



# Delivered to Site (DTS) Service Guide

Saving you time and money while  
reducing your risk on site.



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## NATIONAL SUPPORT

**VISIT:** Winstone Wallboards Limited  
37 Felix Street, Penrose,  
Auckland 1061, New Zealand

**POST:** PO Box 12 256, Penrose,  
Auckland 1642, New Zealand

**PHONE:** +64 9 633 0100

**FAX:** +64 9 633 0101  
Free fax: 0800 229 222

**EMAIL:** [info@gib.co.nz](mailto:info@gib.co.nz)

**WEB:** [gib.co.nz](http://gib.co.nz)

## GIB® HELPLINE

0800 100 442



## Why use the GIB® Delivered to Site Service?

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The Delivered to Site service operates in greater Auckland, Hamilton, Tauranga, Wellington and Christchurch areas and specialises in plasterboard placement on site, a variety of vehicles to suit delivery options and extra labour (available on request).

### FEWER DELAYS

- On-time delivery and text message alerts provide cost savings through fewer delays and efficient programming.

### EFFICIENT BUILDING

- With extra labour services GIB® plasterboard handling experts can efficiently unload and carry product to the right floor and split into room lots, to allow faster installation so you can focus on building rather than moving plasterboard.
- Wide range of truck types available to efficiently get the product where you need it.

### COST SAVINGS

- Free site inspection available to ensure correct services are ordered and that the site is 'Plasterboard Ready', so you avoid paying for unnecessary services or re-deliveries.

