



Convenient and cutting edge

- The Supply Chain Roadmap
- Floor and Ceiling Systems in the updated GIB Noise Control® Systems Literature
- The New Zealand Green Building Council's Homestar rating tool is booming

THE NEW GIB® WEBSITE

by Nicole Stock
Market Manager
Commercial



We have transformed the GIB® website into a more user-friendly, intuitive and technically-sound resource for our customers. Our objective was to ensure customers can quickly find what they need to complete the task or problem they have.

One-on-one interviews with architects, builders and BIM managers, surveys, analytics and user testing at every iteration allowed us to create a site that builds on the old GIB® site but adds significant functionality and clarity on every page.

We didn't want to reinvent the wheel – a lot about the old GIB® website did work well and we wanted to build on this. If you are a frequent visitor to the GIB® website, you'll notice that most tabs haven't changed but we have

worked to reduce how many pages you need to click through to access the information you need and have more smartly collated relevant documents together so everything you need is in the one place. For instance, 'Systems' are where they always were, but we have now included relevant information like BRANZ appraisals, Greentag certification and GIB® alternatives on each systems page.

In the age of Google, Search was a key way customers found information on our site and we prioritised getting this right. You will find a large search bar at the centre of the new GIB® homepage which should be a quick and easy portal to whatever information you are trying to find.

In addition to Search, we focused most of all on three key tools: the GIB® System Selector, Literature Library and CAD Library, all found as a quick link on the home page or under Downloads and Resources. Unsure of the best GIB® system to use? Input your requirements into the System Selector and GIB® systems that meet your criteria will be displayed.



The Literature Library stores all literature including technical data sheets, brochures and certificates, and allows you to find Archived literature, now clearly separated from the latest current literature.

The CAD Library was developed closely with CAD and BIM users in the industry and is a significant leap forward in our delivery of CAD and BIM objects. Large images of each system, plus key performance data, help you to identify the system you are looking for. Once you click on a system you can preview the system sheet as well as each associated

detail and download them individually or as a bundle.

We are confident the new GIB® website delivers a better experience for our customers. But we also know there may be some small issues of functionality, documents going 'missing' or confusion about how to use a tool.

Email nicole.stock@gib.co.nz with any suggestions, problems or comments on the site so we are able to work at continuously improving gib.co.nz

WHAT DOES OUR FUTURE HOLD

FOREWORD

by David Thomas
General Manager



Being judged the Global Gypsum Company of the Year at a recent international conference has certainly topped off a busy and challenging year for us.

As we head towards the end of the year, which I am sure has been very busy for you all, our minds turn towards what the New Year will bring.

For many of us a key driver will be the level of new housing consents and recent conversations with industry participants in the residential sector have uncovered a wide range of views about what that will be.

I have found almost diametrically opposed perspectives on the likely impact of the new government's policies (as prefaced in recent announcements) on building activity. Whatever the level turns out to be, there is little doubt that all participants will be looking to improve

their efficiency with better materials' usage and better time management.

Helping our customers and users to achieve this has been a long time goal of Winstone Wallboards and the articles in this edition of GIB® News further demonstrate our commitment to this outcome. The need to reduce waste and optimise time, appear more and more frequently in the feedback we are receiving. While the use of Digital is well appreciated in the customer service domain we will also be looking to extend its use to the Manufacturing area to help us to improve quality and our cost position. We believe that the new GIB Noise Control® Systems literature and the

upgraded GIB® website will help many users to improve their decision making, both in terms of quality and timing.

Of course, while we have tactical decisions to make, there are also some higher level themes we perhaps should consider. What technology developments are out there that have the potential to disrupt our current operating models? What and how will we build and manufacture in the future to assist New Zealand to reduce its carbon footprint?

On that note, many thanks for your support for yet another year and we wish you all the very best for the festive season and a prosperous 2018.

INITIATIVES ENHANCE CUSTOMER EXPERIENCE

SERVICES

by Andrew Mitchell
National Supply Chain Manager



At Winstone Wallboards customer satisfaction is paramount and we channel considerable resources into developing innovative strategies that enable us to improve services and better support you. We call these our Supply Chain Roadmap initiatives.

Our team has been working hard visiting, observing and interviewing merchants and end customers to find out more about what industry wants, and what industry needs. Over the last six months, great inroads have been made into some exciting new customer improvement initiatives that aim to bring you big benefits.

