

# **CPCA COVID-19 Member Report**

## **Process Instrumentation & Automation**

### **Period July, 2020**

#### **Canada**

Canadian Process Control Association  
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## 2020 CPCA COVID-19 MEMBER RESPONSE SURVEY

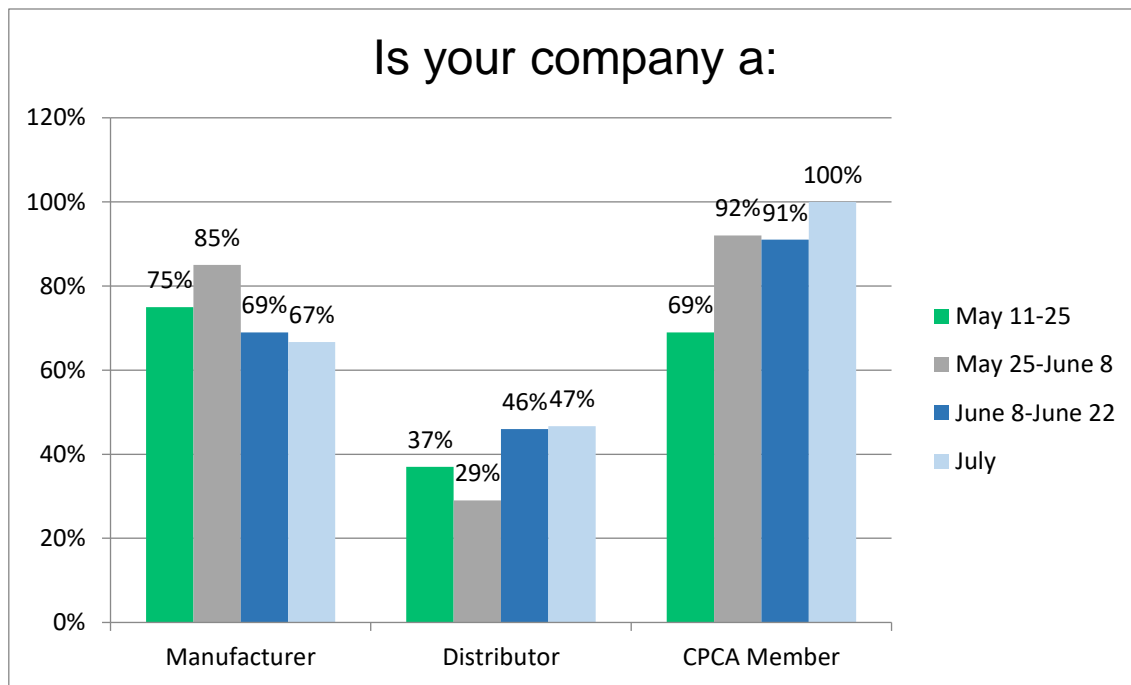
