

Wednesday, 22 April 2020

CALL THE COPS – COLES ONLINE IS BACK FOR ALL CUSTOMERS

Coles customers are once again able to order their everyday grocery essentials through Coles Online, with both home delivery and Click&Collect services available to all shoppers from today.

Coles Online has offered deliveries since late March for elderly and vulnerable customers through the new Coles Online Priority Service (COPS), which will continue to offer dedicated services for eligible customers.

COPS provides home delivery and Click&Collect services for customers who can't currently get to a store to buy their food and groceries, and carers shopping on their behalf. Eligible customers include people over 65 years of age with a My Aged Care or NDIS number as well as aged care, disability care and businesses that support vulnerable members of the community.

Coles General Manager of Coles Online and Strategic Projects Karen Donaldson said Coles is pleased to again offer online shopping to all customers while continuing to prioritise those customers who are most in need.

“Over the past few weeks we've been focused on servicing our most vulnerable customers, working with government agencies to identify communities most affected by COVID-19 and delivering food to Indigenous and remote communities, aged-care homes and disability service providers,” she said.

“Now that we have COPS in place, it's great to be able to extend Coles Online deliveries to all customers, and our team has worked really hard over the past few weeks to improve stock availability to help us fulfil customer orders.”

“By reorganising our delivery windows we have been able to increase the number of slots available for customers, and we have also recruited hundreds of extra Customer Service Agents to help us meet increased demand for Coles Online deliveries.”

In addition to COPS, Coles has introduced a number of initiatives to support vulnerable customers and communities affected by COVID-19, including dedicated Community Hours for elderly and disabled customers, health care workers and carers, and is donating an extra \$1 million in food and groceries each week to Foodbank and SecondBite to support up to 3800 community food programs.

Customers can check their eligibility for COPS and order their groceries online via <http://shop.coles.com.au/>.

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For further information, please contact:

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