

## Best practice health and safety measures

Monday 20 April 2020

In-store	Other locations
<p><b>Hygiene &amp; Social Distancing</b></p> <ul style="list-style-type: none"><li>○ Increased hygiene standards including the provision of hand sanitiser for customers as they enter the store and increased in-store cleaning of customer touch points (e.g. trolleys, baskets, point of sale terminals).</li><li>○ Removed "scribble pads" from pen stands to reduce customer touch points</li><li>○ Provided signage regarding a safety preference for cash only sales and reducing cash transactions to one point of sale register only – for some small business and older customers who still use cash to make purchases.</li><li>○ Implemented new signage in-store to remind customers of the need to maintain physical space, treat team members with respect and shop online if they are unwell.</li><li>○ Introduced physical distancing markers to provide customers practical advice on where to stand.</li><li>○ Restricted the number of customers in store at any one time.</li><li>○ Instore radio and electronic screens reinforce social distancing requirements</li></ul> <p><b>Team Training &amp; Support</b></p> <ul style="list-style-type: none"><li>○ Briefed our in-store customer greeter to engage in a conversation with customers and highlight the importance of maintaining social distancing in-store.</li><li>○ Provided team with gloves, hand sanitiser and cleaning products (with face masks on order).</li><li>○ Trained team on how to assist customers while maintaining social distancing.</li></ul> <p><b>Store Layouts &amp; Barriers</b></p> <ul style="list-style-type: none"><li>○ Altered store lay outs and aisles and disabled photo kiosks in Print, Copy &amp; Create departments to ensure team and customers can maintain appropriate social distancing.</li><li>○ Installed Perspex screens to provide another barrier of separation between customers and team members.</li></ul> <p><b>Deliveries</b></p> <ul style="list-style-type: none"><li>○ Amended Click &amp; Collect pickups and home deliveries so there is no longer a requirement for the customer to sign for the goods.</li></ul>	<p><b>Distribution Centres</b></p> <ul style="list-style-type: none"><li>○ On-site medical professionals conducting temperature checks of all team members entering distribution centres.</li><li>○ Staggered break times to minimise mass gatherings.</li><li>○ Restricting the number of team members who can gather in any break-out space</li><li>○ Increased cleaning and sanitising.</li></ul> <p><b>Support Team and Call Centre</b></p> <ul style="list-style-type: none"><li>○ Established work from home arrangements for all team.</li></ul> <p><b>All team members have access to a 24/7 medical hotline to assist with any queries they may have around COVID-19.</b></p>

At Officeworks we are committed to helping Australians stay home and safe in these critical times.