### Version 5: July

#### OVERVIEW

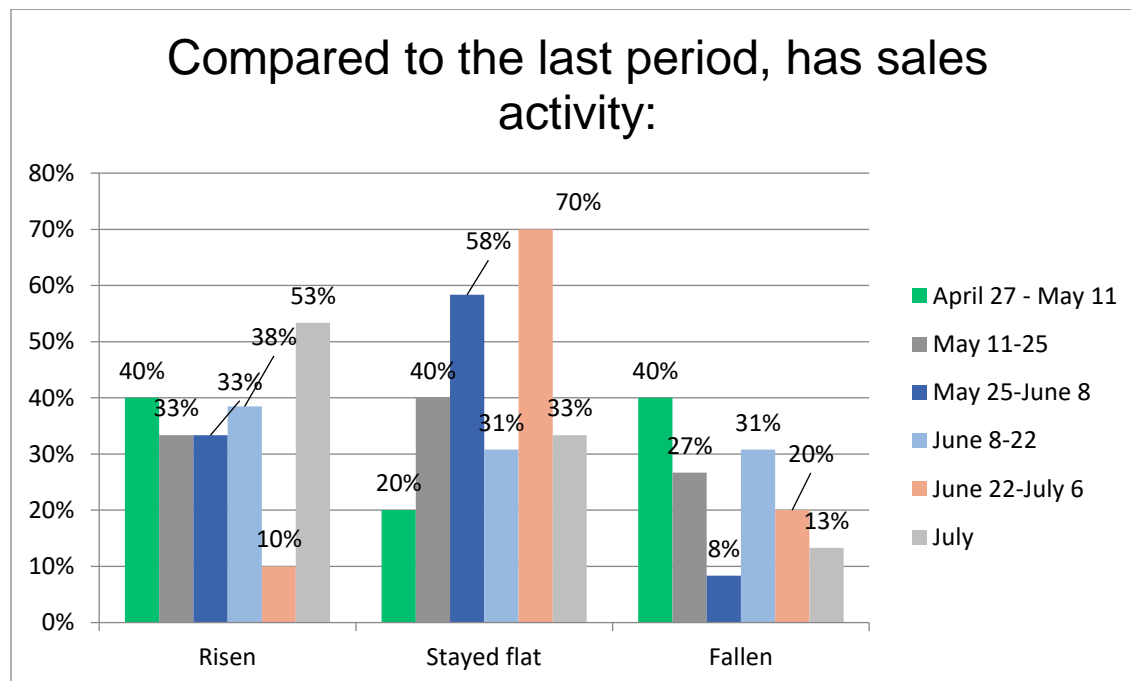
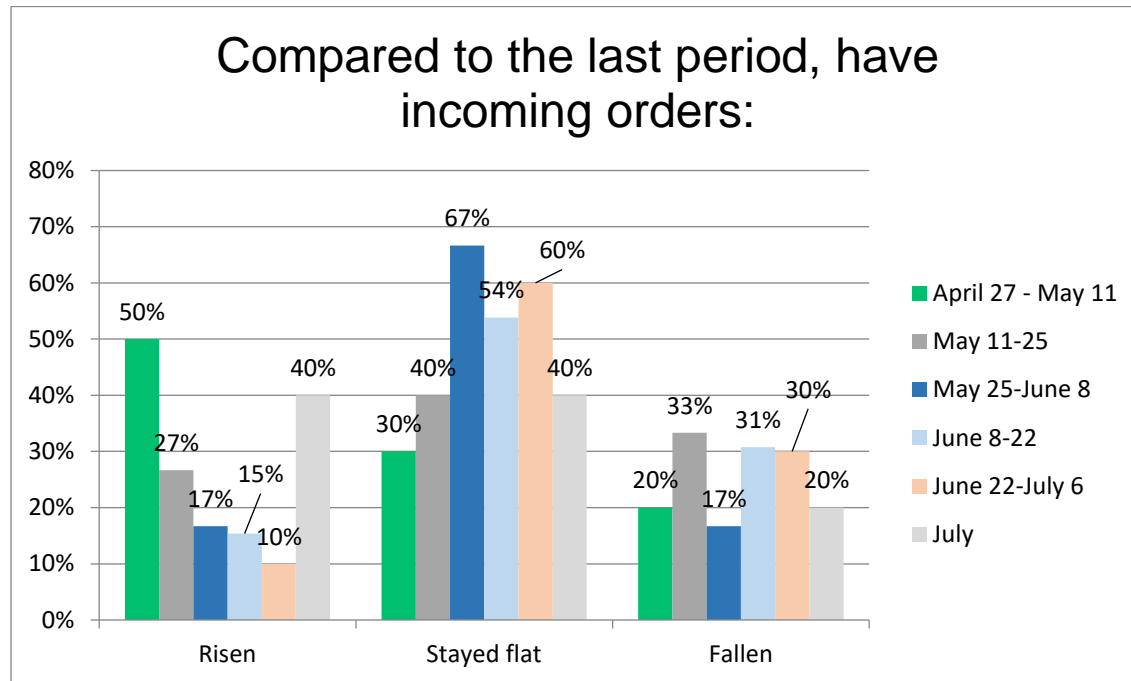
This new report will be issued regularly to help members understand the ramification of the pandemic allowing them to adjust to changing market conditions and expectations. Members are encouraged to add questions at any time where relevant.