The New GIB® Ordering App

A new GIB® Ordering App has been developed, which enables you to capture and order GIB® plasterboard without having to leave the work site. Orders can be emailed instantly to preferred merchants from anywhere in the country.

Created by our digital team with significant input from builders and installers, the app is convenient and cutting edge, and looks set to save considerable time and improve measuring and ordering efficiency.

The concept was devised after extensive discussions with our customers, who

signalled that a tool which allowed them to order materials without leaving site would make their lives a lot easier. You asked – we delivered!

Convenient and cutting edge for better accuracy and greater efficiency

After sharing our initial paper prototype with a few customers for feedback, we built our first prototype to test on a larger group. A few refinements later, and we now have more than 30 customers nationwide using the prototype GIB® Ordering App regularly to place their orders.

We are still making a few tweaks and are moving from a prototype to a full working app, however feedback so far has been overwhelmingly positive, with one major installer describing it as "very easy to use, very cool and a great concept". Our merchants love it too, as they now receive clearly formatted orders which are a breeze to read!

If you would like to try the prototype tool to capture and order your GIB® plasterboard from site or from your desktop go to <http://orderapp.gib.co.nz>

Delivered To Site Service in Tauranga

Bay of Plenty builders and installers are now getting the same great GIB® delivery service as their counterparts in Auckland, Hamilton and Christchurch, with the

recent launch of our Delivered to Site (DTS) service in Tauranga.

DTS avoids double handling of product, minimises damage risk, reduces stock holding and can even speed up delivery. The service is provided by experienced labour teams who specialise in plasterboard handling and placement. They distribute plasterboard throughout the building as specified, and don't leave pallets on site, eliminating the need for merchant pallet credit requests. Deliveries are protected from bad weather, and for added protection, Winstone Wallboards offers a stretch wrapping service on request.

DTS utilises a variety of vehicles (including flatbed trucks, small and standard hiabs and cranes) and a strapping service which is available for crane deliveries to structures over three levels high.

To ensure the delivery process runs smoothly, Winstone Wallboards offers complimentary site checks if needed, and sends text alerts communicating delivery status, plus a link to online tracking. The launch of DTS in Tauranga further underscores Winstone Wallboards' commitment to meeting and surpassing customer needs.



New Appointment – Grant Glover, Supply Chain Development Manager



Staying at the vanguard of the industry requires ongoing development and innovation. To ensure Winstone Wallboards continues to provide customers with leading edge supply and distribution services, we've appointed industry specialist Grant Glover to the newly-created role of Supply Chain Development Manager.

With more than 30 years of experience in transport, warehousing and supply chain operations, Grant has the expertise to drive innovative change and continuous improvement across all aspects of the supply chain, from point of order to delivery. He will also be responsible for supply chain systems, system improvements, analytical research and managing the tactical implementation of all our Supply Chain Roadmap initiatives.

We are delighted to welcome Grant to the team.

We like to say a huge THANK YOU to everyone who participated in the GIB® 90 Years celebration.

Winners will be announced in the next GIB® News.



PLASTERBOARD STORAGE AND STACKING

HEALTH AND SAFETY

by Scott Griffin
Technical Manager



We recently had feedback from a customer that there were difficulties communicating the specifics around practices for storage and stacking of GIB® plasterboard. This article is designed to greater clarify the details on page 29 of the GIB® Site Guide 2014.

GIB® plasterboard is a finishing product and needs to be handled as such. For safety reasons, plasterboard sheets should be stacked horizontally (lying flat as shown in Figure 1) wherever possible, taking the following considerations into account:

- To avoid sheet distortion or damage, sheets should be neatly stacked on a clean surface not susceptible to moisture.
- Sheets stacked flat on a concrete floor must be separated from the floor surface by a moisture barrier (e.g.

polythene sheet) or placed on bearers (min. 75 x 50).

- Consider floor loadings as GIB® plasterboard weighs in the range of 700–800kg/m².
- Stacks should be limited to 300mm high on suspended floors to minimise the risk of structural damage through point loading.

Due to the complexity of a construction site and the restricted site conditions, it is not always possible to horizontally stack plasterboard on a flat surface. Plasterboard can be stored vertically (on the long edge as shown in Figure 2) as a last option, taking the following considerations into account:

- For safety reasons and to prevent sheets from falling, vertical supports/restraints should always be used when plasterboard is stacked on the long edge.
- The maximum number of 10mm and 13mm sheets that can be vertically stacked is 20 against timber framing. This reduces to a maximum of 13 sheets for 16mm and 19mm GIB Fyreline®.
- To reduce the risk of toppling, the first sheet must be placed 150–180mm from the bottom plate.
- Winstone Wallboards does **NOT** recommend stacking sheets vertically on the short edge.