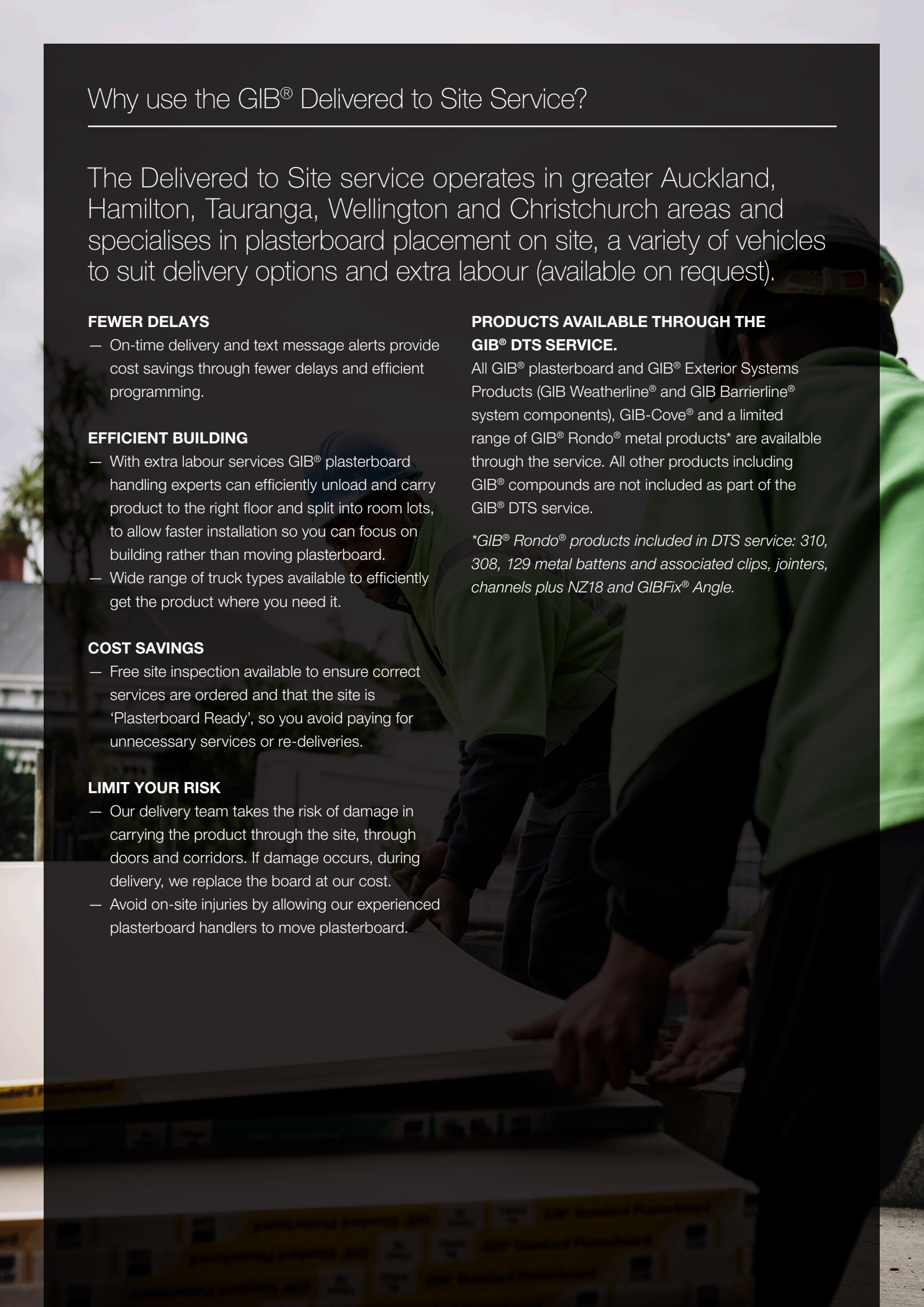
### LIMIT YOUR RISK

- Our delivery team takes the risk of damage in carrying the product through the site, through doors and corridors. If damage occurs, during delivery, we replace the board at our cost.
- Avoid on-site injuries by allowing our experienced plasterboard handlers to move plasterboard.

### PRODUCTS AVAILABLE THROUGH THE GIB® DTS SERVICE.

All GIB® plasterboard and GIB® Exterior Systems Products (GIB Weatherline® and GIB Barrierline® system components), GIB-Cove® and a limited range of GIB® Rondo® metal products\* are available through the service. All other products including GIB® compounds are not included as part of the GIB® DTS service.

*\*GIB® Rondo® products included in DTS service: 310, 308, 129 metal battens and associated clips, jointers, channels plus NZ18 and GIBFix® Angle.*