As things are no longer changing as quickly, we have revised the survey to a monthly distribution.

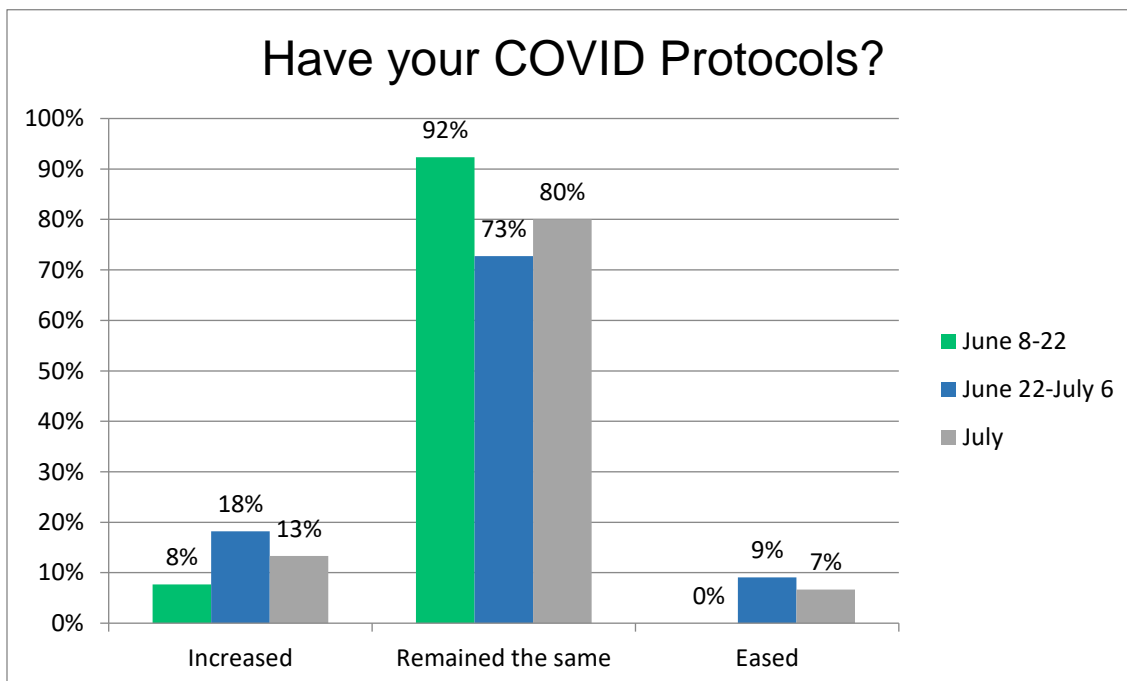