If you require a method outside of these recommendations, you do so at your own risk and for your protection it is recommended that an appropriate risk assessment is carried out.

BELOW: FIGURE 1: Plasterboard sheets should be stacked horizontally / lying flat. FIGURE 2: Plasterboard can be stored vertically (on the long edge) as a last option.

Figure 1

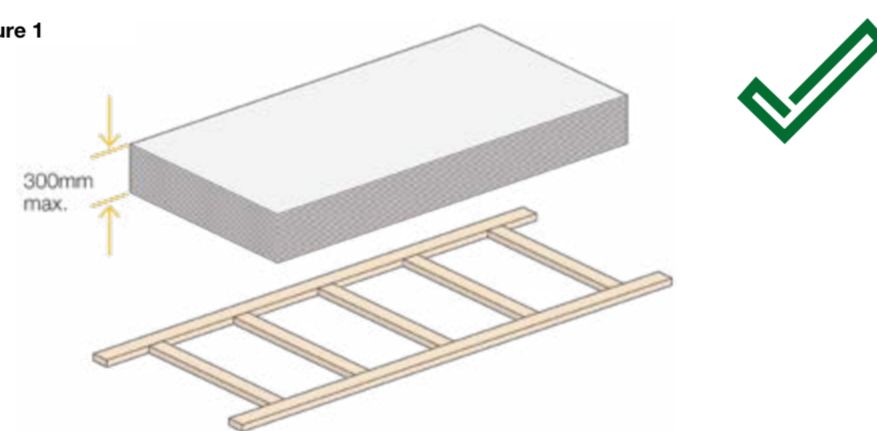
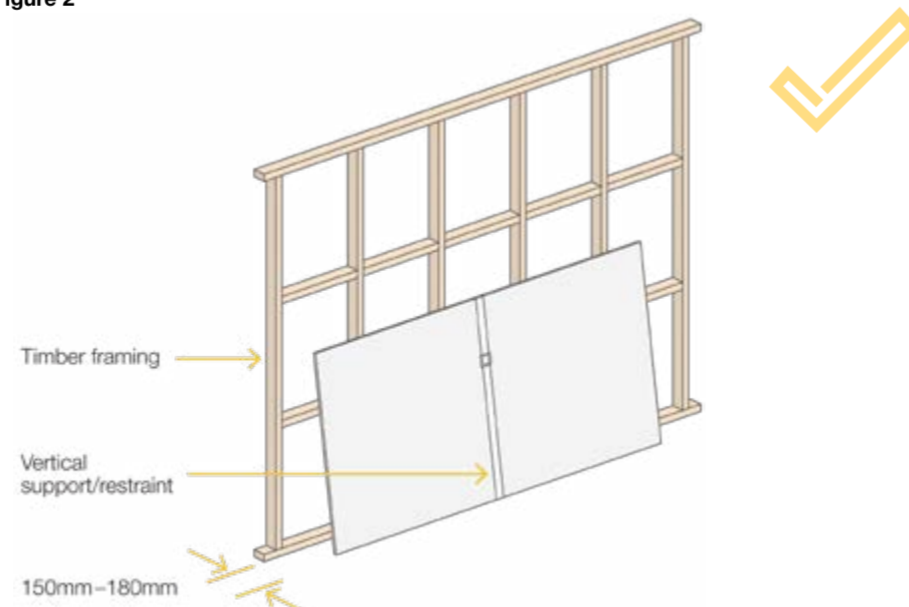


Figure 2



SEVEN DAY LEAD TIME FOR GIB BARRIERLINE® ORDERS

PRODUCT DELIVERY

by Nellie Kumar
Call Centre Team Leader



Some contractors have had a surprise when they have ordered GIB Barrierline®

products and find that this range has a seven day lead time. Don't make the same mistake. If you are working on projects that are utilising GIB® intertenancy systems, make sure you are thinking ahead and ordering in advance of when you will need the board and componentry on site.

This is a special supply condition outlined in our Customer Service Promise. GIB Barrierline® sheets have a lead time of seven working days, up to 100 sheets. There may be additional lead times for orders over this quantity, contact us to check.

