

- Collections: We will only operate as a “drive-through” collection point. We will not be able to invite our members on to the premises, allow “walk-ins” or fulfill any unplanned reservations.
- New members: we will only accept new members online.
- Reservations: accepted via our online platform only. If you have any issues we will be able to support via email or Facebook Messenger.
- We will only accept online payments in advance. No cash payments or card transactions will be possible when collecting items. This is to speed up the collection time and reduce contact.
- Opening times and collection: we will introduce timed slots to make sure that we know when someone is coming to pick-up or return an item. This protects the staff and allows us to avoid causing people to gather at the same time.

In order to prepare ourselves for re-opening Borrow Don't Buy, we have done a complete risk analysis including the risk of contamination during our operations, our services and admin/running of the project, and a social distancing audit. We have assessed what the risks points of our operations are, which points involve face-to-face interaction, and how to reduce/manage the Covid-19 risk.

We will not resume our services unless we are certain that we are not contributing to the spread of the coronavirus. This document and others are the outcomes of such analysis.

We've implemented a series of preventative health measures in our HQ and workshop to keep our volunteers and members safe. We are following guidance from Public Health England and the World Health Organization (WHO). We have made significant process changes to make sure that we can carry on supporting our members during this time of uncertainty in a responsible and cautious way. Face-to-face meetings have been moved online. We do home-office and are only onsite for prearranged returns and collections. We have hand sanitizer stations and handwashing procedures, and only one volunteer is allowed in our workshop/storage area at any time.

Health measures for our HQ and operations

- We have increased the frequency and intensity of cleaning at our office and workshop, including regular sanitisation of door handles, doorbell, handrails, touch screens, and other frequently touched areas. We're also sanitizing items before they are checked out, and returned items will be quarantined for 5 days before they are available to check out.
- We've adjusted our practices so that our bookings are fulfilled through a contactless pick-up/drop off service. This includes eliminating cash payments and access to our offices. Instead, items will be brought out of the building by a member of staff to be collected. We have also paused hosting any public events in our HQ.

- We're conducting weekly audits of the new health and safety measures we've put into place and adjusting to the current context. We do this to be able to implement improvements in our processes and be as flexible as the situation requires it to be.
- If any volunteer feels unwell, they must stay home. If any of Borrow Don't Buy's Team is diagnosed with Covid-19, we will contact any individual they have had close contact with.

Health measures for pick up and drop off of BDB's items

- We've uploaded a list of procedures to our website, shared it on social media and emailed our members and volunteers. (Here is the [link](#))
- At the start and end of each opening day, we will use disinfectant to clean all frequently touched surfaces in our HQ and workshop. We encourage and remind our volunteers to wash their hands frequently with soap and water for at least 20 seconds, or use an alcohol-based hand sanitiser. Additionally, to use a tissue or elbow technique to cover a cough or sneeze, throw the tissue in the bin, then wash our hands.
- Sadly we have instructed our members and volunteers to refrain from having any physical contact and keep a 2m distance at all times.
- We urge our members to stay home and don't pick up or return items if they feel sick or have a fever. We are happy to waive late fees under these circumstances.