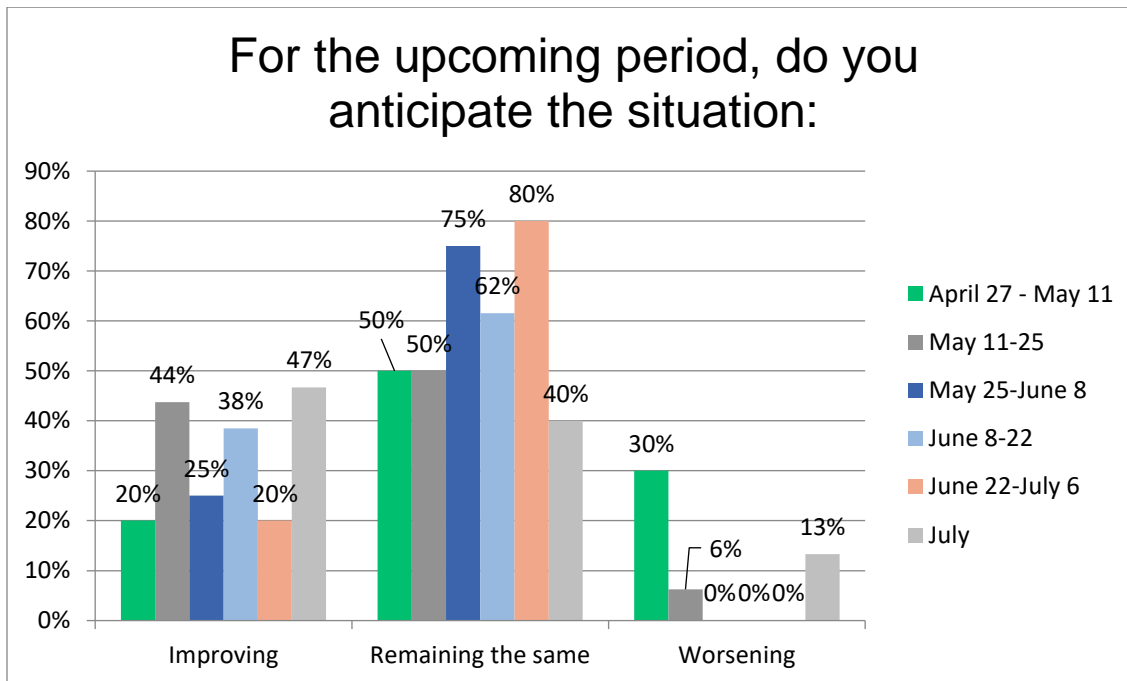
Working together we will get through this crisis stronger!