For DTS deliveries it is mandatory to book a Site Check before the product is to be delivered on site.

For DTS supply, GIB Barrierline® is only delivered by Hiab. No extra labour services are available. The pallets of product can only be dropped where the Hiab can deliver these.

GIB Barrierline® must be kept dry prior to installation, therefore Reusable pallet covers or the Premium Stretch Wrap service must be included for all orders (DTS, FIS, Ex-Warehouse) of GIB Barrierline®, one per pallet.

GIB Barrierline® is supplied on disposable (non-refundable) pallets only.

For further information on the pallet, see the Winstone Wallboards Customer Service Promise or contact your GIB® area sales representative.

Don't get caught out – make sure you order at least seven days ahead of when you need to have GIB Barrierline® products on site to ensure no delays.

BUILDING INFORMATION MODELLING (BIM)

TECHNICAL

by Scott Griffin
Technical Manager



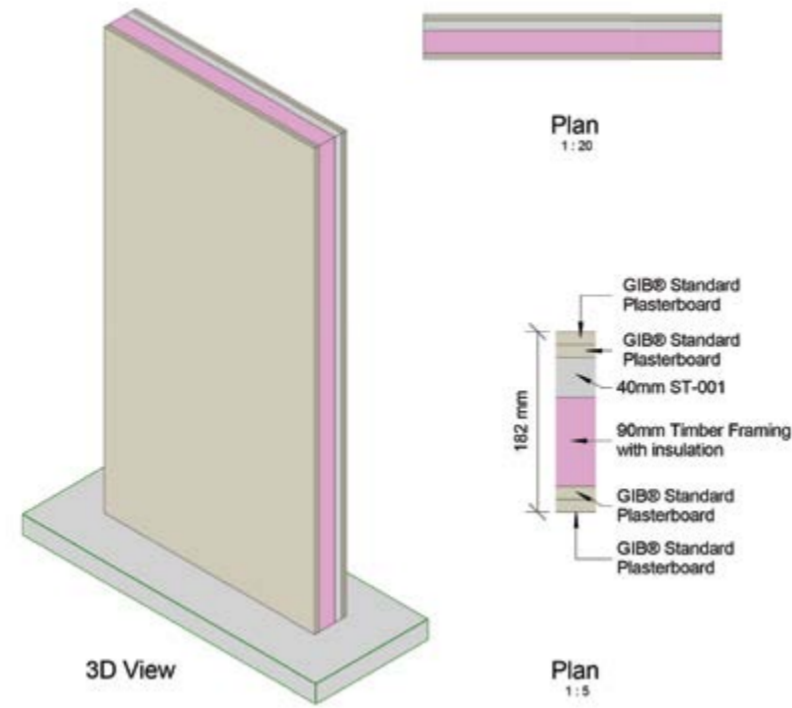
As a customer leading manufacturer, Winstone Wallboards is passionate about new technologies and how they can influence our industry for the better. One of the key technologies creating opportunities and adding value to the construction process around the world is Building Information Modelling (BIM).

BIM involves building better processes using a model with real life attributes and sharing of that information to optimise the design, construction and operation of that asset. Used well, BIM can build better performance over the whole life of a built asset.

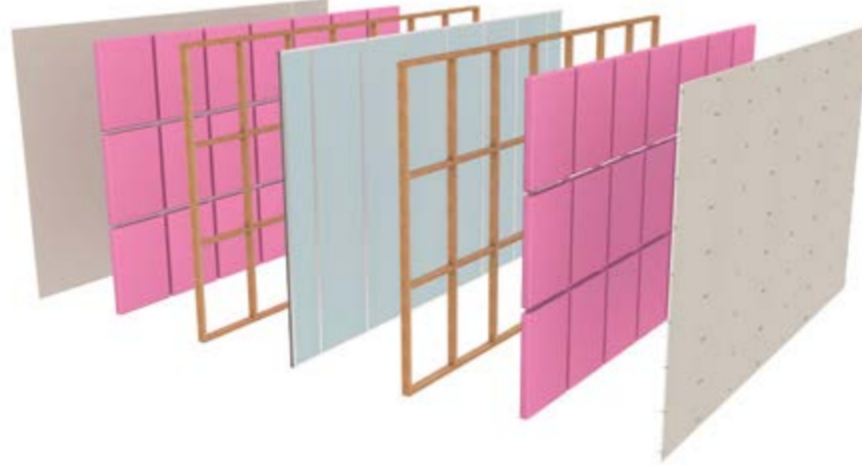
Winstone Wallboards has listened, and is still listening, to our customers as we journey towards an enhanced information rich environment where BIM is likely to become a key step change in the way our industry conducts business. We have raised our BIM capability, creating an in house knowledge and capability that allows us to quickly react to changes in technology and the marketplace. Introduced in issue two 2017 of GIB® News, Shafin Kahn leads this capability and has raised the bar with the recent release of the new BIM models to support the relaunch of the GIB Noise Control® Systems Literature. You can find more details like the one pictured below visiting the GIB® website at gib.co.nz

