

Media Release

20 August 2021

Bunnings stores move to trade only and online orders in Greater Sydney

Following the latest government announcement, from Monday, Bunnings is taking additional steps to help protect the safety and wellbeing of team and customers by closing all stores in Greater Sydney to retail customers, including those located in impacted LGAs.

During this time, trade customers can continue to access stores, while retail customers will be able to purchase items online using Click & Deliver and contactless Drive & Collect.

Mike Schneider, Bunnings Manager Director, said: “Since the outset of the pandemic, we’ve continued to follow government health advice in each of the states and territories where we operate.

“With the new restrictions on retail spanning a large part of Sydney, Bunnings has made the decision to temporarily close all its stores across Greater Sydney to the general public.

“This is in support of the government and for the safety and security of team members, customers and the community. We know from experience that applying a consistent approach across a metropolitan area is easier for our team to manage and helps reduce travel by residents between LGAs.

“Our team are doing an amazing job adapting our business in line with government advice and we thank them for all their hard work in keeping customers supplied with the things they need.

“Trade customers who depend on us to keep their businesses running and supplied for emergency repairs can continue to access our stores and we’re pleased that we can continue to support them.

“Our absolute focus continues to be the safety of our team members and customers, and we are grateful that we have a way to continue to serve the community and small businesses during this time,” he said.

Over recent months, Bunnings has stepped up its COVID-safe measures, introducing notifications on its Bunnings Product Finder App to remind customers to get in and out of stores as quickly as possible, upping security to promote COVID compliance and continuing to encourage customers to shop online wherever possible.

Bunnings is looking forward to welcoming all customers back into our stores in Greater Sydney, as soon as restrictions are lifted.

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

In line with government guidance, Bunnings stores in regional NSW will remain open with strong COVID-safe measures in place so customers can get the essential products they need.

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

Additional information on Drive & Collect

- Drive & Collect is available at all stores in Greater Sydney.
- 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.

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 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
- Displaying QR codes at the entrance and in different locations throughout our stores for customers to register their visit with Service NSW
- Requiring team members and customers to wear a face mask when visiting our stores or sites.
- 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.
- 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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List of stores located in Greater Sydney

- Alexandria
- Artamon
- Ashfield
- Balgowlah
- Bankstown
- Belrose
- Blacktown
- Bonnyrigg
- Campbelltown WH
- Caringbah
- Carlingford
- Castle Hill
- Chatswood
- Crossroads
- Dural
- Eastgardens
- Galdesville
- Gordon
- Greenacre
- Gregory Hills
- Gordon
- Hoxton Park
- Kingsgrove
- Kirrawee
- Lidcombe
- Marsden Park
- McGraths Hill
- Minchinbury
- Narellan
- Narrabeen
- North Penrith
- Northmead
- Padstow
- Penrith
- Randwick
- Rockdale
- Rose Bay
- Rouse Hill
- Rydalmere
- Seven Hills
- Smithfield
- Thornleigh
- Villawood
- Warringah Mall

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