

Media Release

12 August 2020

Bunnings update on New Zealand trading

Following the 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 able to choose delivery or contactless pick up.

Bunnings Director HR/ NZ, Jacqui Coombes, said: “We have over 4,300 team members across New Zealand and continuing to support them is our number one priority. As always, we’re committed to doing our part to slow the spread of Covid-19 by following the directions of Government and keep everyone safe, while enabling customers to get the products they need.

“Bunnings plays an important role in providing a reliable supply of key products for trade customers to keep their businesses running and support their local communities, particularly with emergency repairs and maintenance. We also know having materials to complete projects around the house can be a useful physical and mental distraction for people facing isolation and the challenges of spending more time at home.

“We have also taken the difficult decision to temporarily suspend sausage sizzles across the country as a precaution and so our team can focus on helping customers to access the products they need. To assist affected community groups who have sausage sizzles booked, our store teams will donate \$500 gift cards to these local organisations to assist with their fundraising activities,” Jacqui said.

Under level 3 restrictions customers in Greater Auckland can shop online and choose home delivery or a contactless Drive & Collect pick-up option where products can be ordered online and collected from Bunnings’ car parks, without needing to get out of their car.

Under level 2 restrictions, Bunnings stores across the rest of New Zealand can continue to operate, with physical distancing measures, comprehensive cleaning, hygiene and physical distancing measures in place to help keep everyone safe.

Details on measures in place at stores for team & customer safety:

We’ve made the following changes to our stores as we work to ensure the safety of our team and customers and operate in a responsible way:

- Our team members are strongly encouraged to wear a face covering at all times, in line with government recommendations
- We are also highly recommending customers to wear a face covering when in store
- Providing team and customers with hand sanitiser throughout stores.
- Increased cleaning in-store and for equipment such as counters, trolleys and baskets.
- Implemented physical distancing measures, including taping floors to mark 2m, moving stock on pallets around to open-up space, trestle tables in front of service areas to create more distance.
- Limiting customers in store and in busier aisles.
- Suspending sausage sizzles, family events, in-store and children’s activities as of today.
- Closing playgrounds and water fountains temporarily and switching to take away only at cafes.

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

Drive & Collect:

- For Drive & Collect orders, customers order their products online and when their order is ready to collect, they select a convenient pick up time online. On arrival at our carpark, customers park in their designated Drive & Collect parking bays and call the store with their order number.
- A Team Member will bring the order out and load it into the customer's vehicle without the customer having to leave their vehicle.

- ENDS -

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

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