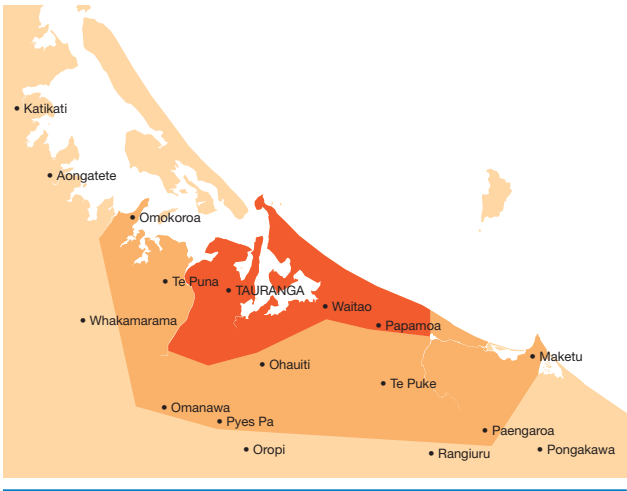


# Delivery Areas

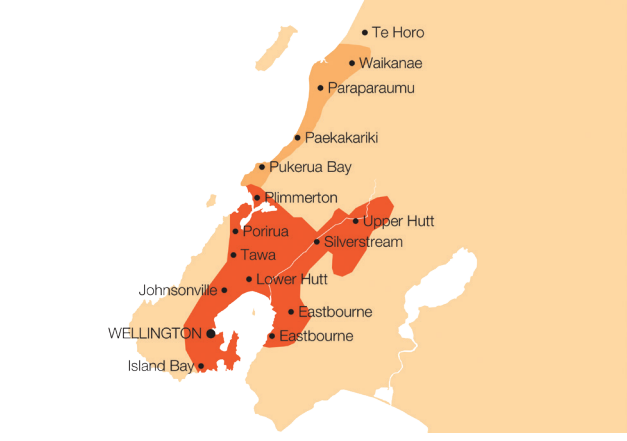
## AUCKLAND



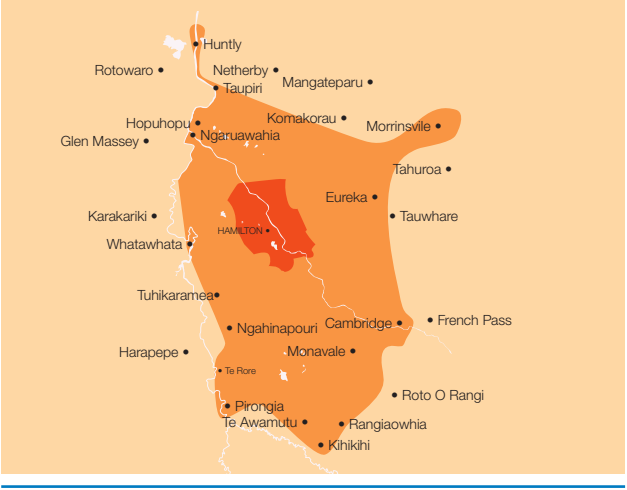
## TAURANGA



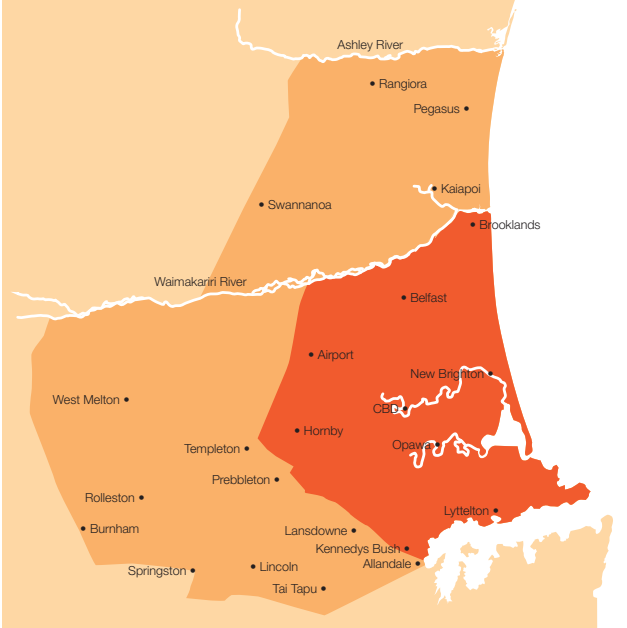
## WELLINGTON



## HAMILTON



## CHRISTCHURCH





# Standard Delivery Options

## STANDARD TRUCK

### Includes a driver and one labourer only

- The plasterboard is delivered to the nearest point of cover within 20 metres (i.e. the garage or closest open area).
- If plasterboard needs to be split into two or more areas, carried more than 20 metres, up stairs or the foundation height is over 400mm, then Specialised Delivery services will be required with extra labour charges.

## STANDARD HIAB DELIVERY

### Includes the driver only

- The Hiab is only for the delivery of Winstone Wallboards' supplied product.
- The standard Hiab reach is up to 15 metres.

## STANDARD CRANE LIFT

### Includes the driver only up to 2 hours

## STANDARD DELIVERY EXAMPLE

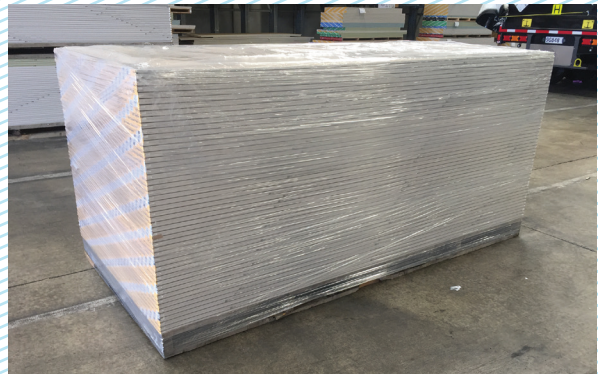


## Packaging and other services – additional costs apply.

### PLASTERBOARD STRETCH WRAPPING

Plastic cover sheet and stretch wrapped sides applied for temporary protection on site.

