

KEEPING OUR TEAM AND CUSTOMERS SAFE

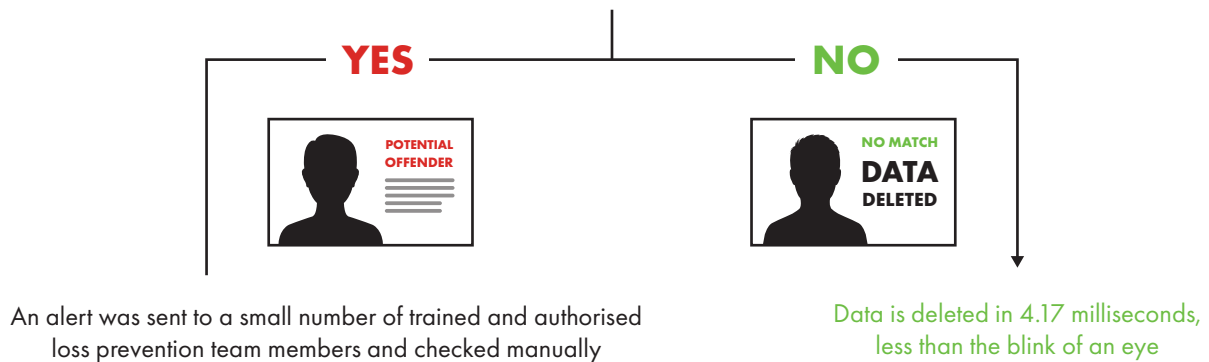
BUNNINGS' FACIAL RECOGNITION TECHNOLOGY TRIAL

During 2018-2021, Bunnings ran a trial of facial recognition technology at 63 stores across Victoria and NSW to help keep our team and customers safe and reduce theft.

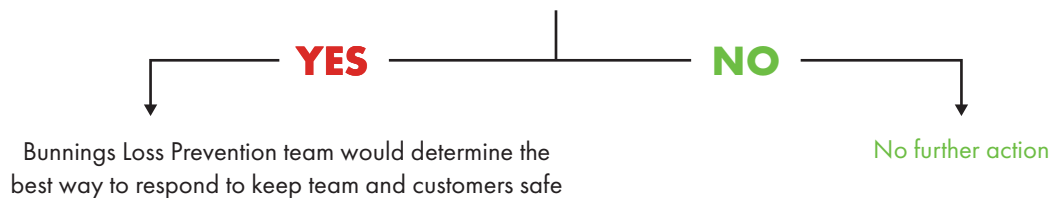
WHAT HAPPENED WHEN A CUSTOMER WALKED IN STORE?

Using the store's existing CCTV footage, the FRT system used a facial image to generate a biometric template of each customer which was compared against a database of people who were banned from one of our stores or had committed theft and / or acts involving physical or verbal abuse towards our team members or customers.

WAS THE CUSTOMER A MATCH?



DID THE MANUAL CHECK CONFIRM A MATCH?



WHAT ACTIONS ARE TAKEN?

A covert security guard was called in a particular store

AND/OR

The relevant store leadership team was called to discuss recommended approach

AND/OR

The police were called



- The database was reviewed on a regular basis.
- We never used data for marketing purposes or to track customer behaviour.

