



## How Bunnings Works with our Greenlife Suppliers

*Bunnings is dedicated to maintaining genuine engagement and effective communication with our greenlife suppliers, to foster a collaborative environment and to support great business outcomes for greenlife suppliers and Bunnings. “How Bunnings Works with our Greenlife Suppliers” is a statement of principles that is designed to simplify and clarify the relationships we have with our greenlife suppliers.*

Bunnings would like to acknowledge the contribution of Greenlife Industry Australia (GIA), and the feedback from our greenlife suppliers in the development of this statement of principles.

### Our relationships in the greenlife industry

Bunnings continues to create strong and enduring relationships with our greenlife suppliers to deliver the lowest prices, widest range and best experience to our customers. We proudly engage with more than 200 greenlife suppliers across Australia and New Zealand ranging from small family-owned businesses to larger enterprises, and as a proudly Australian-owned company, our preference is to source plants locally wherever possible.

### What our greenlife suppliers can expect from us

Bunnings will continue to:

**Act consistently with our values, reasonably and in good faith** - Conducting business with integrity, honesty and respect are our core values. These values are enshrined in our embedded culture of ‘doing the right thing’ and are supported by our mandatory and well-established team member training.

**Invest in our team** – Working with our greenlife suppliers to support better outcomes for them and Bunnings takes time, resources and expertise. We will continue to develop our team and invest in their training, including these principles, so they can support our greenlife suppliers.

**Engage directly and regularly** – We engage with our greenlife suppliers in a variety of ways, including meetings, forums and surveys on at least an annual basis. Through these engagements we will seek feedback on this guide, and on how to improve, strengthen and enhance our ways of working with greenlife suppliers.

### Fair dealings and transparent processes

Bunnings knows that our business will be stronger if our greenlife suppliers also have successful, sustainable businesses. We will maintain the following agreements, procedures and guidelines for our greenlife suppliers:

**Supplier Trading terms** - We negotiate and enter into Supplier Trading Terms with greenlife suppliers. We will continue to review Supplier Trading Terms with greenlife suppliers annually. Any amendments will be mutually agreed in writing by the greenlife supplier and Bunnings.



**Individualised stock agreements to suit the diversity of our greenlife suppliers** – Stock agreements are written contracts. We understand that a ‘one size fits all’ approach to stock agreements does not suit every greenlife supplier. Bunnings offers options supported by clear and fair negotiation processes and documented outcomes. Our greenlife suppliers are welcome to open discussions about stock agreements at any time. Written stock agreements with greenlife suppliers outline the specific volume and type of plants to be supplied to Bunnings in a specified period. When negotiating and agreeing to a stock agreement, we consider the greenlife suppliers’ previous stock agreements/commitments and the quality of stock previously supplied, as well as market trends, competitor activity, new range innovation and climate trends.

**New markets** – We are always looking for ways to improve our greenlife offer, which includes new channels to market. We will discuss opportunities for greenlife suppliers to supply regions or channels to market and if a greenlife supplier agrees to supply a new market, the supplier trading terms, and other documentation will be renegotiated and updated.

**Material changes to our greenlife offer** – Occasionally we make material changes to our greenlife offer to meet the changing requirements of our customers. When making these changes, or when ceasing a relationship with a greenlife supplier, we will continue to honor stock agreements already in place, consider the stage of the growing cycles of plants not subject to a stock commitment, and work with the greenlife supplier on transition arrangements to minimise impact to their business.

**Promotional Activities** – We promote our greenlife offer by engaging in ad-hoc promotional activities outside of our core marketing program, such as purchasing a half page advertisement in the Bunnings monthly magazine or a multi buy price offer. We provide opportunities for greenlife suppliers to opt in to participate in ad-hoc promotional and negotiate, as applicable, the terms of that participation.

**Getting plants to store** – Greenlife suppliers are free to get plants to store in the way that works best for them. Suppliers who opt into the Greenlife Cross Dock Program can opt out at any time, and we will work with the greenlife supplier on that transition in good faith. We continue to review our transport arrangements so that plants are delivered to our stores in a safe, timely and efficient manner, in accordance with Supplier Trading Terms. Changes from our review will be communicated to greenlife suppliers prior to implementation and in a timely manner. We will work closely with suppliers on any transitional arrangements. All transport arrangements will be negotiated and documented as part of our Supplier Trading Terms.