If you have any questions, queries or suggestions regarding BIM, please reply via email to scott.griffin@gib.co.nz.

BELOW: Example of a Building Information Model (BIM).



BELOW: Example of GIB Barrierline® Components.



ABOVE: Example of a wall with a two way Fire Resistance Rating (FRR) – double timber frame with GIB Barrierline® central barrier. RIGHT: GIB Barrierline® installed as part of the GIB® Intertency Barrier system.



POLYESTER INSULATION OPTION FOR GIB NOISE CONTROL® SYSTEMS

LITERATURE

by John Kitchen
Architectural / Commercial Lead



We have responded to a large number of requests for a polyester insulation option in our GIB Noise Control® Systems.

Having completed an extensive series of acoustic tests, we can now verify the properties required (density, thickness, and flow resistivity) of 100% polyester fibre insulation needed to retain the equivalent STC and IIC ratings to the GIB Noise Control® Systems which have Pink® Batt® glasswool insulation specified.

It remains the responsibility of the specifier, supplier and user to ensure the product used meets all the performance characteristics set out and any other quality, durability and New Zealand Building Code requirements.

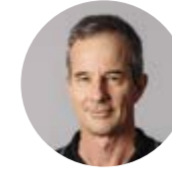
Full details can be downloaded from the latest GIB Noise Control® Systems Supplement (September 2017) at gib.co.nz/systems/gib-noise-control-systems. Or call the GIB® Helpline on 0800 100 442.



TALKING TRADE

TECHNICAL

by Graeme Robertson
Senior Technical Advisor



What's all the Noise about?

As you will have heard, there is a new edition of the GIB Noise Control® Systems manual.

The systems are intended for both Noise Control and Fire Separation between two separate dwellings, as well as for

use within a single building to improve occupiers' comfort. Quite technical! So here are a few FAQs for guidance.

What is STC?

Sound Transmission Class (STC) is a measurement of the airborne sound reduction from one side of a wall or floor to the other. It is calculated using sound frequencies between 125Hz and 4000Hz. If the noise you are trying to reduce is at a frequency outside this range, or at specific frequencies, you may need a specific design.

What STC do I need?

STC 55 is the NZBC minimum requirement between 'habitable spaces', e.g. between apartments. In reality only

50% of occupants are satisfied with this level of reduction. With an STC over 60, 80% of occupants are satisfied. Our wall systems range from STC 39 using a single timber frame with 10mm GIB® Standard plasterboard on each side, to STC 68 using a double timber frame with a central barrier system.

How do I reduce the "clomping noise" from upstairs?

Impact Noise control, measured as IIC (Impact Insulation Class) is similar to STC. It is often difficult to reduce impact noise because sound, as a vibration, travels easily through typical floor structures. Carpet and underlay together with one of our GIB® Rondo® suspended ceilings works well, however hard floor coverings are more challenging. The new GIB Noise

Control® Systems literature has two new "floating floor" systems that offer solutions for this.

Please remember, whichever noise control system you choose, follow the specification carefully to ensure performance. Changing details or substituting components can impact the GIB® System warranty and result in unexpected acoustic effects.

For further technical assistance call the GIB® Helpline on 0800 100 442.

FLOOR / CEILING SYSTEMS IN THE UPDATED GIB NOISE CONTROL® SYSTEMS LITERATURE

LITERATURE

by Hamish Ewan
Senior Technical Support and Development Engineer



With the release of the updated GIB Noise Control® Systems literature, Winstone Wallboards has developed and tested five new steel stud central barrier systems that offer STC ratings between 56 and 68 STC, while also offering the benefits of a narrow footprint and fewer requirements to fire or acoustically seal building service penetrations and low total cost.

