

Media Release

31 March 2021

Update on stores in New South Wales

Please attribute to Ryan Baker, General Manager Operations, Bunnings:

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

In line with NSW Government requirements, we now require our team members and customers in the Byron, Ballina, Tweed Heads and Lismore shires to wear a face mask when visiting our stores or sites.

Sausage sizzles and in-store activities in these shires will be cancelled for this weekend only and for community groups who are booked in for this weekend and that have been impacted, Bunnings will donate \$500 gift cards to assist with their fundraising activities.

While everyone gets into the routine of bringing a mask, we'll be making them available to purchase at the entrance to our stores.

We'd also like to thank customers for their understanding as we monitor and limit numbers in store, which may mean they have to queue for a short time before they enter.

Customers who prefer to shop online or are unable to make it in-store can still purchase their products via Click & Deliver or Bunnings' contactless Drive & Collect pick-up service, where products can be ordered online and collected from Bunnings' car parks, without customers needing to get out of their car.

We thank our customers, team and community for their continued support and we appreciate everyone getting behind the government requirements.

- ENDS -

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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.

These include:

- Limiting customers in store and in busier aisles
- Increased cleaning using antiviral disinfectants throughout the day particularly for counters, trolleys and baskets.
- Providing team with gloves and hand sanitiser
- Requiring team members and customers to wear a face mask when visiting our stores or sites in the Byron, Ballina, Tweed Heads and Lismore shires
- 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.
- 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

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