**Packaging and labelling** – Our Plant Label Guidelines set out our sustainable packaging guidelines and advice to help growers design customer-friendly and sustainable labels to help customers choose the right plants for their growing conditions and achieve their desired results. We will inform greenlife suppliers of any changes to our Plant Label Guidelines in advance so that they have enough time to make the changes. Unless a change is required for compliance or biosecurity reasons, our greenlife suppliers can continue to use their existing labels until they run out.

**Plant Quality** – Our Plant Quality Criteria and Quality Matrix (Plant Quality Guidelines) set out the standards plants are required to meet when delivered to stores or to the greenlife cross dock. We work



closely with suppliers on plant quality and will only refuse to accept a plant if it does not meet the requirements in the Plant Quality Guidelines. We will inform greenlife suppliers of any changes to our Plant Quality Guidelines in advance so that they have enough time to make the changes, unless compliance or biosecurity reasons require immediate action.

**Shrink** - We will not request payment from a greenlife supplier for plant price markdowns or plant product loss, unless the loss is related to a biosecurity issue.

**Cost reviews** – We will negotiate costs with greenlife suppliers through a fair and transparent process that reflects market conditions. We give greenlife suppliers guidance on how to submit a cost review proposal. We will review and communicate a decision on cost review proposals within 21 days of receiving the final, complete request. Cost changes are implemented in line with Supplier Trading Terms, which is 45 days from buyer approval.

**Rebates** – The rebates that Bunnings has in place with its greenlife suppliers are communicated at the start of the supplier relationship, before Suppliers Trading Terms are signed. Rebates will be negotiated with our greenlife suppliers in good faith and with regard to their individual circumstances. Agreed rebates are documented in the Supplier Trading Terms.

**Payment terms** – We have various payment terms available to support greenlife suppliers. We work with suppliers on terms that best suit their business. Payment terms will be met by Bunnings 100% of the time.

**Protection of information and intellectual property** - The confidentiality, privacy and intellectual property rights of our greenlife suppliers are always respected and protected in accordance with our legal obligations.

**Data sharing** – Weekly and monthly updates are provided to individual greenlife suppliers on their sales, inventory and past performance. We offer training to help our greenlife suppliers use this data to inform their production planning and drive better business outcomes.

**Sector updates** – We will share high-level market insights with greenlife suppliers on an annual basis, usually at our briefings. This includes customer trends and insights that may support suppliers with local market insights.

## Maintain high standards

Bunnings provides information and support for greenlife suppliers to maintain nursery standards, including:

**Managing biosecurity** - All plants supplied to us are required to meet all biosecurity and invasive plant requirements in the markets into which they are sold. We provide state and region-specific biosecurity guidelines. All greenlife life cross dock providers are trained to review plant quality, in accordance with our Plant Quality Guidelines, before sending plants to stores.

**Nursery standards** - We support our greenlife suppliers to maintain industry best practice in nursery operations, management of production nurseries and greenlife businesses.



**Ethical Sourcing** – We require our suppliers to meet our ethical sourcing standards and meet their obligations with applicable workplace laws. Our ethical sourcing team provide tools and training to suppliers to support them to understand and implement best practice.

## Keep things simple

Bunnings understands the importance of implementing simple, easy to navigate, systems and processes. We will provide:

**New supplier induction** – We will offer personalised support for all new greenlife suppliers on how to use our processes and systems.

**Technical training and support** – We will help greenlife suppliers understand and use our systems by providing information and tools such as training and ‘how to’ guides.

## Changes to ways of working

We will continually engage with our greenlife suppliers on how we can improve and simplify our services, processes and systems. We will gather this feedback through our greenlife forums, annual survey and regular discussions between our greenlife suppliers and buyers.

We will inform greenlife suppliers of any changes to core services, processes or systems before they are implemented so that they have reasonable time to make changes. We invite and value feedback from greenlife suppliers on changes and their implementation. If a change is likely to have a cost impact on a greenlife supplier, we will work with the supplier to assess and mitigate the impact.

