplied by Sales Support and administered by Area Managers	Immediate	
		No contact within 2 metres (6.5 feet)		Canvassers and Team Leaders	Immediate	
		Providing any in-venue materials including signage on the floor		Supplied by Sales Support and administered by Area Managers	Immediate	
Infection of Tower staff and canvassers	Area Managers and individual fundraisers	No exchange of documents and no use of shared equipment (tablet, pens etc)	Undertaking testing if available	Canvasser, Team Leaders and Area Manager	Immediate	<b>Low (1 &amp; 2), Medium (3), High (4+)</b>
		Working alone wherever possible		Canvasser and Team Leaders	Immediate	
		Not travelling together by private vehicle				

### Legal and Regulatory Compliance

<u>Compliance with Venue Legal Restrictions and Risk Assessments</u>	Venue management may be in breach of its own Covid-19 legal operating obligations and its own internal H&S Risk Assessments	Fully consulting and co-operating with venue staff and management before bookings are fulfilled	Conduct spot checks using internal and external 'mystery' shoppers	Area Managers and Compliance Manager of Tower	Immediate and ongoing, depending upon availability of external 'mystery' shoppers	<b>Low (1 &amp; 2), Medium (3), High (4+)</b>
		Scrupulously following all conditions imposed by the venue agreed at the time of the booking	Conduct spot checks using internal and external 'mystery' shoppers	Area Managers and Compliance Manager of Tower	Immediate and ongoing, depending upon availability of external 'mystery' shoppers	

Sign-Up Completion

Public, and legal, regulatory and reputational risk for Tower and its partner charities

Tower canvassers undergo a comprehensive training programme to ensure that the necessary stages have been completed, including the delivery of solicitation statements.

New larger ID badges for easier identification from a distance

Canvasser and monitored by Area Manager and 'Mystery' shops

Immediate and 'Mystery' shops when available

**Low (1 & 2), Medium (3), High (4+)**

Using Contactless Technology

No use of the tablet by the supporter including no requirement for signature

Eliminating document exchange including leaflets and materials

Area Manager & Sales Support team

Immediate

**Low (1 & 2), Medium (3), High (4+)**

Area Manager & Sales Support team

Immediate

Assessing Vulnerability

Members of the public, Tower and the charities who may breach their Social Responsibility obligations

Canvassers observing their standard canvasser guidelines and training

Taking even greater care to ensure that a supporter fully understands what they have agreed to

Canvasser and monitored by Area Manager and 'Mystery' shops

Immediate and 'Mystery' shops when available

**Medium**

Perception of Charity

Reputational Risk to charity partners and Tower

Canvassers observing their standard canvasser guidelines and training

Taking even greater care to ensure that a supporter fully understands what they have agreed to

Canvasser and monitored by Area Manager and 'Mystery' shops

Immediate and 'Mystery' shops when available

**Low (1 & 2), Medium (3), High (4+)**

## Risk Assessment for Door-to-Door Fundraising (Covid-19)

Thursday 31st December 2020

With immediate effect



### Overview

Tower has conducted a full Risk Assessment for the resumption of Face-to-Face Fundraising, within local neighbourhoods across the country. The assessment needs to be considered in conjunction with Tower's General Return to Work policy, along with the Return to Work Policy (Door-to-Door). The Risk Assessment will be reviewed on a weekly basis, based upon general government advice, regulatory guidance, internal best practice review and consultation with key stakeholders.

What are the identified hazards?	Who might be at risk and why?	What are we already doing to mitigate the risk?	Further possible actions to control this risk?	Responsible Person(s)	Timeframe for Action	Risk Assessed By Tier
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### Infection with Virus

Infection of General Public	Members of the public.	Canvassers must self-isolate for 10 days if they are showing any symptoms	Undertake testing if showing symptoms, subject to availability	Canvasser, Team Leaders and Area Manager	Immediate	<b>Low (1 &amp; 2), Medium (3), High (4+)</b>
		Use of Personal Protective Equipment		Supplied by Sales Support and administered by Area Managers	Immediate	
		No contact within 2 metres (6.5 feet) No exchange of documents and no use of shared equipment (tablet, pens etc)		Canvassers and Team Leaders Canvassers	Immediate Immediate	
Infection of Tower staff and canvassers	Area Managers and individual fundraisers	Working alone wherever possible, and never visiting a property except when alone	Undertaking testing if available	Canvasser, Team Leaders and Area Manager	Immediate	<b>Low (1 &amp; 2), Medium (3), High (4+)</b>
		Not travelling together by private vehicle		Canvasser and Team Leaders	Immediate	
		Nor entering any property, including any porch or doorway		Canvasser, Team Leaders and Area Manager	Immediate	

### Legal and Regulatory Compliance

Sign-Up Completion	Public, and legal, regulatory and reputational risk for Tower and its partner charities	Canvasser training to ensure necessary stages are completed, including solicitation statement Eliminating document exchange including leaflets and materials No use of the tablet by the supporter including no requirement for signature New larger ID badges for easier identification from a distance	Monitoring supporter complaints/concerns and other feedback	Area Managers and Compliance Manager of Tower	Immediate	<b>Low (1 &amp; 2), Medium (3), High (4+)</b>
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Using Contactless Technology

No use of the tablet by the supporter including no requirement for signature

Area Manager & Sales Support team

Immediate

Elimating document exchange including leaflets and materials

Area Manager & Sales Support team

Immediate

**Low (1 & 2), Medium (3), High (4+)**

Assessing Vulnerability

Members of the public, Tower and the charities who may breach their Social Responsibility obligations

Canvassers observing their standard canvasser guidelines and training

Taking even greater care to ensure that a suppporter fully understands what they have agreed to

Area Managers and Compliance Manager of Tower

Immediate

**Medium**

Ensuring that locations do not include sheltered housing

Area Managers and Compliance Manager of Tower

Immediate

Observing without exception any sticker/notice on any door which indicates no personal calling without invitation

Area Managers and Compliance Manager of Tower

Immediate

Avoiding any local/regional lockdown restrictions

Area Managers and Compliance Manager of Tower

Immediate

Perception of Charity

Reputational Risk to charity partners and Tower

Canvassers observing their standard canvasser guidelines and training

Taking even greater care to ensure that a suppporter fully understands what they have agreed to

Area Managers and Compliance Manager of Tower

Immediate

**Low (1 & 2), Medium (3), High (4+)**

