

Media Release

14 February 2021

Update on Bunnings stores in Auckland

Following the latest announcement by the New Zealand Government, Bunnings stores in Greater Auckland have now moved to online ordering only for the next three days, with customers being able to use Bunnings' online 'Click and Deliver' or our contactless 'Drive and Collect' service.

Bunnings Director New Zealand, Jacqui Coombes, said: "As always, we're committed to doing our part to slow the spread of COVID-19 by following government health directions and keeping everyone safe, whilst helping customers get access to the products that they need.

"We understand the positive physical and mental health benefits of staying busy when spending time at home and customers can use either our delivery or Drive & Collect service to get the items they need.

"We have over 4,300 team members across New Zealand and they are doing an amazing job looking after each other and our customers and continuing to support them is our number one priority.

"We would also like to thank our customers for their patience during this time and we look forward to welcoming them back into our stores when restrictions are lifted," Jacqui said.

Bunnings stores across the rest of New Zealand will continue to trade normally with physical distancing measures and comprehensive cleaning and safety measures in place to help keep team and customers safe.

Arrangements for Bunnings' Manukau, Takanini and Botany stores

On Sunday the Ministry of Health advised that a customer who visited Bunnings' Manukau, Takanini, and Botany stores in Auckland has since tested positive for COVID-19.

Commenting on the arrangements to keep team and customers safe, Jacqui said: "The health and safety of our team members and customers is our absolute focus and we've got incredibly comprehensive protocols for hygiene and cleaning during COVID-19 across our whole store network developed in conjunction with advice from health authorities."

"This includes extensive physical distancing measures and regular cleaning of all stores daily.

"Each of the stores will be deep cleaned using antiviral disinfectants overnight, in addition to the routine cleaning that occurs throughout each day. Once this has been completed these stores will re-open for contactless pick-up and delivery, in line with level 3 restrictions.

"We're doing everything we can to look after team members who are required to self-isolate, including supporting them with paid leave."

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:

- Physical distancing measures, including floor markings of 2m

The Bunnings logo, featuring the word "BUNNINGS" in a bold, white, sans-serif font. The letter "B" is stylized with a red diagonal stripe.

- Increased cleaning particularly for counters, trolleys and baskets throughout the day
- Encouraging customers to register their visit using NZ COVID Tracer QR codes in our stores.
- Gloves and hand sanitiser for team members, hand sanitiser for customers
- Encouraging customers to use contactless payment where possible
- Monitoring and limiting if necessary, the number of customers in-store

- ENDS-

For media enquiries please contact: media@bunnings.co.nz

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