

Media Release

27 October 2020

Bunnings welcomes customers back to stores in Melbourne

Bunnings stores in Melbourne will re-open their doors to retail customers tomorrow from 6.30am in line with the easing of Victorian Government restrictions.

To help spread out visits and give customers more time to shop Bunnings will operate extended trading hours from 6.30am to 9pm every day of the week in Melbourne for at least the first two weeks.

Comprehensive COVID-safe measures will be in place when Melbourne stores re-open, including:

- Monitoring and limiting customers in store and in busier aisles
- Increased cleaning particularly for counters, trolleys and baskets throughout the day and a deep clean of each store using disinfectants at least daily.
- Providing team and customers with hand sanitiser and gloves for team.
- Requiring team and customers to wear face masks in stores
- Physical distancing measures, including taping floor to mark 1.5m, moving stock on pallets around to open-up space, trestle tables in front of service areas to create more distance.
- Encouraging customers to use Tap and Pay where possible
- Acrylic register guards installed in all stores
- Roll-out of 'Count Me In' app to further assist stores with customer limits
- Launched the Product Finder App that lets customers search our product range before they leave home and create a shopping list shows which aisle items are located to speed up the shop.

Bunnings General Manager Operations, Ryan Baker, commented on the re-opening:

“Our stores teams have really missed having our retail customers in store and we’re so excited to be welcoming them back after three months.

“We’re continuing to adapt how we operate to keep everyone safe and ensure customers can access the products they need.

“Our commitment to providing COVID-safe measures in-store remains unchanged and the community can be assured that comprehensive hygiene and cleaning protocols will continue.

“We know many customers have been counting down to this day and have lots of items on their shopping lists and we’re encouraging customers to plan ahead and to use our Product Finder App to make their visits more efficient.

“We’d also like to thank customers for their understanding as we monitor and limit numbers in store, which may mean they have to queue for a short time before they enter.

“Customers who prefer to shop online or are unable to make it in-store can still purchase their products via Click & Deliver or Bunnings’ contactless Drive & Collect pick-up service, where products can be ordered online and collected from Bunnings’ car parks, without customers needing to get out of their car,” Ryan said.

Bunnings sausage sizzles, family events and in-store activities will remain suspended in Victoria for the time being.

- ENDS-

For media enquiries, please contact: media@bunnings.com.au

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