Yet apartments don't just require intertenancy walls. Floor/ceiling connections are arguably more significant, and can be more difficult to detail robustly.

Why are floor/ceilings so much more difficult to get right?

For intertenancy walls you only have to consider airborne noise control. For floor/ceiling elements you need to consider airborne and impact noise control. Airborne noise (speech, televisions, stereos, etc) is relatively easy to deal with. Impact noise (footfall, moving furniture,

etc) is harder to deal with because if the acoustic energy is allowed to excite the underlying structure, it is very difficult to then stop it travelling to other parts of the building.

In the new GIB Noise Control® Systems literature, there are four new GIB® systems as well as five existing systems for floor/ceilings, offering designers and contractors options that provide noise control and fire resistance between tenancies. Included in the four new GIB® systems are two steel joist options.

The level of impact noise that is transferred depends on the softness of the floor covering.

Contemporary interior design tends to favour hard flooring surfaces like timber or tiles. The level of impact noise that is transferred to the unit below, to a large degree, depends on the softness of the floor covering. Noise is best attenuated by carpet with underlay; hard floors need to be installed on thick resilient pads and used in conjunction with an isolated ceiling to achieve a good result. Two floor/ceiling options in the new GIB Noise

Control® Systems literature incorporate a floating floor to allow the use of hard flooring surfaces, whilst still maintaining compliance with Clause G6 of the NZBC.

The floating floor systems designed by Winstone Wallboards utilise acoustic cradles, structural battens or channels and GIB Quiet Clip®s to provide resilience and decouple the floor from the ceiling below. There are three IIC results detailed in the GIB® systems sheets depending on the flooring used.

It is reasonably easy to meet the current Building Code's requirement of IIC 55 by using carpet.

But the risk is that in the future, a tenant may remove the carpet and expose a bare floor (making the horizontal intertenancy separation non-compliant). What this highlights is the growing gap in what is acceptable as a minimum standard in intertenancy, and what is the expectation of the occupants of these new (and often promoted as luxury or high-end) apartments. Developers, architects and contractors alike have expressed their nervousness about performance issues – meeting code is part of this, but meeting owner expectations is another.

As buildings become more complex, correct and robust detailing of joints, connections and penetrations is critical to a system performing as designed. In acknowledgement of this an expanded range of junction details are part of the updated literature release. Additionally, GIB® junction diagrams

have now been updated using CAD software making it easier to input GIB® details directly into your drawings. All systems and details within the GIB Noise Control® Systems literature were submitted to our consultants, Marshall Day Acoustics, for peer review and to BRANZ for an in-depth and independent evaluation resulting in BRANZ Appraisal No.394[2017].

As people begin to live in closer proximity to each other in apartments or terrace homes, the acceptability of the minimum 55 STC and 55 IIC standards in the current Building Code will require more consideration. Buyers demand higher levels of noise control and this range of new solutions will help building professionals achieve levels of isolation between units that are also cost effective, tested and proven to work.

To download the GIB Noise Control® Systems book go to gib.co.nz/systems/gib-noise-control-systems/ Or order a copy by calling the GIB® Helpline on 0800 100 442.



GIB® STANDARD, THE OPTIMAL BALANCE FOR NEW ZEALAND CONDITIONS

PRODUCT

by Gordon White
Market Manager
Residential



We've spent the last 90 years researching, developing and refining GIB® Standard plasterboard in our local manufacturing plants. The result is the ultimate combination of plaster density, fibreglass reinforcing, honeycomb core technology and strong, flat paper lining giving it the optimal balance of performance and weight for New Zealand conditions.

Built-in high performance makes it suitable for multiple uses: maintains bracing performance of GS1 and GS2 systems and ceiling diaphragms as presented in GIB EzyBrace® Systems 2011; and can be used in GIB® Fire Rated and GIB Noise Control® Systems.



When you've been making plasterboard in New Zealand for 90 years, you know what works.

10mm GIB® Standard plasterboard is recommended for walls, thicker 13mm GIB® Standard plasterboard for use on ceilings for a better quality finish, especially where New Zealand's wet and humid conditions mean ceiling sag can be amplified. Used in ceilings it can withstand distributed loads up to 3.0kg/m² easily supporting loads such as R5.0 insulation.

Watch 'GIB® Standard. The new standard for building peace of mind.' video at gib.co.nz/gib-standard

For further information visit gib.co.nz or call the GIB® Helpline on 0800 100 442.

