

# Statement

31 July 2020

## Update on face mask use in Bunnings stores in NSW, ACT and parts of QLD

### Please attribute to Deb Poole, Bunnings Chief Operating Officer:

Since the outset of the COVID-19 pandemic, we have put the welfare and care of our team and customers at the core of what we do.

We're continuing to follow government health advice and we're taking additional steps, where appropriate, to ensure the safety of our customers and team.

From Monday we will require our team working across Bunnings stores, Trade Centres and Distributions Centres in NSW, the ACT and parts of QLD where there is COVID-19 spread to wear face masks.

Our team are already doing an exceptional job working in a COVID-safe way and we want to make sure we are doing everything we can to help reduce COVID-19 community transmission.

From Monday we will also strongly recommend that all customers wear a face mask or face covering when they visit a Bunnings store or Trade Centre across NSW, the ACT and parts of QLD where there is COVID-19 spread.

Customers will be provided with an option to purchase a mask as they enter our stores should they wish to do so.

While we're not mandating customer use of face masks in these locations, we greatly appreciate customers getting on board to help protect everyone.

**-ENDS-**

### **For information:**

- Our team working in Victoria, Sydney's South West and Bateman's Bay are already required to wear face masks.
- Bunnings will continue to supply face masks for all our team members in these states. They also have the option to use their own fabric masks if they prefer.
- In Queensland, team in the following stores will be required to wear face masks and we will be recommending customers do the same: Mt. Gravatt, Logan Rd, Underwood, Browns Plains, Loganholme, Bethania, Springfield Central, Cannon Hill, Indooroopilly, Rocklea, Oxley and Acacia Ridge.

### **Details on additional measures in place at stores for team & customer safety:**

We've made a lot of changes to our stores as we work to ensure the safety of our team and customers and operate in a responsible way, including:

- Limiting customers in store and in busier aisles
- Increased cleaning in-store and for equipment such as counters, trolleys and baskets

The Bunnings logo, featuring the word "BUNNINGS" in a bold, white, sans-serif font with a red diagonal stripe through the letter "B".

- Providing team with gloves and hand sanitiser
- Implemented physical distancing measures, including taping floors to mark 1.5m, moving stock on pallets around to open-up space, trestle tables in front of service areas to create more distance.
- Posters outside and around the store (and reminding customers via PA announcements)
- Encouraging customers to use Tap and Pay where possible
- Acrylic register guards installed in all Australian stores
- Self-serve registers adjusted in store so not all are open to create more space
- Roll-out of 'Count Me In' app to further assist stores with customer limits

**For media enquiries please contact: [media@bunnings.com.au](mailto:media@bunnings.com.au)**

**BUNNINGS**

