

# Statement

6 July 2020

## Bunnings Craigieburn store update

Attribute to Debbie Poole, Bunnings Chief Operating Officer:

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

We are following government health advice and our absolute focus is the health and safety of our team members and customers.

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

As a precaution we have conducted an additional deep clean of the store and we have briefed our team and we're providing support and guidance.

Team members who were in close contact are isolating at home.

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

Any customers who are concerned or have any questions should call the Victorian Government COVID Hotline on 1800 675 398.

We've made a lot of changes to our stores recently 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
- 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
- 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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