MEDIA STATEMENT

Tuesday 17 November

Bunnings establishes new Technology partnership to better support customers into the future

Bunnings has announced a new technology services partnership with Tata Consultancy Services (TCS), one of the world's largest technology services and consulting companies, and changes to the way technology services will be delivered across the business.

As part of these changes, around 230 permanent Technology positions will be made redundant and approximately 120 contractor engagements will come to an end.

The partnership with TCS will provide access to global technology expertise and scale, while reducing the cost of technology delivery and enabling increased investment in customer experiences, innovation and growth.

These changes reflect the way customers are choosing to shop and the increasingly competitive retail environment.

Bunnings is already investing in technology and digital experiences to respond to these changes, earlier this year becoming the first Australian retailer to launch an AI-powered shopping agent using Google's Gemini Enterprise for Customer Experience platform through Buddy.

Bunnings is committed to supporting affected team members throughout the consultation process and will provide access to redeployment opportunities, career transition support and employee assistance services.

Attributable to Bunnings Managing Director Mike Schneider

Bunnings has always been a people business, and our stores and our team remain at the heart of the experience we provide customers. The reality is that we're in a daily sprint to keep up with what our customers want and need, now and into the future.

This is a necessary but important change. We need a technology model and partner that keeps pace with our customers so that we can continue to deliver the service, value and helpful advice people expect from us.

We know that this is difficult for our Technology team members, particularly those impacted by the change. We're managing these changes with care and respect, including through redundancy packages, career transition, redeployment wherever possible and wellbeing support.

On Background

- Under the new arrangement, a greater proportion of technology services and project delivery will be provided through TCS teams based in Australia, India and the Philippines, alongside a core retained Bunnings Technology team of around 500 team members in Australia
- The transition will start in December 2026 and continue through to June 2027, with the new operating model planned to be in place from July 2027.

- Impacted team members will be supported in their roles through Christmas, with any changes taking effect in the new year.
- Affected team members will be supported through consultation process, including access to wellbeing and career transition support, and consideration of suitable redeployment opportunities.
- Bunnings continues to invest in Australian jobs and customer experience, employing more than 50,000 people across Australia including 12,000 new team members in the past year.
- Bunnings has also brought on more than 3,500 new casual team members to support stores through the busy Christmas and summer trading period
- Bunnings is investing in new technology, including Buddy, our AI-powered shopping assistant, which has already generated more than 450,000 chats.

ENDS

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