

Media Release

11 June 2021

Bunnings encourages Victorian customers to plan their shop this long weekend, launches interactive maps to speed up visits

Following the easing of Victorian government restrictions, Bunnings stores in metro Melbourne will re-open their doors to all customers from today.

Bunnings continues to adapt the way it operates to keep its team and customers safe while ensuring customers get access to the products they need, including materials to assist with storm recovery.

To help speed up shopping trips in-store, Bunnings has introduced Interactive Maps – a new feature within the Bunnings' Product Finder App, now available when visiting most Victorian stores.

The Product Finder App helps customers easily locate products in Bunnings stores, and the addition of Interactive Maps allows customers to:

- **View the location of a product:** Customers can search products and view the aisle and bay where products are located and access the fastest route to get there based on their store entrance point.
- **Find different services in store:** By clicking the store map function, customers can view the location of various services within their selected store, such as the trade desk, click and collect desk and hire shop.
- **Create a path to quickly pick-up multiple products:** If customers have multiple items on their shopping list, the Interactive Maps will suggest the fastest route around the store.

Ryan Baker, Bunnings General Manager Operations, said: "Our Melbourne store teams are really pleased to be welcoming all customers back into our stores, new interactive maps will make shopping that little bit faster and easier.

"Long weekends are traditionally a time when our stores are a little busier as customers tackle long-weekend projects around the home and we're encouraging customers to plan ahead.

"In line with government direction, we will have density limits in place which may mean that they will need to queue a short time before entering.

"We know that a vast majority of our customers do the right thing and as always, we won't tolerate inappropriate behaviour in store and will take necessary measures to support our team. We thank our customers in advance for their patience, for respecting our team members and following our COVID-safe measures and government requirements, such as wearing face masks, physical distancing and registering their visits with the Victorian Government QR Code Service.

"We understand that not all customers own a smartphone so Victorian Government manual check-in forms will also be available in store for customers to complete, and our team members will be able to assist, where required.

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

“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.

Interactive Maps will be rolling out across the majority of Bunnings’ stores outside of Victoria later this year.

- ENDS -

Bunnings Trading Hours – Long Weekend:

- All Bunnings stores will be open on Monday 14 June
- We encourage everyone to jump onto the Bunnings website to check their local store’s trading hours

About Bunnings Drive & Collect

Drive & Collect is a contactless service that allows customers to purchase items online and arrange a convenient time to collect them from a Bunnings car park, without needing to get out of their car.

It’s available at all Victorian Bunnings stores, except for East Pakenham and Werribee.

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:

- Monitoring and limiting customers in store
- Roll-out of ‘Count Me In’ app to further assist stores with customer limits
- 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.
- Displaying QR codes at the entrance and in different locations throughout our stores for customers to register their visit with the Victorian Government QR Code Service.
- Requiring team members and customers to wear a face mask when visiting our Victorian stores or sites.
- Implemented physical distancing measures, including taping floors to mark 1.5m and moving stock on pallets around to open-up space.
- Switching in-store cafés to takeaway only.
- Requiring community groups volunteers to wear a face mask during sausage sizzle shifts.
- Encouraging customers to use Tap and Pay where possible
- Acrylic register guards installed in all Australian stores
- Offering a Product Finder App that lets customers search for products before they leave home and create a shopping list that shows which aisle items are located to speed up the shop.

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

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