

PFS COVID-19 POLICY FOR F2F FUNDRAISING.

This policy sets out PFS' multi-channel training, operational process, and ongoing monitoring approach to face to face fundraising in the Covid-19 Pandemic.

PFS recognises the need to operate safely and with a thorough and appropriate plan in place throughout this uncertain time.

The creation of this policy is undertaken in consultation with the CloF, the Fundraising Regulator, the UK Government, the governments of the devolved nations and the wider UK fundraising sector, where appropriate.

Given the ever-changing nature of the Covid-19 Pandemic response, this policy will be updated or modified in line with any newly introduced or amended measures at such time as they take effect.

Current measures:

England: Three Tier System, effective from: 02.12.2020

Scotland: 5 Tier System, effective from 02.11.2020

Wales: General National Measures, effective 09.11.2020

OUR FUNDRAISERS

- Fundraisers must wash their hands often using soap and water, and dry them thoroughly
- Fundraisers must use hand sanitiser/disinfectant where they cannot wash their hands with soap and water, especially after travelling on public transport, as they enter a building and after contact with surfaces
- Fundraisers must always carry hand sanitiser/disinfectant
- Fundraisers will be advised to avoid touching their face
- Fundraisers must adhere to the officially recommended respiratory hygiene procedures (coughing in the elbows, or in tissue if disposed of immediately)
- Fundraisers must wear face coverings whilst they are representing PFS charity partners. Some PFS charity partners may provide specific requirements on wearing face coverings where the mouth is visible e.g. clear face visors. In these circumstances fundraisers must follow the specific charity requirement to be compliant with this policy.
- In addition to the agreed face covering all fundraisers must wear a 'social distancing awareness' arm band.
- Equipment including, but not exclusive to; tablets, phones, stands, hygiene hooks and laminated presenters must be cleaned with disinfectant at regular intervals
- Fundraisers must ensure they are social distancing from each other (2m) as well as members of the public. Fundraisers will be reminded to have this at front of mind for 'on the job' training, meetings, and shift changeovers
- Fundraisers must have no physical contact with other fundraisers, or members of the public
- Where possible, fundraisers will aim to keep all interactions with members of the public to less than 15 minutes.
- Marketing companies will aim to minimise the number of other fundraisers they come into contact with provisions for this may include, but are not limited to: creating 'bubbles', smaller set teams, only appointed fundraisers to visit the office, reduction of non-essential meetings etc.
- The Marketing Company must keep a temporary record of fundraisers who are working together and their fundraising locations for 21 days, and assist NHS Test and Trace with requests for that data if needed

- Fundraisers must not leave home, and must advise the marketing company immediately, if they or someone they live with has any of the following:
 - A high temperature
 - A new continuous cough
 - A loss of, or change to, your sense of smell or taste.
- Fundraisers must return home, and must advise the marketing company immediately, if they have any of the above symptoms during activity
- If a fundraiser displays symptoms then they must self-isolate for the number of days specified by NHS Test and Trace, according to the latest government guidance, and order a test immediately.
- If a fundraiser tests positive for coronavirus then any fundraisers who they have had close recent contact with, will self-isolate for the number of days specified by NHS Test and Trace, according to the latest government guidance.

OPERATIONAL PROCESS

England:

Tiered Local Restrictions (effective from 2nd December 2020):

- Currently there are 3 tiers in England classified as 'Medium', 'High' and 'Very High'.
- PFS will conduct activity in Tier 1 and 2 across all channels, whilst complying with all other aspects of this PFS Covid-19 policy.
- PFS will conduct private site and street activity in areas classed as Tier 3.
- PFS will review any Tier 3 areas for the D2D channel with their charity partners on a case by case basis.

