

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

Saturday 7th August 2021

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 Welsh 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, staff at venues and canvassers	<p>Canvassers must self-isolate for 10 days if they are showing any symptoms</p> <p>Personal Protective Equipment must continue to be carried at all times, and always used at indoor venues.</p> <p>Social distancing (1m+) remain in place at indoor venues</p> <p>Tablets cleaned after every sign-up</p>	Undertake testing if showing symptoms, subject to availability	Canvasser, Team Leaders and Area Manager	Immediate	Low
				Supplied by Sales Support and administered by Area Manager	Immediate	

### Legal and Regulatory Compliance

<u>Compliance with Venue Legal Restrictions and Risk Assessments</u>	Venue management may still wish to have restrictions in place based on its own internal H&S Risk Assessments	Fully consulting and co-operating with venue staff and management before bookings are fulfilled	Listening to feedback from venue managers and the public	Area Manager and Compliance Manager of Tower	Ongoing	Low
			Scrupulously following all conditions imposed by the venue agreed at the time of the booking	Area Manager and Compliance Manager of Tower	Ongoing	
<u>Sign-Up Completion</u>	Public, and legal, regulatory and reputational risk for Tower and WAA	Tower canvassers undergo a comprehensive training programme to ensure that the necessary stages have been completed, including the delivery of solicitation statements.		Canvasser and monitored by Area Manager and 'Mystery' shops	Immediate and 'Mystery' shops when available	Low

Using Contactless Technology

Supporter is given option for contactless signature and receiving leaflets

Area Manager & Sales Support team

Immediate

Low

Perception of Charity

Reputational Risk to WAA and Tower

Canvassers observing their standard canvasser guidelines and Covid-19 training

Ensuring that the public feel safe, and are treated with respect at all times

Activity is continually monitored by Area Manager, along with feedback from Venue Managers and the general public

Ongoing review based upon local and national data, and public health guidance

Low

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

Saturday 7th August 2021

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 Welsh 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, Staff and Canvassers	Members of the public, and canvassers	Canvassers must self-isolate for 10 days if they are showing any symptoms Personal Protective Equipment must continue to be carried at all times, and used where appropriate  Tablets cleaned after every sign-up	Undertake testing if showing symptoms, subject to availability	Canvasser, Team Leaders and Area Manager	Immediate	Low
				Supplied by Sales Support and administered by Area Manager	Immediate	

### Legal and Regulatory Compliance

<u>Sign-Up Completion</u>	Members of the public and canvassers	Canvasser training to ensure necessary stages are completed, including solicitation statement	Listening to feedback from venue managers and the public	Area Manager and Compliance Manager of Tower	Ongoing	Low
		New larger ID badges for easier identification from a distance	Listening to feedback from venue managers and the public		Ongoing	

<u>Using Contactless Technology</u>	Public, and legal, regulatory and reputational risk for Tower and WAA	Supporter is given option for contactless signature and receiving leaflets		Area Manager & Sales Support team	Immediate	Low
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<u>Perception of Charity</u>	Reputational Risk to WAA and Tower	Canvassers observing their standard canvasser guidelines and Covid-19 training	Ensuring that the public feel safe, and are treated with respect at all times	Activity is continually monitored by Area Manager, along with feedback from the general public	Ongoing review based upon local and national data, and public health guidance	Low
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## Saturday 7th August 2021

Private Site	Risk
Infection With Virus	Low
Venue Compliance	Low
Signing Up Process	Low
Using Contactless Technology	Low
Charity Perception	Low

**OVERALL RISK**                      **Low**

Door-To-Door	Risk
Infection With Virus	Low
Venue Compliance	N/A
Signing Up Process	Low
Using Contactless Technology	Low
Charity Perception	Low

**OVERALL RISK**                      **Low**

### SUMMARY OF ASSESSMENT

In line with the Welsh Government's full implementation of Alert Level 0 restrictions, Tower has reviewed the Covid-19 risk assessment for Wales. The revised assessment begins the process of shifting the emphasis from legal and regulatory restrictions to a best practice approach, which Tower adopts in every other aspect of our sales and compliance policies. However, social distancing indoors (1 metre plus) will continue wherever possible beyond August 7th until further notice, and we expect canvassers to liaise closely with venue management and ensure that we are working in accordance with their own risk assessments. Case numbers rose initially during July in Wales, but have fallen since that time, and this review has considered this factor along with Welsh government guidance, and the high percentage of people, particularly those most vulnerable, who have been fully vaccinated. However, it will continue to be emphasised that the public should always feel safe when engaging with our canvassers, and we must continue to deal sensitively with all members of the public at all times, and in all locations. PPE will continue to be carried, and used where mandatory or appropriate, again particularly indoors. Contactless technology will remain in place but will be optional, and need only be offered where it is deemed more appropriate under the circumstances. Tower will continue to share and monitor feedback from the general public with WAA and vice versa. Tower is committed to maintaining the correct balance between being able to successfully achieve our fundraising goals, whilst continuing to protect public and canvasser health, along with the reputations of our valued clients. That best practice approach is fundamentally unchanged from when it was adopted in March 2020, and Tower will continue to take all necessary steps in the future in the interests of the public, our clients and our canvassing teams, who have performed magnificently over the past year in the face of this enormous challenge.