

## **MEDIA STATEMENT – Officeworks Elsternwick store incident, March 2024**

**1 August 2024** – *“At Officeworks, we want everyone to have an enjoyable shopping experience with us – whether it be shopping in store or online. We are disappointed that this did not occur with one of our customers at our Elsternwick store in March 2024.*

*“We can confirm that we have taken this matter extremely seriously, and since the matter occurred, have investigated internally and taken the appropriate action to ensure this doesn’t take place again. In this particular incident, our policies were incorrectly applied and in accordance with our Officeworks’ policies, the laminating should have taken place. Additionally, we have provided ongoing training and education to our team members so that they are aware of the legal requirements in respect of discrimination and of Officeworks’ policies and procedures. This includes team member education through the Melbourne Holocaust Museum.*

*“At Officeworks, our policies do not discriminate customers on the basis of political views, religious beliefs, gender, sexuality or race. These policies are instead there to respect these attributes and any views expressed in this situation are not Officeworks’ views.*

*“Officeworks takes its legal obligations very seriously, including treating team members and customers with respect and ensuring our store environment is free from discrimination of any kind.*

*“Once again, we are sorry that this incident occurred, and the distress caused to the customer,”*  
**Officeworks Spokesperson.**

### **For further information, contact:**

**Fiona Lawrie**

Officeworks | Head of Corporate Affairs and ESG  
[mediaenquiries@officeworks.com.au](mailto:mediaenquiries@officeworks.com.au)

**Britt Simpson**

Officeworks | Media and Corporate  
Affairs Manager  
[mediaenquiries@officeworks.com.au](mailto:mediaenquiries@officeworks.com.au)