

# Statement

8 August 2020

## Bunnings Campbelltown store update

Attribute to Debbie Poole, Bunnings Chief Operating Officer:

We have been advised that a team member at our Campbelltown store has tested positive for COVID-19.

The team member last worked in store on Thursday and, importantly, was wearing a face mask – as all our Campbelltown team have been since 25 July.

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.

Over the past few months, we've been taking extra steps in store to keep our team and customers safe including implementing extensive physical distancing measures and deep cleaning all stores daily as well as undertaking regular cleans throughout the day.

The store has undergone two deep cleans using disinfectants since the team member last worked in addition to the routine cleaning that occurs each day. And, as a precaution we're completing an additional deep clean.

We're doing everything we can to support our team member who is self-isolating.

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

Any customers who are concerned or have any questions should call the National Coronavirus Helpline on 1800 020 080.

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

- Limiting customers in store and in busier aisles
- Increased cleaning in-store and for equipment such as counters, trolleys and baskets
- Providing team with gloves and hand sanitiser
- Requiring team to wear face masks in all Victorian, NSW and ACT stores and customers to wear face masks in Victoria, in line with the direction of the Victorian government.
- Suspended sausage sizzles, family events, in-store and children's activities
- 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.

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- Closed cafes, trade coffee stations, water fountains and children's playgrounds
- Posters outside and around the store (and reminding customers via PA announcements)
- Encouraging customers to use Tap and Pay where possible
- Stopped processing orders of hire shop tools, equipment, vehicles or trailers.
- 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](mailto:media@bunnings.com.au)**

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