



# Winstone Wallboards Service Modifications for Alert Level 1

5 October 2020

The following service modifications are in place for Winstone Wallboards normal service offer while operating in Alert Level 1.

The key protocols being adhered to across all services during this time include health monitoring, contact tracing, personal hygiene, and other Ministry of Health requirements.

## Delivered to Site (DTS) Services

Modifications to DTS normal practices are as follows:

- The focus continues to be 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 will 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. If these requirements are not met the delivery may not be completed and re-delivery charges could result.

- Where possible please e-mail through site induction requirements 2 days before the delivery to help speed up this process.

## Ex-Warehouse Collections

- Ex-Warehouse Collections Services will operate as outlined on page 2 of the Customer Service Promise (CSP) effective 5 October 2020.
- 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.

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.**