

Media Release

1 April 2021

Bunnings encourages Queensland customers to plan their shop this Easter long weekend

Bunnings is encouraging customers to plan their shop over the Easter long weekend and consider purchasing products online.

Bunnings is continuing to follow government COVID-19 guidelines and is adapting the way it operates to keep its team and customers safe while ensuring customers have access to products they need.

There are a number of options available for Bunnings customers, including Click and Deliver and the contactless Drive and Collect service, which is available at around 50 larger Bunnings stores across Queensland.

Customers are encouraged to:

- **Plan their shop:** To help customers speed up their shop Bunnings has introduced the Product Finder App. It lets customers search the product range at their local store and create a shopping list before they leave home that shows which aisle items are in. Download it from the app store.
- **Shop online, collect from the car park:** Bunnings customers can shop online and have their items brought to their car. Drive & Collect is free to use, is completely contactless and, best of all, Bunnings team do all the work picking items and delivering them to the car.
- **Shop early or later:** Visit before 10am or after 4pm to shop when stores are generally at their quietest.
- **Shop safe:** Observe the COVID-safe measures in-store, including physical distancing, sanitising hands on entry and wearing a face mask when shopping, in line with government requirements.

“Easter is traditionally a time when our stores are a little busier as customers tackle long-weekend projects and we’re encouraging customers to plan their shop,” said Ryan Baker, Bunnings GM Operations.

“Customers can make their visits more efficient by using our Product Finder App that locates products in their local store for them. They can also shop with us early in the day or after 4pm when it’s typically less busy.

“Customers can also skip the store entirely by shopping online and using our Click & Deliver service. Alternatively, they can collect items from a store without needing to get out of the car with Bunnings’ contactless Drive & Collect pick-up service.

“The community can be assured that during this time our commitment to providing COVID-safe measures in store remains unchanged and our comprehensive hygiene and cleaning protocols will continue.

“As always, we thank customers for respecting our team and the COVID-safe measures we have in place – observing physical distancing, making use of our hand sanitising stations, wearing face masks in store and remaining patient as we limit customers in store where necessary,” Ryan said.

- ENDS-

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

Bunnings Trading Hours – Easter Weekend:

- All Bunnings stores in Queensland will be closed on Easter Friday.
- Stores will be open Easter Saturday, Easter Sunday and Easter Monday.
- Customers are encouraged to check their local store's trading hours on the Bunnings website.

Details on additional measures in place at stores for team and 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 using antiviral disinfectants throughout the day particularly for counters, trolleys and baskets.
- Providing team with gloves and hand sanitiser
- Requiring team members and customers to wear a face mask when visiting our stores or sites in Queensland.
- 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.
- 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

The Bunnings logo, featuring a stylized red and white 'B' followed by the word 'UNNINGS' in white capital letters.