



## MEDIA RELEASE

Tuesday 19 May 2026

### **More Bunnings stores switch on FRT in New Zealand to keep team and customers safe**

More Bunnings stores across New Zealand will switch on [facial recognition technology \(FRT\)](#) today to help keep team members and customers safe.

The next phase builds on the April rollout at [Te Rapa and Hamilton South](#), extending FRT to a further 32 stores across the rest of the North Island - listed below.

Bunnings General Manager New Zealand, Melissa Haines said Bunnings is using the technology to help protect team members and customers, and reduce serious harm and high-value theft by repeat offenders.

“Our Hamilton rollout has given us a positive foundation, and during this initial phase we’ve focused on responsible implementation, including through team training, our internal processes and community engagement, and this gives us confidence to use FRT across our North Island stores”, Ms Haines said.

“We have made sure that our team, not the technology, makes the final call, and we are seeing this operate in practice, successfully.

“We’re learning from our customers throughout this process and will continue to make sure they understand why the technology is being used and how it works, including through engagement with the Māori community.”

Ms Haines said a safe environment in stores is non-negotiable for Bunnings.

“Threatening incidents in our New Zealand stores have more than doubled over the last four years, and we’re using a range of measures to keep our team and customers safe,” Ms Haines said.

“FRT is an additional tool that helps us address this rising problem by identifying serious repeat offenders and allowing us to act early to prevent incidents.”

The rollout is continuing carefully to ensure the right privacy safeguards and processes are in place.

Bunnings is also working with a Māori digital sovereignty expert to guide its approach to the rollout, and has incorporated tikanga Māori considerations into its processes. This includes bilingual signage, culturally specific misidentification pathways, and cultural awareness training for team members.

Community and team engagement will be ongoing during the rollout.

More information is available at [Facial Recognition Technology - Bunnings New Zealand](#)

**ENDS**

For media inquiries, please contact [media@bunnings.co.nz](mailto:media@bunnings.co.nz)

#### **Store list**

- Bunnings Tokoroa SFS
- Bunnings Whangamatā SFS



- Bunnings Feilding (Eyre St) SFS
- Bunnings Whanganui SFS
- Bunnings Whangārei Warehouse
- Bunnings Rotorua Warehouse
- Bunnings Botany Warehouse
- Bunnings Mt Maunganui Warehouse
- Bunnings Mangawhai SFS
- Bunnings Northshore Warehouse
- Bunnings Manukau Warehouse
- Bunnings Porirua Warehouse
- Bunnings Palmerston North Warehouse
- Bunnings Whakatāne Warehouse
- Bunnings Takanini Warehouse
- Bunnings Gisborne Warehouse
- Bunnings Lyall Bay Warehouse
- Bunnings Glenfield Warehouse
- Bunnings Mt Wellington Warehouse
- Bunnings Wellington Central SFS
- Bunnings Silverdale Warehouse
- Bunnings Hāwera SFS
- Bunnings Tauranga Store
- Bunnings New Lynn Warehouse
- Bunnings New Plymouth (Molesworth St) SFS
- Bunnings Mt Roskill Warehouse
- Bunnings Grey Lynn Warehouse
- Bunnings Westgate Warehouse
- Bunnings Petone Warehouse
- Bunnings Taupō SFS
- Bunnings Hastings Central SFS
- Bunnings Waipapa Warehouse