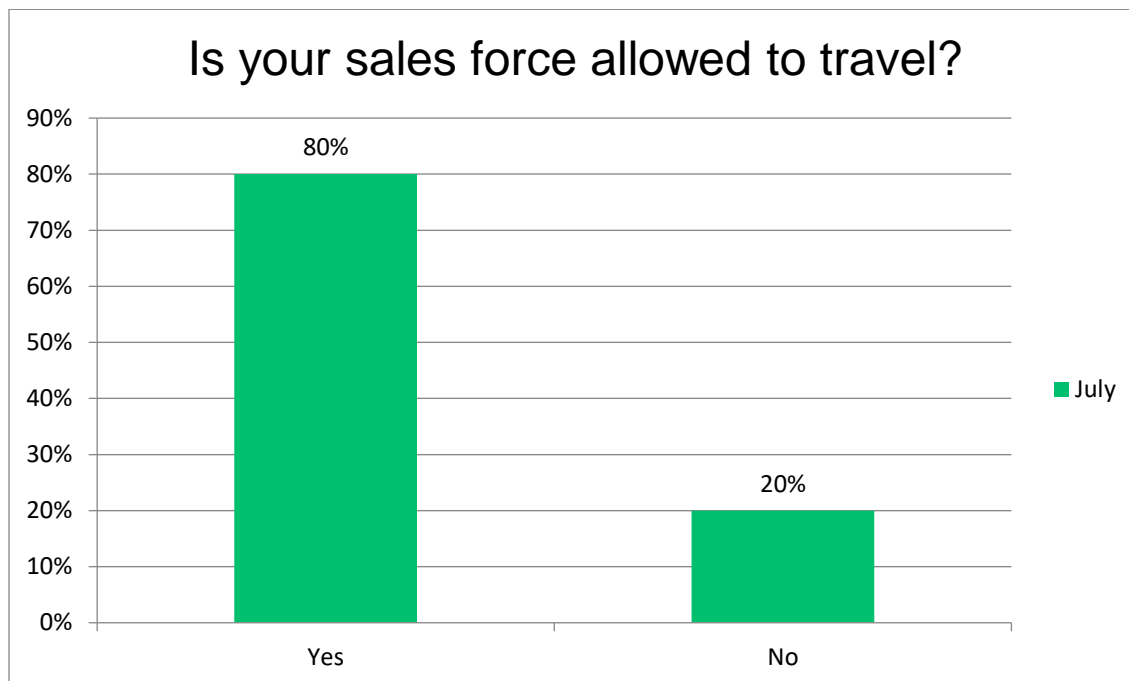
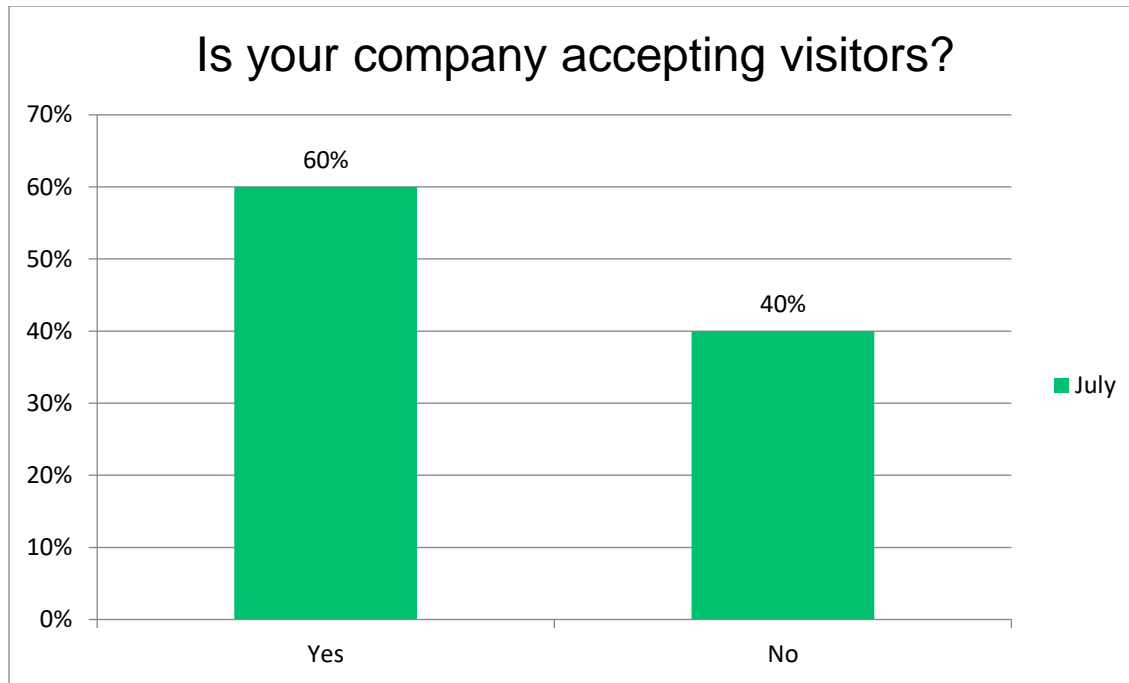
## Sales and Orders Expectations