HOMESTAR BOOMING

SUSTAINABILITY

by Kevin Golding
Sustainability
Manager



The New Zealand Green Building Council's Homestar rating tool is booming. In the last two years, the number of new homes being verified by Homestar has blossomed ten-fold, to just under 7,000.

That's great news for everyone who believes that all New Zealanders deserve to live and play in warm, dry, healthy and safe homes. And that includes us here at Winstone Wallboards.

Homestar was introduced by the New Zealand Green Building Council (NZGBC) in 2011 to provide a 'stamp of approval'.

"As we look to build significantly more homes it's important that quality is championed," says Andrew Eagles, chief executive of the NZGBC. "Home buyers want to know that the house they're moving into is going to be healthy for their families, suit their life style and be built to a high standard.

"It's fantastic to see the number of these warm and efficient homes rise from 670 to 6,700 in just two years."

The Homestar tool has also been recently updated, after extensive consultation with the building and construction industry.

Homestar V4 is a simpler, quicker, lower cost way to verify new build homes, and makes the assessment process easier for those of us in the building and construction industry. Its release follows six months of industry input, a national tour, advisory group and scoping papers.

For further information visit gib.co.nz or call the GIB® Helpline on 0800 100 442.



BELOW: Green Gorilla provide a waste collection and recycling service for GIB® plasterboard.



GIB® INTERTENANCY BARRIER SYSTEMS ONE YEAR ON

TECHNICAL

by Hamish Ewan
Senior Technical
Support and
Development Engineer



Since the launch of GIB® Intertency Barrier Systems for Terrace Homes in November 2016, we have enjoyed a steady stream of inquiries from customers looking to incorporate one of the four systems on offer into their project. Now that a number of these projects have been built, we have been able to reflect upon some of the more common issues we have seen crop up onsite.

01. Placement of the GIB® Wall Clips – two of these (one each side) need to be placed no more than 600mm below the top of each GIB® H-Stud. On a number of projects we identified that the GIB® Wall Clips had been fixed 700-800mm below the top of the GIB® H-Stud. This is not acceptable and required relocation of the clips. Another fault

related to the number of clips used. In some areas four (two each side) GIB® Wall Clips were fixed to each GIB® H-Stud. This is not acceptable and will result in a reduction in the STC performance achieved by the system.

02. Installation of damaged GIB Barrierline® product – we have had at least two instances of customers calling us to ask how to replace a damaged sheet of GIB Barrierline® that had already been installed. Once erected it can be extremely difficult to remove and replace a damaged sheet of GIB Barrierline®. If a damaged sheet is identified during the installation process we urge our customers to put it aside and call their local rep or the GIB® Helpline to arrange delivery of a replacement.

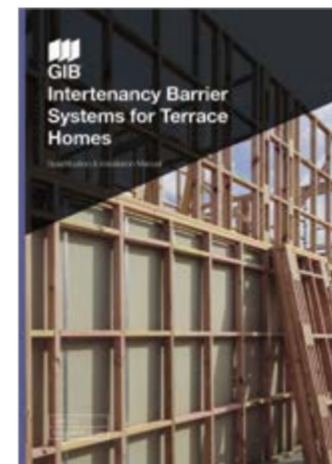
03. Installation of a fire door – whilst this is technically feasible, we would advise against it. To our knowledge, no fire door suppliers in New Zealand have tested any of their products in one of these walls. It also needs to be noted that the installation of a fire door in a GIB® Intertency Barrier System will significantly degrade the STC performance of the system. If a door is needed we would recommend switching the

specification to a more traditional type of intertenancy wall, such as double frame.

04. The importance of the wall linings – whilst the primary Fire Resistance Rating (FRR) and STC performance delivered by the systems comes from the GIB Barrierline® central barrier, the wall linings do still play a crucial role. The images below show a stair stringer and a bath cradle adjacent to the intertenancy wall. In both cases insufficient gap has been left to allow the wall linings to run past. The correct gap – 10mm, 13mm or 20mm – will depend on which of the four systems have been specified.



Full details can be downloaded at gib.co.nz/systems/gib-intertency-barrier-systems-for-terrace-homes. Or call the GIB® Helpline on 0800 100 442.



ABOVE: Stair stringer and a bath cradle adjacent to the intertenancy wall. In both cases insufficient gap has been left to allow the wall linings to run past (as arrows indicating above). The correct gap – 10mm, 13mm or 20mm – will depend on which of the four systems have been specified.