Scotland:

5 Tier System, effective from 02.11.2020

- Currently there are 5 levels in Scotland classified from 0-4
- PFS will conduct activity in levels 0 - 3 across all channels, whilst complying with all other aspects of the PFS Covid19 policy
- PFS will review all channel activity in areas classified as 4

Wales:

General National Measures, effective 09.11.2020

- PFS will conduct activity in Wales across all channels, observing the national measures whilst complying with all other aspects of this PFS Covid-19 policy

For Private Sites:

- Site level risk assessment to be undertaken of current private site estate to document how many fundraisers can operate within social distancing measures
- Maximum 2 fundraiser per private site
- Private site bookings to be made in line with other retailers who are opening in line with lifted restrictions (from public perception and footfall perspectives)
- Private sites where a member of the public cannot walk past without being at least 2m from a fundraiser and being uninterrupted as they walk will be removed until further notice
- Fundraisers will take tape and / or floor markers to delineate 2m social distancing at a private site stand, with the site's agreement
- Fundraisers will not approach members of public who are visibly within the vulnerable groups e.g. over 70 years

For Street:

- Street site risk assessment, via the CloF, to be undertaken of current street site options to document suitability of location and how many fundraisers can operate within social distancing measures
- Sites where a member of the public cannot walk past without being at least 2m from a fundraiser and being uninterrupted as they walk will be removed until further notice
- Fundraisers will take tape and / or floor markers to delineate 2m social distancing, where the site permits
- Fundraisers will not approach members of public who are visibly within the vulnerable groups e.g. over 70 years

For D2D:

- Fundraisers must not enter a property under any circumstances, even by invitation
- If there are certain locations, for example, flats or apartment blocks with narrow walkways, where social distancing cannot be maintained, fundraisers should not fundraise in those locations
- All conversations must be undertaken with a 2m distance, which will mean the fundraiser needs to ensure there is a minimum of 2m of private property from the front door, so they are not standing on the street.
- Only 1 fundraiser to approach each door and to ensure 2m always remains between fundraisers.

For all channels:

- Information on PFS and charities websites which fundraisers can direct members of the public to for more information on how we are keeping the fundraisers and members of public safe
- Fundraisers must display or wear visible messaging in relation to social distancing
- Fundraisers must not offer or give the pitch card or any physical item to the member of the public to hold
- Where fundraisers are required to collect equipment from the marketing company, this will be arranged by appointment to limit interactions
- Fundraisers must comply with government guidance on travel and transport to the marketing company and to their private site, street site or residential territory

CONTACTLESS PROCESS FOR SIGN-UPS

- The PFS sign up process does not require a supporter to touch the tablet. The Supporter Verification Call ("SVC") continues to evidence that the supporter has understood and committed to regular giving, sponsorship, or lottery
- The SVC will be completed by making an outbound call to the supporter's own phone removing contact with the fundraisers' phones
- If a supporter feels uncomfortable providing bank details, due to a requirement to speak louder whilst socially distancing, PFS will be providing the flexibility to take these details on the SVC as an alternative option
- Welcome packs and supporter receipts to be sent out electronically with the welcome email and mandate, or via postal fulfilment

PFS TRAINING

- PFS employ training content for conduct, process, and compliance to account for changes and requirements as a result of the Pandemic
- PFS employ bespoke training content on how to handle media enquiries and member of the public enquiries who challenge public fundraising activity.
- PFS delivers the bespoke training package to fundraisers remotely via Zoom (or similar platform)
- Ongoing refresher training is delivered via Zoom (or similar platform), as well as utilising functionality on the tablets
- Marketing Companies undertake a contactless process for training of new fundraisers delivered via

Zoom (or similar platform), as well as utilising functionality on the tablets.

- Training content is reviewed with each charity partner to ensure impact of Covid-19 covered, as well as any charity partner specific requirements when they are represented by a PFS fundraiser

ONGOING MONITORING

- PFS will be monitoring and gauging the public perception via fundraiser feedback, SVC commentary and are also considering options for a SMS or email short survey
- PFS will utilise the tablet functionality to take photos to enable remote monitoring of fundraiser set up each day in line with this policy
- PFS will take an approach of adaptability and flexibility in light of feedback received during resumption
- PFS will undertake additional complaint monitoring and analysis
- PFS will continue to play an active role in industry groups and networks