

16 March 2020

Officeworks COVID-19 update

As the COVID-19 situation continues to evolve, we wanted to take this opportunity to update you on the measures Officeworks, including Geeks2U, is undertaking to support and provide a safe environment for our team, suppliers, customers and other partners, whilst ensuring we continue to provide access to the essential products people need.

Current situation

- To date no Team Members have been confirmed with the virus.
- Several of our team are in quarantine after having returned from overseas, having been in contact with a confirmed COVID-19 case or are feeling unwell. We are in regular contact with these Team Members and are providing them with ongoing support.
- All stores and distribution centres are fully operational.
- Many of our Support Office Team Members are working remotely.

Safety & wellbeing

- The Officeworks COVID-19 Working Group meets twice daily to monitor the situation.
- Across the business, several preventative initiatives have been implemented based on advice from State and Federal Government Health Departments and the World Health Authority (WHO).

Safety precautions & support

- All Team Members have free access to a 24/7 Health Hotline service.
- Customers feeling unwell are requested to shop online at www.officeworks.com.au
- Reminding Team Members of hygiene protocols and standards.
- Commencing increased cleaning and sanitisation across all sites.
- Postponing business-related interstate and international travel, group events, meetings and training.
- Asking Team Members who are displaying flu like symptoms to avoid coming to work.
- Introducing additional benefits for Team Members, including casuals, to ensure they are supported financially through this period.

Business continuity

- We are ready to enact our Business Continuity Plan should we need to close any offices, stores or distribution centres.
- Officeworks has representation on the Wesfarmers COVID-19 Management Group.
- Our Customer Service Centre, Business team and Support Office team are available via email, phone or video conferencing.

We are doing everything we can to maintain consistency in the way in which we operate and serve our customers and communities, whilst ensuring the safety and wellbeing of our team, customers, suppliers and business partners. We appreciate your understanding and ongoing support as we work through this situation and will provide updates as events evolve.

ENDS

About Officeworks

Established 25 years ago in Richmond, Victoria, Officeworks is committed to making bigger things happen for its customers, team, the community and stakeholders. It operates 167 stores across Australia, a website that is home to more than 40,000 products, a national call centre, and a business team that helps micro, small and medium-sized businesses start, run and grow. Officeworks offers customers a wide range of office supplies, technology, furniture, art supplies, education resources and helpful services like print & copy and on-site tech support through Geeks2U –delivering an experience that is easy and engaging, no matter how customers choose to shop. Officeworks is focused on the safety, wellbeing and career progression of the 8,000 team members it employs. It's also dedicated to operating in a sustainable manner, including building and maintaining meaningful connections with the communities in which it operates, fundraising for its national partners and local community groups, continuing to reduce its impact on the environment and source responsibly.