

# Media Release

19 November 2020

## Update on Bunnings stores in South Australia

Bunnings stores in South Australia are open for trade customers and offer contactless Drive & Collect to retail customers.

Bunnings Managing Director, Mike Schneider, commented on the announcement today:

“Our absolute focus is on the safety of our team members and customers. We support over 50,000 South Australian small businesses across a whole range of sectors who depend on us to keep their businesses running and to help support their local communities with emergency repairs and maintenance. We’re pleased that we can continue to support them.

“We also understand the importance of providing a reliable supply of products that allow South Australians to keep their homes and gardens safe and secure as well as ensure important repairs and maintenance can occur. Retail customers will be able to access these essential products using our contactless Drive & Collect service.

“We’re continuing to adapt our business in line with government advice and we thank our amazing team for all their hard work in keeping customers supplied with the things they need,” Mike said.

While Bunnings will be unable to offer delivery due to restrictions, retail customers will be able to purchase necessary items online for pick up through contactless Drive & Collect, where products can be ordered online and collected from Bunnings’ car parks, without customers needing to get out of their car.

As it has throughout COVID-19, Bunnings will have comprehensive COVID-safe measures in place to keep customers and team safe. Team members and customers will also be required to wear a face mask while in store as a condition of entry. Trade customers will be required to show their PowerPass card or trade credentials to gain entry in-store.

Bunnings looks forward to welcoming all customers back into our stores in South Australia as soon as restrictions are lifted.

- ENDS -

### **Comprehensive COVID-safe measures currently in place at South Australian stores:**

- 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 daily.
- Providing team and customers with hand sanitiser and gloves for team.
- Requiring team members and customers to wear a face mask while in-store
- 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 assist stores with customer limits

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

**Additional information on Drive & Collect:**

- Drive & Collect is available at larger warehouse stores
- For Drive & Collect orders, customers can select a convenient pick up time online when their order is ready to collect. 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 the vehicle.
- These measures ensure that we can continue to meet customer needs for essential products while doing everything we can to keep our team and customers safe, including complying with all physical distancing and hygiene and safety requirements
- Trade customers can shop in store with us (including using their contactless PowerPass App), or place orders via their Account Manager, Trade Specialist or local store team to assist with trade pricing and arrange any Drive & Collect orders. Alternatively, trade customers can submit an enquiry via the Bunnings Trade website for assistance. A team member will contact them to confirm trade pricing and arrange Drive & Collect orders.

**For media enquiries please contact: [media@bunnings.com.au](mailto:media@bunnings.com.au)**

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