

Quality standards for contactless Face2Face Fundraising

Self-commitment of the members of the Qualitätsinitiative Fördererwerbung

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1. 1st preamble

Face2Face Fundraising is an important fundraising instrument in Austria. The associated fundraising creates several thousand jobs in Austria every year. In order to secure this instrument in the long term through high-quality advertising, effective coordination and joint public relations and representation work, the Qualitätsinitiative Fördererwerbung (Initiative on Quality in Face2Face Fundraising) was launched. It is an association of NPOs and agencies under the leadership of the Fundraising Association Austria, which jointly pursue the achievement of the goals of the Qualitätsinitiative Fördererwerbung as well as the associated quality standards and commit themselves to implement them.

All employees, agencies and other contributors are instructed that this is a special time for everyone and that they must exercise caution in their actions and activities in contact with citizens – for their own safety and for the safety of society.

Until further notice, the members of the Qualitätsinitiative Fördererwerbung commit themselves to the following quality standards in times of pandemic. All affected employees will be trained on these standards. These quality standards apply to the specific work deployment of all employees in public areas, at the front door and at private locations.

2. How is funding acquired?

Fundraising is mainly carried out in public open spaces, but also at privately rented locations and at the front door. These are usually conversations between two people. These conversations take place under clearly defined quality guidelines. When concluding a donation agreement, the donors issue the organisation with regular SEPA direct debit mandates. This means that no cash is involved.

3. How is the security of employees and passers-by ensured?

- **Personal hygiene of employees**
 - Clean hands regularly and thoroughly with soap or disinfectant.
 - Adhere to the officially recommended respiratory hygiene (coughing in the elbows, in handkerchief if disposed of immediately, ...)
 - Avoid touching the face with your hands
- **Mandatory use of protective articles**
 - Employees are obliged to use mechanical protection devices for mouth and nose (such as visors or MNS masks,...) during work.
 - Disinfectants on site for use by employees as well as by passers-by
- **Place of work and use**
 - Adherence to the team size per location with a maximum of 4 employees and 1 coach
 - Passers-by are addressed with special consideration: a higher minimum distance is maintained. Endangered target groups (65+, obvious pre-existing conditions, ...) are not addressed if possible. Direct physical contact (shaking hands,...) is to be avoided.
 - When talking to passers-by, the officially recommended minimum distance of 1 metre is observed.
 - During work, any gathering of people is to be avoided. This means that if several people are talking at the same time, a corresponding safety distance is maintained.
 - All items used on site (information stand, tray, auxiliary equipment, ballpoint pens, etc.) are cleaned regularly with disinfectant wet wipes or cleaning agents.
 - Hand disinfectant is made available to donors who sign on site before and after signing.
 - Only spacious locations are chosen to ensure a safe distance from passers-by and unhindered passage.

- Only work assignments in communities that are not currently hotspots for infections are chosen.

- **Prevention of infection**

- Employees who have symptoms such as fever, cough, sore throat and flu-like respiratory symptoms are required not to appear at work.
- The employer will immediately stop the employee if the employee has obvious symptoms such as fever, cough, sore throat and flu-like respiratory symptoms.
- If an infection is confirmed within a team, the work assignment of all team members of the sick person is immediately stopped and the respective authorities are contacted. All team constellations are fully documented.

4. how is the advertising on the front door done?

- A safety distance of at least 1 metre is maintained between the team members and the entrance door and during the subsequent conversation.
- Conversations do not generally take place in closed living rooms.
- If employees meet citizens who obviously belong to the risk group, they are asked whether they would like to have a conversation nevertheless.

5. documentation

- The organisation or agency documents the location of the activities, the number of active personnel, the team constellations and wearing of mechanical mouth and nose protection devices as well as the carrying of hand disinfectants.
- Complaints from citizens are documented and forwarded to the management bodies on a daily basis, regardless of the type of complaint.

6. members of Qualitätsinitiative Fördererwerbung and signatories

The members of the Qualitätsinitiative Fördererwerbung – renowned non-profit organizations and their service providers – have committed themselves to maintaining these quality standards in times of pandemic until further notice. All members can be found online at: www.qualitaetsinitiative.at/mitglieder/