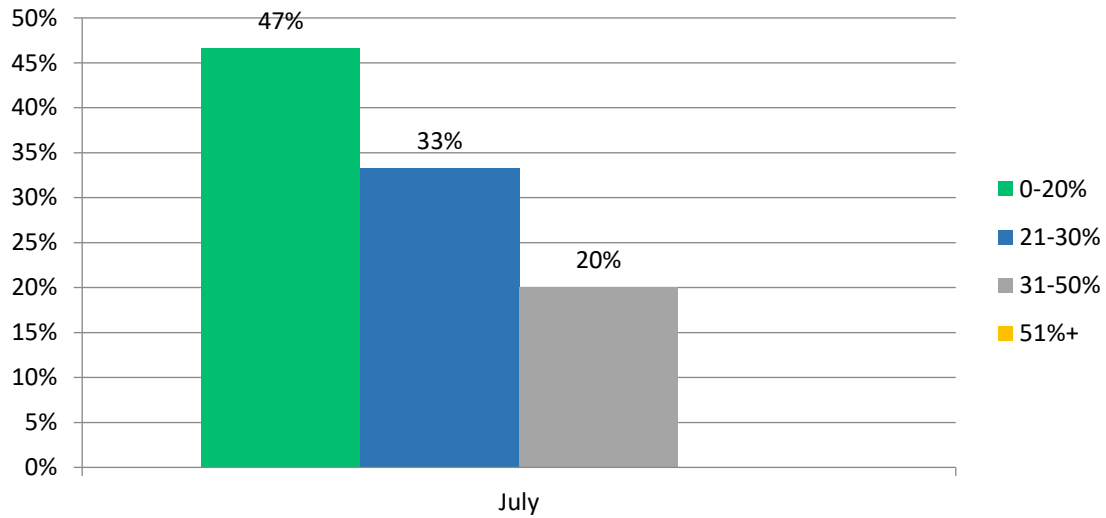
## Expectations



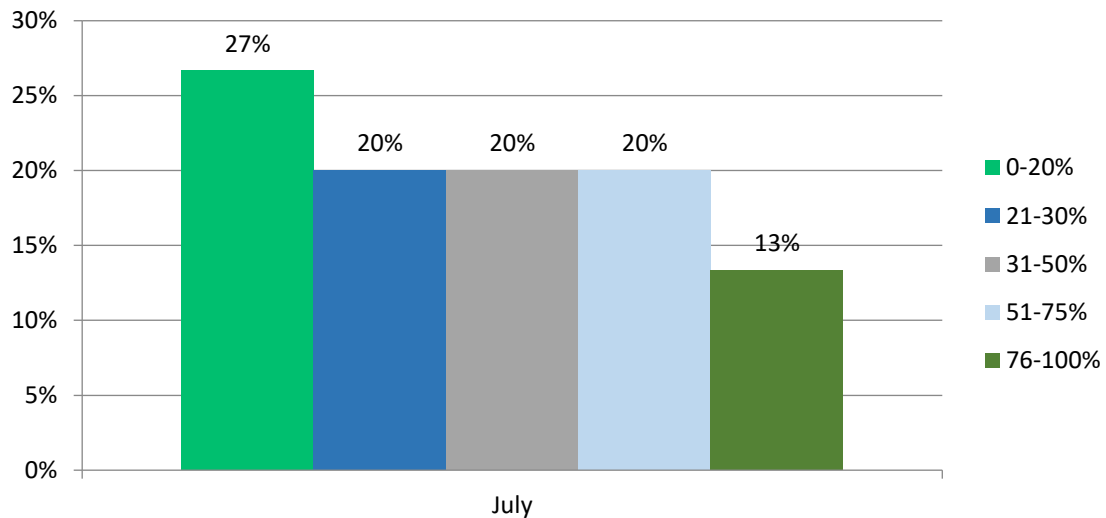
## Company Policies

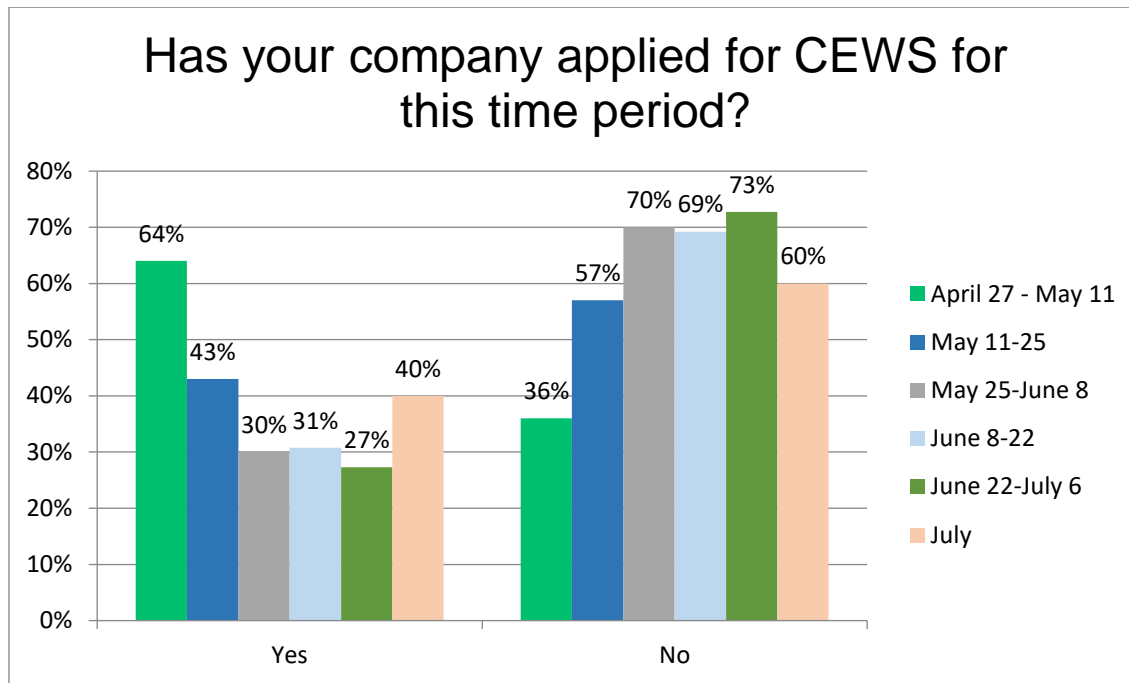


### What percentage of customers are allowing visitors?



### What percentage of your employees are back in the office?





## Policies from April 27-May 11

### Staff in office

- Implemented distancing and PPE protocols
- Only mission critical staff are in the office; warehouse and production staff
- Work from home
- Home office
- PPE
- Working from home with video conferencing
- Cleaning and distance protocols, work from home
- Social distancing, head washing, working from home
- Moved to work remote where possible (about 50%) distancing in office, hand sanitizer available
- 75% working at home
- Added safety measures such as plexy glass barriers between cubicles, masks provided to be worn anytime one moves thru the office
- Rearranging stations for those still working in office to add distancing, added purrel stations
- Removed doors from all cabinets to avoid having to open them (ie coffee corner)

### Service

- Available following customer and company safety protocols
- PPE + distancing
- Remote service as much as possible
- PPE
- Urgent callout with full PPE with Tech and customer
- Split shifts, social distancing
- Protective equipment, authorization to decline work if feeling unsafe
- Split into 2 shifts to avoid close contact
- Questionnaire sent to customer to be answered before any visit from our techs
- Added safety instructions, KN95 masks supplied, added dialogue with customers to ensure safety for both sides

#### **Outside sales**

- Continue to work at home - beginning to lay out protocols for visiting customers
