



# Winstone Wallboards Service Modifications for Alert Level 3

Updated 28 February 2021

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 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 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
- 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.
- 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 Returns

FIS and DTS Pallet Collections and Returns will continue as normal.

### 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.**

