

Media Release

8 January 2021

Update on stores in Queensland

Please attribute to Ryan Baker, General Manager Operations, Bunnings:

Since the outset of COVID 19 we have put the welfare and care of our team and customers at the core of what we do.

Following the QLD government's announcement today, from 6pm this evening, we will require our team members and customers in Greater Brisbane, Logan, Ipswich, Moreton and Redlands regions to wear a face mask.

While everyone gets into the routine of bringing a mask, we'll be making them available to purchase at the entrance to our stores.

Sausage sizzles and in-store activities will be cancelled for this weekend only in stores across Greater Brisbane, Logan, Ipswich, Moreton and Redlands regions. Sausage sizzles will continue as scheduled this weekend in other parts of regional QLD.

For community groups who are booked in for this weekend and that have been impacted, Bunnings will donate \$500 gift cards to assist with their fundraising activities.

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.

We thank our customers, team and community groups for their continued support and we appreciate all our customers getting behind this government requirement.

- ENDS -

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

We've made a lot of changes to our stores as we work to ensure the safety of our team and customers.

These include:

- 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 with gloves and hand sanitiser
- 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.
- Posters outside and around the store
- Suspending sausage sizzles and in-home services for stores in Greater Brisbane, Logan, Ipswich, Moreton and Redlands regions.
- Encouraging customers to use Tap and Pay where possible
- Acrylic register guards installed in all Australian stores
- Switched store cafes to takeaway-only in Greater Brisbane, Logan, Ipswich, Moreton and Redlands regions.
- 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

About the community sausage sizzles:

- The first community sausage sizzle was run 26 years ago at Bunnings Sunshine in Melbourne.
- Typically more than 40,000 sausage sizzles are run by local community groups each year.

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

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