- Work from home; sales calls if customer agrees and appropriate precautions taken.
- Very rare right now
- Work from home
- Home office
- Work from Home or in office with PPE
- Working from home with video conferencing
- Work from home
- Working from home
- Work from home, no sales visits unless specifically requested by customer
- Working from home
- KN95 masks provided for, Questionnaire sent to customer to be answered before any visit from our reps
- Added dialogue with customers to ensure safety for both sides

## **Policies from May 11 – May 25**

#### **Staff in office**

- Working from Home
- Social distancing, sanitary stations, masks and other ppe
- All staff working from home if possible
- Ontario continue to work from home except warehouse/assembly
- Opened Calgary and Montreal offices
- Segregation, social distancing, PPE, cleaning
- Work from home where possible, social distancing, hand cleanser available, divided eating area
- Split different departments into teams and they take turns working remotely and in the office
- Almost all working remotely with a few limited people rotating in and out.
- COVID-19 best practice plan in place
- 2.5 days/week in the office
- Work at home until July, with review at that point in time
- Covid-19 Best Practice Plan



- Work from home
- Work at Home
- Training, PPE, signage and limited access
- Still minimal staff in office, social distancing, sanitizing, cleaning multiple times per week
- Wearing of PPE is mandatory such as gloves and masks
- Making management team aware when there is a need to go to office so we can make arrangements
- None except Shipping and Mfg

