

Media Release

coles | Value the Australian way

8 January 2021

SHOPPING SAFELY IN GREATER BRISBANE ***Masks now required outside the home, including in retail stores***

Coles has implemented additional safety measures in our stores in Greater Brisbane to help keep customers and team members safe, following the Queensland government's announcement of increased COVID restrictions.

The state government has advised that from 6pm today, face masks will be required to be worn when outside the home in Greater Brisbane (Brisbane City, Ipswich, Logan City, Moreton Bay and Redland City).

We ask customers over the age of 12 to ensure they are wearing a face mask before entering any of our stores in Greater Brisbane unless they have an exemption – and the same rules apply to our team.

Coles has also implemented enhanced safety and hygiene measures in Greater Brisbane stores to help customers shop safely, including greeting customers at the entrance of our supermarkets to remind them to use the sanitising station, which includes hand sanitiser and disinfectant wipes for trolleys, before they enter.

Coles' standard cleaning procedures in all supermarkets, liquor stores and Coles Express sites comply with all government health and safety guidelines to reduce the risk of COVID transmission.

To help us manage increased demand and ensure that we continue to provide a safe environment for our customers and team members in Greater Brisbane during this period of increased restrictions, we have increased service levels on Coles Online.

To help manage demand for key staple items, a two pack per customer limit is now in place at all Coles supermarkets and Coles Express stores in Greater Brisbane, as well as Coles Online orders for all Queensland customers, for the following items:

- Dairy Milk
- Chilled Pasta
- Poultry Thighs
- Poultry Breasts
- Mince
- Burgers
- Sausages
- Long Life Milk
- Pasta
- Flour
- Rice
- Sugar
- Eggs
- Hand Sanitiser
- Liquid Soaps
- Paper Towels
- Tissues
- Toilet Paper
- Frozen Vegetables
- Frozen Chips
- Canned Meals
- Canned Fish
- Canned Vegetables
- Pre-Packed Seafood
- Noodles
- Face Masks

Coles will continue to monitor product availability and asks that customers only buy what they need to help ensure everyone in the community has access to food and everyday essentials. Please visit www.coles.com.au/covid19 to check the latest news on product limits and safety measures in place at your local store.

Coles has put together some tips on how customers can minimise their time in store by being a **Coles Speedy Shopper**, including creating a shopping list ahead of time and organising it aisle-by-aisle in their chosen store before they shop using the Coles App, available here: <https://www.coles.com.au/covid19/in-store-updates#speedy>

Coles Chief Operating Officer Matt Swindells said the health and safety of customers and team members remains Coles' top priority.

"We have well-established safety protocols based on what we have learned from COVID restrictions implemented in other states," Matt said.

"Taking these immediate and additional safety measures including requiring our team members to wear face masks during their shifts and enhanced cleaning will protect and ensure our customers and team members can feel safe in our stores," Matt said.

"We have also increased the number of team members in stores and expanded our Coles Online capacity to help serve customers quickly and safely during this busy time.

"We thank our amazing teams who are working tremendously hard and we appreciate our customers for their patience and for treating our team members with respect as we work through this challenging time together."

For more information on measures in place in Queensland, visit the state government's COVID-19 page at: <https://www.covid19.qld.gov.au/>

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