

KEEPING OUR TEAM AND CUSTOMERS SAFE

Over a phased roll out, Bunnings will use FRT in New Zealand stores to help keep our team and customers safe, and to reduce serious harm and high-value theft.

HOW BUNNINGS' FACIAL RECOGNITION TECHNOLOGY WORKS

Dedicated cameras scan the facial images of everyone that enters a Bunnings New Zealand store. These images will be converted into a biometric template and compared with a watchlist of people who have committed serious harm* in our stores. Match accuracy will be at least 93%.



WHAT ACTIONS ARE TAKEN?

MONITOR

Monitor, observe, or engage with the individual where it is safe to do so

ASK TO LEAVE

Request the individual to leave the store

CALL POLICE

Where there is an immediate safety concern.

We do not use the FRT system for marketing purposes or to track customer behaviour.

* Serious Harm means violent, threatening, aggressive and intimidating behaviour, incidents involving weapons, physical and verbal assault, racial and sexual harassment, and high-value theft and organised crime.