Note: Stretch wrapping a pallet is not a load restraint; it is primarily for temporary protection. The wrap is not designed for ultra violet light protection. Three day lead time.



### PLASTERBOARD STRAPPING

High stretch plastic strapping applied for product restraint on pallets. These restraints are used for delivery of plasterboard by cranes to structures over three levels high.

Note: Specific weight pallets can be requested i.e. 2 tonne pallets. Strapping of those pallets will be done to the load restraint code.



## Specialised Deliveries – additional charges over standard price

Specialised deliveries availability is capacity and weather constrained and we recommend booking this service early.

### EXTRA LABOUR

- Extra labour is available for plasterboard that needs to be split into two or more areas, carried more than 20 metres, up stairs or when foundation height is over 400mm.
- Two extra labourers are required per level or per 20 metres or part thereof.
- A minimum labour charge of 3 hours per two people applies from Winstone Wallboards depot and back to the Winstone Wallboards depot (not just the time on site), thereafter an hourly rate applies.
- For weekend deliveries, weekend rates apply.
- Extra Labour ordered is for the purpose of undertaking the plasterboard delivery only.

### HIAB LONG-REACH

- Hiab long reach, more than 15 metres.
- One off charge applies for long reach (15-23m) and super long reach (23-32m) Hiab. Long and super long reach Hiabs are available in selected regions only. Check with GIB® customer services for current region availability.
- If driver has to be on site for more than 2 hours, hourly rate applies.

### CRANE LIFT

- If driver has to be on site for more than 2 hours, hourly rate applies.

### HIAB EXTRA LABOUR: DRIVER AND EXTRA LABOURERS

- Extra labourers position the plasterboard in the house from the end of the hiab lift.
- Two extra labourers required per level or per 20 metres or part thereof from the end of the hiab lift.
- A minimum labour charge of 3 hours per two people applies from Winstone Wallboards depot and back to the Winstone Wallboards depot (not just the time on site), thereafter an hourly rate applies. Weekend rates apply.

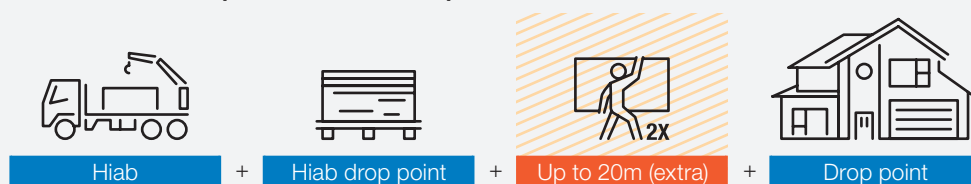
### EXTRA CHARGES EXAMPLE

**20 metres extra (2 extra labourers) + one flight of stairs/level (2 extra labourers) + 20 metres extra (2 extra labourers) = 6 extra labourers**



### HIAB/CRANE CHARGES EXAMPLE

**15 metres extra (2 extra labourers)**





# Understanding Delivered to Site (DTS) Costs

Standard delivery costs are included within the DTS rate. However, for sites that require more than 20m of walking, have multiple storeys or difficult entries, extra labour costs cover the additional time and effort to deliver your order safely and ready for installation.

Not specifying that extra labour and/or a site inspection, could result in a failed delivery, delays and additional re-delivery charges. If in doubt, book a free site inspection.

STANDARD DELIVERY	EXTRA CHARGES FOR SPECIALISED DELIVERIES	SITE INSPECTION REQUIRED FOR*
Carried to within 20 metres of the nearest point of cover.	Carried more than 20 metres.	Commercial sites.
No stairs.	Multi-storey pass up or foundations higher than 400mm.	Orders over 8 tonne (ie approximately 2 standard house lots or 1250sqm).
Use of Standard (15m) Hiab.	Plasterboard split into two or more delivery areas.	Hill (steep) sites or restricted access.
	Plasterboard to be carried from hiab drop to another location.	Free site inspection should be requested for any site to check if it is 'Plasterboard Ready'.
	Use of long (23m) or extra long reach hiab (32m).	Where specialised delivery services such as extra labour have been requested.
	Bulk plasterboard delivery to commercial sites.	
	Narrow driveway, height and weight restriction.	
	Unstable ground (mud, loose dirt) prevents truck/Hiab from getting within 20 metres of nearest point of cover.	

