



2017 Bunnings Australia & New Zealand Community Report Card



Welcome...

We pursue sustainability within our operations by striving to make them socially responsible and environmentally aware and economically viable.

We engage with the communities in which we operate and live by actively contributing to causes and organisations that benefit these communities.

While we make no claim to be perfect we are very sincere in our efforts to do the right thing.

We're building the best... our team makes it happen.

This Community Report Card captures our key sustainability and community involvement actions across the 2016/17 financial year.

During the year our team participated in and supported over 76,000 activities, which collectively helped to raise and contribute more than \$43 million for thousands of local community groups throughout Australia and New Zealand.

This included more than 24,000 activities in rural and regional areas, helping to raise and contribute over \$11 million in those regions.

Accelerating our sustainability actions and actively supporting wider community initiatives such as disaster preparation and home safety is extremely important to us.

Michael Schneider, Managing Director
Clive Duncan, Chief Operating Officer



Reducing Waste

Bunnings' focus on reducing waste began in 2003 when it became the first retailer to introduce a plastic bag levy, resulting in the removal of bags from all stores in Australia and New Zealand by April 2008.

Helping customers to recycle remains a major focus for Bunnings, with paint collection days continuing in selected locations, and support for the Victorian Batteryback Program since 2009. Most recently a plastic pot recycling trial commenced at six stores across Melbourne.

Bunnings also provides a range of online and in-store advice assisting customers with simple D.I.Y. projects such as composting, establishing a worm farm and recycling timber pallets into vertical herb gardens.



Sustainability

Throughout the 2016/17 financial year we actively sought to meet our sustainability priorities. A summary of our actions follows:



Drive long-term carbon footprint reduction through greater energy efficiency as well as further rollout of renewable energy systems

- Installed solar photovoltaic (PV) systems at a further nine warehouses across QLD and WA.
- Across our network, 14 solar PV systems are now generating between 10 per cent and 20 per cent of each store's daily energy needs.
- Retrofitted a further five stores with LED lighting, taking the total across our network to 31.



Provide more information and education and drive more product development to help customers make sustainable living choices

- Commenced a plastic pot recycling program at six stores in VIC.
- Hosted a paint drop off event run by Paintback at our Alexandria Warehouse (NSW).
- Participated in Minda's Electronic Recycling Australia Program at four stores in SA.
- Continued to participate in the Victorian Batteryback Program post government funding, with over 16,700 kilograms of batteries collected since 2009.
- Helped customers redeem more than 11,000 products through the WA Water Corporation's Waterwise Garden Rewards Program.



Continue to increase efforts to reduce supply chain resource waste and achieve greater packaging and transport efficiencies

- Diverted approximately 85 per cent of waste from metro NSW and over 95 per cent from metro SA locations through material recovery facilities.
- Increased tools and training for team members to drive better waste behaviours.
- Continued a national program in Australia to reuse and recycle plain timber pallets, resulting in over 41,000 pallets being reused instead of being sent to landfill.



Continue to work closely with suppliers to maintain ethical supply chains

- Introduced Forest Stewardship Council (FSC) certified Kwila decking into all New Zealand sites in January 2017.
- Commissioned an independent sustainability risk assessment on selected high volume products to identify opportunities for greater transparency on primary, secondary and tertiary materials.
- Continued to work closely with new and existing suppliers to ensure that products were sourced from legal and sustainable supply chains through our Ethical Sourcing Program.

Every Day in Our Communities

Through activities such as fundraising sausage sizzles, hands-on projects, community workshops, product contributions and other local fundraising initiatives, our stores have supported thousands of community groups.

Emergency Services

Our teams supported their local volunteer fire brigades and emergency services in a number of ways including the annual Aussie Day Weekend Fundraiser BBQ and New Zealand Volunteer Fundraiser BBQ. On Saturday 28 January 2017, through the generous support of customers, volunteers and team members, over \$520,000 was raised and contributed.

Schools and Kindergartens

More than 15,500 activities were conducted with local schools and kindergartens, including our Schools Sustainability Program, Grow Your Own gardening activities and a range of other initiatives. Our Australian team also supported Planet Ark's Schools Tree Day, helping students with tree planting.

Local Organisations and Causes

Our support included over 13,000 activities for local sporting groups, as well as ongoing assistance for Lions Clubs, Rotary, Girl Guide groups, Scouts, The Salvation Army and Men's Shed/MENZSHED.

Returned Servicemen and Women

Our team members continued to actively support groups such as Legacy, the Returned and Services League of Australia, and the Royal New Zealand Returned and Services' Association. This included assistance with maintenance projects and fundraising activities.

Senior Citizens, Health and Wellbeing

Local senior citizen groups were assisted through product contributions and projects including garden makeovers, upkeep for aged care facilities, Meals on Wheels and community workshops. Our team members also supported local health and wellbeing groups through more than 5,000 activities.



Wider Initiatives

We continued to work collaboratively with a wide range of stakeholders on a number of community awareness initiatives. This included providing information, displays and workshops, online advice and hosting volunteers in stores to engage directly with customers. Below are some initiatives that we supported throughout the year.

