

Statement

7 July 2020

Update on Bunnings stores in Victoria

Please attribute to Mike Schneider, Bunnings Managing Director:

During these challenging times, providing a safe environment for our team members, customers and the local community will always be our number one priority.

Since the commencement of COVID-19 restrictions, we have followed strict government advice and implemented a whole range of measures to keep our team members and customers safe and these remain in place across all of our stores.

Following the announcement by the Victorian Government today, we will be re-closing our hire shop, cafes and in-home services at our Melbourne-based stores until further notice.

We have also introduced alternative methods of pick up for customers who would prefer a contactless option, including our Drive and Collect service which is now available at 250 of our larger stores across Australia. We sincerely thank all our customers for their patience during this time and for practicing physical distancing and helping to provide a safe environment for everyone.

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

Here are the measures we have in place across our Victorian store network:

- 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, hire shops and in-home services
- Posters outside and around the store (and reminding customers via PA announcements)
- Encouraging customers to use Tap and Pay where possible
- 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

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