*\*See the Winstone Wallboards Customer Service Promise for full details.*

*DTS Site Inspections are performed up to 4 working days before delivery date. Orders must be received by GIB® customer services before site inspections can be organised.*

## OUT OF AREA DELIVERIES

Available at the discretion of Winstone Wallboards. Additional charges apply. Additional terms and conditions for DTS Out of Area Deliveries found in the Winstone Wallboards Customer Service Promise.

# Is your site 'Plasterboard Ready'?





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## PLASTERBOARD READY

- Good access to the site
- Excellent housekeeping
- Clear internal access

Refer to the 'Is your site Plasterboard Ready' brochure for more details.

**NOTE** Winstone Wallboards delivery staff are not permitted to make changes to the site (e.g. remove scaffolding, remove nogs or balustrades, move plywood).

## NOT PLASTERBOARD READY

- No clear access to site (e.g. skip or building material blocking access).
- Obstructing the building access (e.g. Scaffolding, ladders, saw horses, temporary balustrades or barricades blocking access).
- Poor housekeeping that may increase risk of injury (e.g. uneven ground, waste, tools or building materials blocking clear paths).
- No clear access for flat placement of plasterboard (e.g. waste, building materials or tools cluttering available floor space).

## CUSTOMER RESPONSIBILITIES AND RECOMMENDATIONS

- The customer is responsible for preparing a safe, plasterboard ready site and advising other on-site contract parties of expected delivery date and time.
- Protect your aluminium joinery, sliders, window frames, and doors with foam polsters or wood planks.
- For safety reasons flat/horizontal stacking of plasterboard sheets is required wherever possible. Plasterboard can be stored vertically as a last resort and only on secure timber framing. Sheets must always be restrained to prevent falling. The floor area must be clean, clear, dry and free of obstacles.



## RE-DELIVERY CHARGES OF FAILED DELIVERIES AND RE-SCHEDULING

Providing the necessary information when placing your order will help avoid potential, re-delivery costs and subsequent delays. If in doubt, request a free site inspection.

If a DTS team is presented with a hazardous site that is not deemed 'plasterboard ready', the incorrect delivery type is ordered by the customer, or wet weather prevents delivery, the order may be returned to Winstone Wallboards and re-scheduled for delivery at the next available time. Re-delivery of orders will be at an extra cost to the customer.

## CAUSES FOR FAILED DELIVERY

- Site not ready – no clear access.
- Incorrect delivery service ordered.
- Unsafe site – poor housekeeping.
- Insufficient extra labour ordered
- Delivery unable to proceed due to weather conditions (e.g. rain or wind).
- Scaffolding or skip obstructing site access.
- Other trucks blocking access
- Unstable ground for truck access

# What Happens If My Site Is Not Plasterboard Ready?

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If the GIB® DTS delivery team arrives on site to complete your delivery and assesses the site to not be plasterboard ready, the incorrect delivery type has been ordered or the intended site location is unsafe to deliver to, the site contact will be given the option to either:

## 1. Approve the Site Delivery to Go Ahead:

- GIB® DTS staff will attempt to complete the delivery as close as possible to the original delivery location on site provided it is safe to do so and sufficient labour resources have been ordered.
- The site contact must agree in writing to accept responsibility for the delivery including correct product storage, security, protecting product from weather and any subsequent product movement around the site.
- In this situation the late order cancellation fee or further associated redelivery costs will not be applied.

## 2. Return the Order to Winstone Wallboards:

If the order is to be redelivered to the site in the next 5 working days (i.e the site is very close to being plasterboard ready and WWB has freight capacity available):

- WWB will work directly with the site contact to reschedule the delivery.
- The 10% late order cancellation fee will not be applied; however, a redelivery charge will be applied to cover the extra cost incurred to transport the order to site.

