



# Winstone Wallboards Service Modifications for Alert Level 2

Updated 7 September 2021

The following service modifications are in place for Winstone Wallboards normal service offer while operating in Alert Level 2.

The key protocols being adhered to across all services during this time include limiting physical interactions, minimising the number of people per delivery and following physical distancing, face coverings, health monitoring, contact tracing, personal hygiene, and other Ministry of Health requirements.

## Freight into Store (FIS) Services

Merchant FIS services will operate using normal practices.

## Delivered to Site (DTS) Services

Modifications to DTS normal practices are as follows:

- The focus is to deliver product to the nearest point of cover using the minimum number of delivery people.
- Extra Labour will be available to support distribution of plasterboard to rooms, second level or through sites if required. For Auckland a maximum of 6 Extra Labourers and for all other regions a maximum of 4 Extra Labourers can be supplied to support delivery (subject to availability). Where Extra Labour is requested a site check is compulsory to accurately determine the delivery requirements.

- To execute a safe delivery it is important in all circumstances that a site contact is present to guide deliveries, provide clear access and ensure site specific Health and Safety requirements are maintained. Delivery teams will not move any materials that block access. It is encouraged that the delivery team is the only trade in the delivery area. If these requirements are not met the delivery may not be completed and re-delivery charges could result.
- Where possible site inductions should take place remotely to avoid physical contact. Please e-mail through site induction requirements 2 days before the delivery.

## Ex-Warehouse Collections

- Ex-Warehouse Collection Services will operate as outlined on page 3 of the Customer Service Promise.
- Trucks only will be permitted for Ex-Warehouse Collections and no hand loading is permitted. Cars/ Couriers can uplift small quantities of accessories up to 25kg by arrangement.



### Technical and Sales Support

The GIB® Helpline continues to operate for technical or general support on 0800 100 442, or info@gib.co.nz. Our technical and sales teams will communicate using non face to face methods. Site visits may be permitted where necessary and physical distancing practices would be followed.

We apologise for any inconvenience caused and thank you for your support during this time.

**Please share this document with the appropriate people in your business and if you have any questions contact your local ASM or call the GIB® Helpline on 0800 100 442.**