



Winstone Wallboards Service Modifications for the COVID-19 Protection Framework Red, Orange, Green Levels

3 December 2021



The following service modifications are in place for Winstone Wallboards normal service offer while operating at Red, Orange or Green levels. Please reference the information for the level your region is currently operating in.

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

Freight into Store (FIS) Services

Merchant FIS services will operate using normal practices at all levels.

Delivered to Site (DTS) Services

Modifications to DTS that apply to all levels:

- The focus will be to deliver product to the nearest point of cover using the minimum number of delivery people.
- 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

- Extra Labour will be available to support distribution of plasterboard to rooms, second level or through sites if required. For all 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 recommended to accurately determine the delivery requirements.
- 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

Under all levels Christchurch and Wellington Ex-Warehouse Collection services will continue to operate. Auckland Ex-Warehouse Collection services will not be available under all levels until further notice apart from bulk Fastset plaster and bulk agricultural gypsum that will continue at all levels.

Pallet Returns

FIS and DTS Pallet Collections and Returns will continue as normal under all levels.

Compound ReadyMix Cartons

The three ReadyMix refill cartons will not be made under all levels until further notice due to cartons manufacture not allowing sufficient physical distancing. These products can continue to be purchased in pails.

Technical and Sales Support

The GIB® Helpline continues to operate for technical or general support on 0800 100 442, or info@gib.co.nz.

Red – Our technical and sales teams will communicate using non face to face methods. Site and customer visits may be permitted only where necessary with required safety protocols followed.

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.