If the order is cancelled or if the site redelivery is going to be longer than 5 working days:

- The order will be cancelled in WWB ordering systems.
- A 10% late order cancellation fee will be applied, plus any delivery costs associated with transporting the original order to the site.
- The customer must then place a new order through their merchant when the site is plasterboard ready or if a different service delivery type is desired by the customer, i.e. such as changing the delivery service to delivery into the merchant store etc.

## LATE ORDER CANCELLATION FEE

For orders which are cancelled within 3 working days of the scheduled delivery date, a late order cancellation fee of 10% of the value of the order will be applied.

The late order cancellation fee covers lost freight and labour capacity which could have otherwise be used to service other customer orders.

*'Working days' is defined as being Monday – Friday. Saturday, Sunday and public holidays are not included as working days.*

## WET WEATHER DELAYS

If the weather is poor (wet/windy/hazardous) at the time of the scheduled delivery, Winstone Wallboards will phone the site contact listed on the order to confirm if the delivery can proceed. The site contact must be available to receive phone calls from 6.00am on the delivery day for Round 1 deliveries. If the site contact confirms the order can proceed and subsequently the delivery cannot be completed due to poor weather, the delivery will be rescheduled, and re-delivery charges will apply.

If the site contact is not available, Winstone Wallboards reserves the right to place the order on hold or proceed with the delivery. All orders placed on hold will be rescheduled at the next available time, in consultation with the site contact.

## WINSTONE WALLBOARDS HEALTH AND SAFETY REGULATIONS

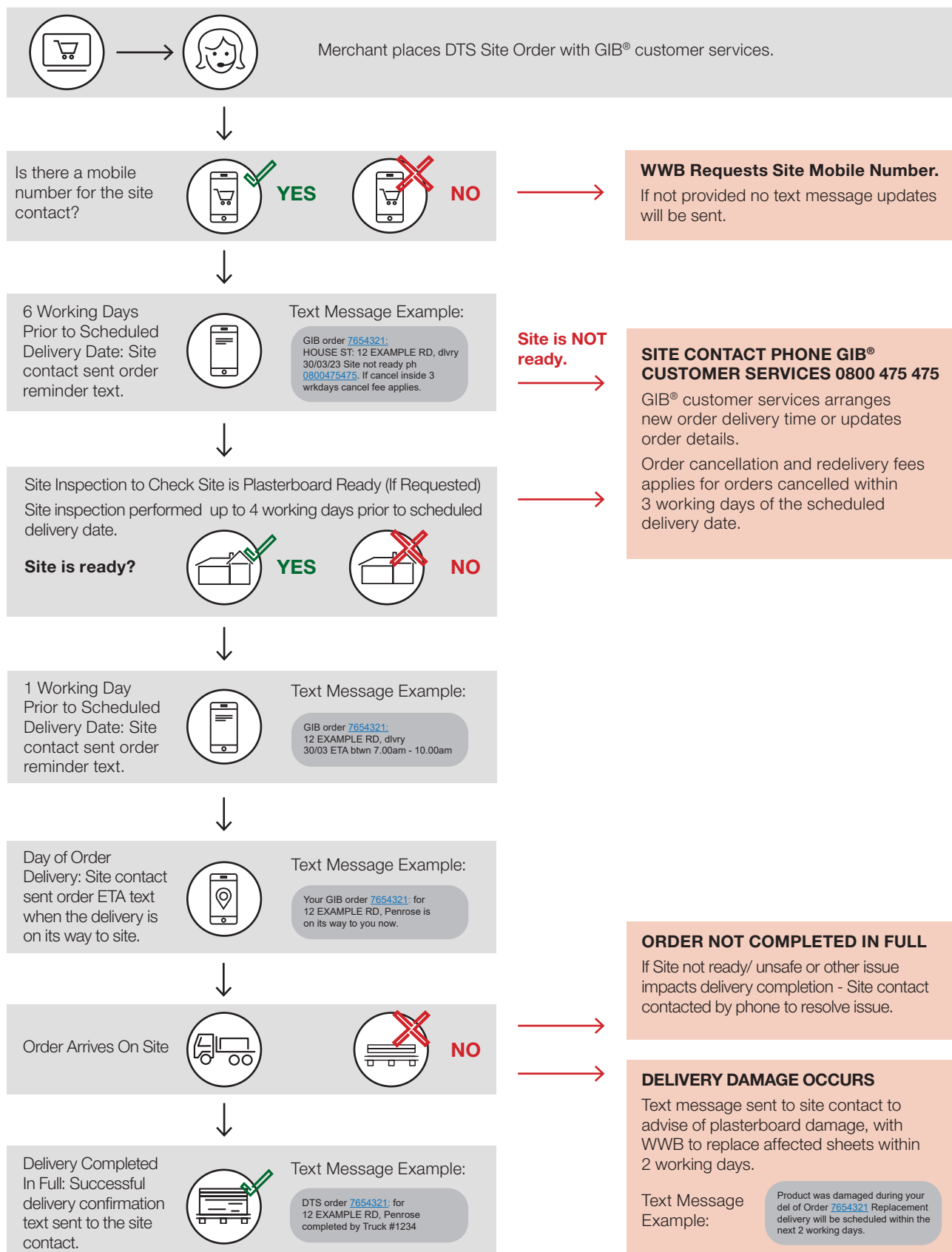
- Winstone Wallboards' delivery staff are not permitted to make changes to the site (e.g., remove scaffolding, remove nogs or balustrades, move debris).
- Strapping of plasterboard during transport and unloading will be done to the load restraint code.
- Working at height: If labourers are exposed to an edge at height they will need to be restrained with a harness. This could result in extra men required outside the normal extra labour service.