#### Service

- On the road ... somewhat busy
- ppe including visors on helmets
- Strict health and safety guidelines
- Per customer's request, with safety protocols
- Segregation, social distancing, PPE, cleaning
- Masks, option to refuse unsafe work environments
- We only have Internal Service (no field service) and that is continuing.
- Only necessary service is carried out following
- no external service but Techs are working as normal
- Issued PPE + follow company protocols, for service calls
- Covid-19 Best Practice Plan
- Distancing measures
- N/A
- PPE and training
- Make sure customer has COVID measures in place, PPE such as eyewear, coveralls, disposable gloves masks, sanitize, quarantine after visit
- None- dispatch from home to field when required

#### Outside Sales

- Working from Home
- ppe including visors on helmets
- Mostly work from home, strict health and safety if on site
- Encourage to visit customers, with protocols, taking into account customer's willingness and sale reps comfort.
- Work from Home
- Work from home, sales calls at customer discretion
- All working remotely and only visiting Customers when the Customer requests it.
- Working remotely and very limited sales visits at request of customer. Using video meeting where possible
- Making a few requested customer visits but mostly working from home
- Issued PPE + follow company protocols, customer request sales calls only
- Covid-19 Best Practice Plan
- Work from home
- Work at Home
- PPE and training
- no physical visits, just virtual for now
- None in office

## Policies from May 25 – June 8

### Staff in office

- Social Distancing, Workspace Cleaning, PPE
- Posters on reducing germ spread, staggered work shifts, scheduled cleaning of work areas, hand sanitizer provided, work stations re-configured to allow social distancing, reduced seating in common areas, taped off 6ft spacing, handleless door opening
- Working from home
- 50% capacity
- Capacity limits to 25% / masks and sanitizers mandatory
- Working from home
- Work from home where available
- Work from home
- Work from Home
- Splitting people in departments to limit the number of people in the office
- PPE, cleaning schedules, distancing rules, work at home if possible still
- Same as before with limited staff in office
- Work from home

### Service

- Social Distancing, Workspace Cleaning, PPE
- 100% technicians, assembly, shipping warehouse
- Same as above plus face shields and pre surveys before deployment
- Done with maximum caution and improved safety
- Increased safety measures
- Covid procedures
- On request only
- We only have in house service so no change
- By request only, follow policy - safety protocols
- Emergency visits, to be approved by manager and HR first
- Emergencies only

### Outside Sales

- Work from Home, PPE
- Essential business travel only
- Working from home
- 100% engaged, limited customer visits
- Working from home - face timing customer only if the only solution
- Work from home where possible, increased safety measures
- Covid procedures
- Work from Home
- Working remotely and only going to Customers sites when requested by the Customer
- Visit by invite only, work from home, phone, zoom, etc.
- Only emergency visits, to be approved by manager and HR first
- Client-dependent; must practice our internal policies at a minimum.

## What requests have been made by end users?

### Policies from April 27-May 11

- Stay away
- 10 to 15% discount on distribution prices
- Getting remote training and following up on projects
- None in particular
- Status quo but reduced volume
- That we be able to respond to their urgent needs
- No visitors, webinar sessions
- Service to be maintained (we are essential) safety when in their plant
- To come on site to troubleshoot problems

### Policies from May 11 – May 25

- Only service for the most part
- Respect all measures recommended by gov't
- That sales and service follow procedures if on site
- Social distancing, PPE
- do not visit unless specific invitation
- Some customers are starting to open up their doors, but still few
- Nothing specific other than follow their protocols when invited to site
- A few requested visits
- Sales visits for application specific issues. No random sales calls
- Nothing specifically yet.
- Use video conferencing
- Some are open to virtual meetings
- Just emergency service calls. Some virtual service and troubleshooting
- Field service when necessary
- Confirmation in advance of PPE and procedures

### Policies from May 25 – June 9

- Emergency Visits Only, Social distancing, PPE
- No visitors unless invited in
- Only visit the plant if there a specific issue to fix
- Limited visits
- To have our PPE policy in advance on how we will protect them
- Feeling free to getting in touch with us using remote ways of collaboration
- Face mask, gloves, regular PPE where required
- Mostly technical support, service and quoting request
- Follow their rules, by invite only
- Review our covid-related policies; generally don't come if not necessary