**GIB
BREAKFAST
SHOUT**



*Sample image

TERMS AND CONDITIONS
The sign up sheet needs to be complete and your entry must reach us by no later than 5pm Tuesday 27th February 2018. The winners will be contacted by Friday 2nd March 2018. Breakfast will be delivered by appointment. The voucher is valued up to \$500. No cash alternatives.

GET YOUR WORK MATES TO SIGN UP AND WIN A GIB® BREAKFAST SHOUT

Congratulations goes to the winners from GIB® News Issue two 2017:

- Plasterwork Auckland Ltd, Panmure
- 2J's Building, Waikivi, Invercargill

SUBSCRIPTION

Sign up and receive GIB® News and industry updates in your mail or online.

Simply add your details and tick the appropriate boxes, tear the sheet and drop it into a post box.

Alternatively sign-up online at gib.co.nz/subscribe

Every entry will go into the draw for a GIB® breakfast shout.

- Hardcopy GIB® News
- Online GIB® News
- Business Type:
- Builder
- Architect
- Installer/Fixer/Stopper
- Inspector
- Other, please specify:

Name _____

Company _____

Address _____

Contact Number _____

Email _____

What topics are you interested in? _____

And The Winner is:

OUTSTANDING CUSTOMER LEADING TEAM 2017

by Karen Richter
Marketing Executive



Winning the Fletcher Building Excellence Award for Outstanding Customer Leading Team, the Winstone Wallboards Contact Centre team have set the industry benchmark in customer service.

This humble team of 10 are the human voice at the end of our 0800 GIB® Helpline. The relationships they build

are hugely influential to our success and have contributed to the company being voted the Hardware Awards Supplier of the Year (Building Products) for 13 years running and securing over 30 merchant awards.

With enviable stats such as 95% of calls being answered within 15 seconds, it's no wonder they have received praise from customers like: "The one stand out thing for me is that they are 100% reliable, which is hard to get nowadays." Winstone Wallboards is incredibly proud of the diligence and care of our Contact Centre team and this award is recognition of their achievement.

Congratulations!



ABOVE: Nellie Kumar (Customer Service Team Leader Winstone Wallboards), Troy Smith (Marketing Manager Winstone Wallboards), RIGHT: Winstone Wallboard Contact Centre Team, (FROM TOP TO BOTTOM:) Gail Haliday, Nellie Kumar, Lyn Muavae, Norma Seym, Judi Irving, Kaylene Robinson, (BOTTOM ROW LEFT TO RIGHT:) Valery Westbury, Neelam Khatri, Kelly Southward, Away: Helen Schaaf



HARDWARE AWARDS 2017

Thank you for voting Winstone Wallboards the Hardware Awards Supplier of the Year (Building Products) for the 13th consecutive year. We can't think of a more fitting way to celebrate our 90th year of manufacturing in New Zealand.

"It is a great honour to receive this recognition from our customers and it is a testament to the work each and every one across the business does to ensure we fulfil and exceed our customers' needs every day" says Troy Smith, Marketing Manager at Winstone Wallboards.

"We definitely do not take these awards for granted and we all work hard to aim to win them each and every year. Getting this acknowledgement from our customers is something we are very proud of."

RIGHT: Troy Smith, Marketing Manager at Winstone Wallboards



GLOBAL GYPSUM AWARD 2017

Winstone Wallboards' world-class reputation received another boost last month when we were named 'The Global Gypsum Company of the Year 2017'.

The prestigious accolade was announced at the 17th Global Gypsum Conference, Exhibition and Awards,

which took place in Krakow, Poland on 25 - 26 October. Competition was stiff, with industry heavyweights such as Certain Teed, Georgia Pacific Gypsum, Knauf Gips KG and Saint Gobain also vying for the title.

Taking out the top spot was an "extremely proud moment" for National Manufacturing Manager Simon Cooper, who was in Poland for the event.

"We were nominated by one of our suppliers and then the 10,000 members of the Global organisation were given the opportunity to vote. It was indeed a very pleasant surprise," he said.

Judging criteria was rigorous, covering all aspects of business – from management strategy, environmental performance, productivity and manufacturing excellence, to safety, technology, market results and employee, customer and supplier relations.



FreePost Authority Number: 65045

Free  

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Attn: GIB® News Editor


GIB®

Get in touch via our website gib.co.nz
Call the GIB® Helpline 0800 100 442


Tear here