## Our Greenlife Team

Bunnings is dedicated to strong relationships and communication with our greenlife suppliers:

**Dedicated greenlife buying team** – Our team includes greenlife buyers that coordinate our greenlife merchandising at a regional, state and national level. The structure of our buying team reflects the unique factors of the greenlife sector including state-based regulations, customer trends that can vary across regions and states, and other local factors such as climate. Our buyers manage day-to-day ranging decisions and agreements to purchase stock across the network, and are supported by several other roles, such as inventory planners. This structure enables Bunnings and our greenlife suppliers to provide customers with a winning offer regardless of where they live.

**Regular visits to greenlife suppliers** – Understanding our greenlife suppliers and their business is important to our buying team. Our buyers will visit greenlife suppliers’ sites and operations at least annually, or at mutually convenient locations or virtually. We also seek to have store teams visit nurseries and operations from time to time to deepen our team’s understanding of the industry.

**Feedback opportunities** – Our engagement and communication initiatives are designed to provide feedback opportunities for greenlife suppliers and to have transparent discussions about issues relevant to their businesses.



**Sentiment surveys** – We will continue to survey our greenlife suppliers annually. The anonymised results of this survey will be shared with greenlife suppliers, and we will respond to feedback.

**National forums and local briefings** – We hold an annual national greenlife supplier forum and state and local greenlife supplier briefings. These provide opportunities for greenlife suppliers to give feedback, directly or anonymously, on our ways of working, systems, processes, market trends and industry issues.

**Diverse communication channels** – We will provide information through a variety of channels so that greenlife suppliers can access content and our Greenlife team members in the ways that suits them including direct emails, online and face-to-face meetings.

## Resolving issues

Bunnings understands that sometimes issues will arise, and when they do, we promptly investigate and address any complaints or concerns. We work collaboratively with our greenlife suppliers and aim to resolve issues. There are several ways that our greenlife suppliers can raise issues or make a confidential complaint:

**Our Buyers** – We encourage greenlife suppliers to raise problems early with our buyers. Our buyers can also connect suppliers with our store leadership teams, biosecurity experts, and ethical sourcing and supply chain teams, to help resolve issues. Relevant contact details are maintained on the Bunnings Connect portal.

**Responding to complaints** – Our Supplier Trading Terms outline how greenlife suppliers can raise and escalate concerns or complaints within Bunnings. If a greenlife supplier has a complaint or feels that we haven't met our commitments, they should contact our buyer or Merchandise Manager. They can escalate concerns to the Head of Merchandise Support, General Manager of Merchandising, Director of Merchandising, Chief Operating Officer, or Managing Director.

**Confidential whistleblower services** – If a concern relates to suspected unethical, illegal, fraudulent or undesirable conduct involving Bunnings, we encourage greenlife suppliers to lodge a confidential complaint to:

- [‘Speak Up’](#), a third-party whistleblower reporting service provided by Bunnings and operated by Deloitte. Complaints reported via Speak Up can be made anonymously. Investigations are carried out by Bunnings or an appointed independent third party on a confidential basis.
- a Bunnings Protected Disclosure Officer, who is authorised to investigate complaints under the [Bunnings Whistleblower Policy](#).
- [‘FairCall’](#), an anonymous and independent third-party whistleblower process maintained by Bunnings’ parent company, Wesfarmers Limited and operated by KPMG, or directly to a Wesfarmers Protected Disclosure Officer.



**Independent Greenlife Arbiter:** We understand that sometimes greenlife suppliers may be dissatisfied with the outcome of a complaint they have made within Bunnings or may not feel comfortable raising a commercial issue with a member of the Bunnings Merchandise team. In these situations, a supplier may wish to raise a concern with the Independent Greenlife Arbiter who will review the issue and subject to first obtaining the greenlife supplier's consent to disclose the greenlife supplier's identity to Bunnings, engage with Bunnings to reach a resolution.

Bunnings is working with GIA to design and implement this independent process which will be communicated to greenlife suppliers within 12 weeks of this document being finalised.

## Review Process

### Greenlife Working Group

A Greenlife Working Group will be established to review and assess the effectiveness of this statement of principles. The Greenlife Working Group will include three Bunnings senior representatives and three senior industry representatives from GIA.

The Greenlife Working Group will review this '*How Bunnings Works with Greenlife Suppliers*' document in February 2026 and annually thereafter,

The Greenlife Working Group may invite greenlife suppliers to provide information and/or contribute to this process where relevant.

Bunnings will consult with greenlife suppliers on any proposed changes to this statement of principles so that it remains simple, clear and useful to greenlife suppliers.