# GIB® DTS Text Notifications for Site Contacts

Winstone Wallboards offers a text notification service to help site contacts keep track of their DTS order.

This service is free and works as per below:



# Customer Details to Provide at Time of Order Placement

## 1. FULL CONTACT DETAILS MUST BE PROVIDED

- Name
- Phone number
- Email address
- Site address (in new subdivisions the lot and street number are required).
- Site contact (must be contactable 1 hour before delivery)

## 2. ORDER DETAILS

- Your specific Winstone Wallboards customer number, if known
- Purchase order/reference number
- Delivery date
- Delivery type
- Is a site check required
- Health and safety requirements
- Specific delivery times on-site and brief reason why

## 3. HEALTH AND SAFETY REQUIREMENTS

- Is an induction required on site prior to delivery?
- Are site safe passports required?
- Are hard hats required?
- Are there any specific traffic management plans that we need to be aware of?

## 4. IS THE SITE 'PLASTERBOARD READY'?

- Clear access to the site and a cleared accessible and covered area to place the plasterboard.
- See details in the 'GIB® Is your site Plasterboard Ready' brochure. If in doubt, request a free site inspection.

## THINGS TO REMEMBER

At Winstone Wallboards we are always striving to ensure that every site delivery is as smooth, safe and efficient as possible.

- DTS available in Auckland, Hamilton, Tauranga, Wellington and Christchurch
- With Standard deliveries, all costs are included in the DTS price; extra delivery charges may be incurred with a Specialised delivery.
- Site contact must be contactable at least 1 hour before delivery time.
- DTS delivery services are provided between 7:00 a.m. and 5:00 p.m. Occasionally deliveries are outside these times.
- Sites must be 'Plasterboard Ready' to receive deliveries otherwise re delivery charges and delays may occur.
- The DTS price allows for the truck to be on site for up to 2 hours, thereafter an hourly rate applies.
- The maximum time the GIB® delivery truck will wait on site for the customer to get it 'Plasterboard Ready' is 30 minutes.
- A transport surcharge applies for orders below a minimum order value.

FOR MORE INFORMATION VISIT

[gib.co.nz](http://gib.co.nz)

OR CALL THE GIB® CONTACT CENTRE

0800 475 475