Bushfire and Disaster Preparation

During the year our stores supported:

- The Victorian Government's Powerline Bushfire Safety Program.
- The New South Wales Rural Fire Service's Get Ready Weekend.
- The Get Ready Queensland Campaign.
- The South Australian Country Fire Service's Bushfire Ready Campaign.
- The New Zealand Ministry of Civil Defence and Emergency Management's Get Ready Week.

Smoke Alarm Awareness

All VIC stores supported the Victorian Country Fire Authority (CFA) Smoke Alarm Awareness Campaign in March/April 2017. Stores displayed information and ran D.I.Y. Workshops on how to install smoke alarms, and CFA volunteers came in-store to talk to customers.

Asbestos Awareness

During Asbestos Awareness Month in November 2016 our stores supported:

- The Asbestos Diseases Research Institute's 'Betty the Asbestos Education House' tour at 14 stores in SA and the NT.
- The Asbestos Diseases Research Institute's Asbestos Awareness Campaign with all NSW stores displaying New South Wales Government flyers in the D.I.Y. area.
- The Queensland Department of Justice's Asbestos Awareness Campaign with flyers in all QLD stores. Inspectors also attended selected stores to talk to customers about home renovations.
- SafeWork South Australia's Asbestos Awareness Campaign with all SA stores providing information to customers on safe asbestos removal.

Independent Living

As part of the New South Wales Ageing Strategy, Bunnings worked with the New South Wales Department of Family and Community Services to develop in-store and online advice on how to better equip homes for independent and assisted living. Pilot D.I.Y. Workshops commenced in four NSW stores, complemented by online resources.



A history of real actions...

Supporting local communities and taking real sustainability actions is integral to how we do business. Highlights post 2000 include:

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| 2001 | Started detailed public triple-bottom-line reporting. | 2008 | Purchased 5% of grid energy in Australia from renewable sources. | 2011 | Launched an online Sustainability Savings Planner for customers. |
| 2002 | Commenced work with Greenpeace on eliminating illegally logged rainforest timber. | 2008 | Began major program in energy efficient lighting in stores. | 2011 | Exchanged over 70,000 watersaving showerheads in partnership with water authorities across Australia. |
| 2003 | Adopted current timber procurement policy. | 2008 | Offset 16K tonnes of annual emissions through Landcare CarbonSMART revegetation projects. | 2012 | Lifted our waste diversion rate to 64% across all Australian stores. |
| 2003 | Introduced 10c plastic bag levy (raising \$180K for charity). | 2008 | Achieved over 80% reduction in water usage by reverting to hand watering in Australian nurseries. | 2012 | Reduced water usage by a further 31% (compared to 2008) while growing network by over 22%. |
| 2004 | Began voluntary reporting of greenhouse gas footprint. | 2009 | Community group contributions exceeded \$15.5m (direct & indirect). | 2013 | Introduced pallet recycling into all major capital cities. |
| 2005 | Established recycling systems for cardboard & plastic at all major sites. | 2009 | In Australia, confirmed that 99% of timber products purchased are sourced from low risk plantation or other verified legal or sustainable forest operations. | 2014 | Opened the first store with innovative, customised LED lighting throughout the whole store. |
| 2005 | Reduced water consumption through waterwise reviews. | 2009 | Increased amount of energy efficient lighting & introduced LED technology. | 2014 | Expanded support for a variety of community awareness initiatives. |
| 2006 | Introduced formal factory accreditation for offshore factory working conditions. | 2009 | Renewable micro generation trials: solar PV panels & wind turbines. | 2015 | Installed a new generation solar PV system at Alice Springs Warehouse. |
| 2007 | Started retrofitting rainwater harvesting systems to stores (2 year \$6m project). | 2010 | Achieved over 60% recycling rates across all Australian stores. | 2016 | Merbau/Kwila decking supplier became the first large scale Indonesian forest operation to achieve Forest Stewardship Council certification. |
| 2007 | Commenced Murdoch Uni research partnership for energy efficiency & renewable opportunities. | 2010 | Trialled solatube lighting & heat reflective roof treatments to further reduce electricity usage. | | |
| 2007 | Achieved FSC certification & labelling on an exclusive timber furniture range. | | | | |
| 2008 | Removed single use plastic shopping bags from all stores. | | | | |

Our Business



Bunnings is the leading retailer of home improvement and outdoor living products in Australia and New Zealand and a major supplier to project builders, commercial tradespeople and the housing industry.

Operating from a network of large warehouse stores, smaller format stores, trade centres and frame and truss sites, Bunnings caters for consumer and commercial customers. Revenue across the 2017 financial year totalled \$11.5 billion.

As at 30 June 2017 there were 249 warehouses, 77 smaller format stores, 33 trade centres and three frame and truss centres operating across Australia and New Zealand. At 30 June 2017 we employed over 40,000 team members.

Please tell us what you think...

If you have a question or suggestion please contact us via our website www.bunnings.co.nz

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