

Media Release

coles | Value the Australian way

31 January 2021

SHOPPING SAFELY IN PERTH, PEEL AND SOUTH WEST REGIONS

Masks required when residents leave home for essential reasons including shopping

Coles has implemented additional safety measures in our stores in Perth and the Peel and South West regions to help keep customers and team members safe, following the Western Australian 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 residents leave home for essential reasons, including shopping.

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

Coles has also implemented enhanced safety and hygiene measures in stores in Perth and the Peel and South West Regions 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 customers access the food and groceries they need, we have increased service levels for Coles Online.

To help manage demand for key staple items, limits are now in place at all Coles supermarkets and Coles Express stores in Western Australia, including a one pack per customer limits for the following items:

- Toilet paper
- Paper towel

And a two pack per customer limits for the following items:

- Fresh white milk
- Hand sanitiser
- Chilled pasta
- Liquid soaps
- Poultry thighs
- Poultry breasts
- Tissues
- Mince
- Burgers
- Frozen Vegetables
- Sausages
- Frozen Chips

- Long life milk
- Pasta
- Flour
- Rice
- Sugar
- Eggs
- 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: www.coles.com.au/covid19/in-store-updates#speedy

Coles State General Manager for Western Australia Pat Zanetti 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. Taking these immediate and additional safety measures will protect and ensure our customers and team members can feel safe in our stores," he 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 Western Australia, visit the state government's COVID-19 page at: <https://www.wa.gov.au/organisation/department-of-the-premier-and-cabinet/covid-19-coronavirus-latest-updates>

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For further information, please contact:

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