

Media Release

April 2020

Bunnings introduces Drive and Collect service at 250 stores across Australia

Bunnings is continuing to follow government advice relating to COVID-19 and is adapting the way it operates to keep its team and customers safe while ensuring customers have access to the products they need.

Bunnings has recently introduced a completely contactless service, Drive and Collect, which is available at 250 of its larger stores across Australia.

The Drive and Collect process gives customers the option to pick up their order from Bunnings car parks, ensuring no contact between team members and customers. Customers who have ordered online via bunnings.com.au can select a convenient date and time to collect their order. On arrival, the customer parks in a nominated location in the car park, texts or calls the store team and a team member then brings the customer's order out and places it in their boot.

"We're taking a common-sense approach to finding ways to quickly adapt our business so that we can continue to safely serve our retail customers and enable tradies to keep their businesses running," said Mike Schneider, Bunnings Managing Director.

"This is just another example of how we are adapting our business to this changing environment and our store teams are doing their best to provide customers with the best service, while keeping everyone safe," he said.

Drive and Collect is available at 250 Bunnings Warehouse stores across Australia. Smaller format Bunnings stores are not included and customers are encouraged to check if their local store is participating via the Bunnings website.

- ENDS -

For media enquiries please contact: media@bunnings.com.au

BUNNINGS

