

**11 July 2018**

## **COLES EXTENDS COMPLIMENTARY REUSABLE CARRY BAG OFFER**

### ***Additional customer service to help with transition away from single-use bags***

Coles supermarkets will continue to provide complimentary reusable carry bags in Victoria, New South Wales, Queensland and Western Australia, and is investing in customer service to help make the transition away from single-use plastic bags as easy as possible for our customers.

Coles is also investing in thousands of additional hours of customer service for the busy back-to-school period, as well as providing refresher training for our team members on the best way to pack reusable bags of various sizes and shapes.

We've been delighted with the level of support we have received from the community and thank our customers, and our team members, for helping us make the transition away from single-use plastic bags.

Since we removed single-use plastic bags from our stores, customers have told us that this has been a big change for them, so we want to do everything we can to help them.

We are already finding that customers who have received complimentary Coles Better Bags or bought one of our popular Community Bags are getting into the routine of bringing these bags back, but some customers are still occasionally finding themselves a bag or two short for their entire shop.

Coles Better Bag is made from 80 per cent recycled material and is bigger, thicker and more durable than single-use plastic bags. Better Bags can also be used multiple times and when customers have finished with the Better Bag, it can be recycled through REDcycle bins available at all Coles supermarkets.

**-ends-**

**For further information, please contact**  
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