



# Winstone Wallboards Service Modifications for Alert Level 3

Updated 12 August 2020



The following service modifications are in place for Winstone Wallboards normal service offer while operating in Alert Level 3.

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, health monitoring, contact tracing, personal hygiene, and other Ministry of Health requirements.

## Freight into Store (FIS) Services

Merchant FIS services will continue as normal.

## Delivered to Site (DTS) Services

Modifications to DTS normal practices are as follows:

- The focus will be to deliver product to the nearest point of cover using the minimum number of delivery people. Extra labour will not be available during this time to move product beyond the nearest point of cover.
- To execute a safe delivery it is important 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. Only the DTS delivery team is to be in the delivery area during delivery. If these requirements are not met the delivery may not be completed and re-delivery charges could result.
- All deliveries will be based on either Standard Truck or Standard Hiab Delivery to the nearest point of cover (garage or closest open ground level area) with all of the same product grouped together.
- To achieve safe delivery to the nearest point of cover and immediate removal of pallets from site all Hiab deliveries require one additional labourer on a minimum 3 hour charge to complete the delivery.
- If any order exceeds 8 tonne or is greater 20 metres to nearest point of cover or the foundation height is over 400mm, an additional two extra labourers will be required (subject to availability) on a minimum 3 hour charge to complete the delivery.
- For Hiab lift to a floor level, an additional two extra labourers will be required (subject to availability) on a minimum 3 hour charge to receive the product and move to the nearest point of cover. Point loading requirements to be directed by the site contact.
- In addition to normal site check requirements site checks are compulsory for deliveries where the nearest point of cover is more than 20 meters and for Hiab lift to a floor level. Please provide relevant photos of site access and the plasterboard



placement area to assist with remote site checks and to avoid confusion and incorrectly placed plasterboard.

- Site inductions to take place remotely to avoid physical contact. Please e-mail through site induction requirements 2 days before the delivery.

#### Ex-Warehouse Collections

The Auckland Ex-Warehouse Collection service will not be available during this time. Wellington and Christchurch Ex-Warehouse Collection services will continue to operate as the key required protocols can be adhered to for these sites. Only commercial vehicles are permitted for Ex-Warehouse collections and no-hand loading will be undertaken.

#### Pallet and Product Returns

FIS and DTS Pallet Collections and Returns will continue as normal. Product Returns will not be accepted during this time.

#### 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 only in exceptional circumstances 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.**