

Company: Specialty Roller & Machine

Title: Helping a Berwick Manufacturer Navigate and Survive the COVID-19 Pandemic

Company Profile

Specialty Roller and Machine, Inc. concentrates on the manufacture of precision machined components and the production of new and refurbished urethane or rubber coated parts, including rolls, rollers and wheels.

Situation

The company's management team wanted to keep their doors open during the COVID-19 pandemic but were unsure how to utilize the Exception Waiver. Additionally, Specialty Roller needed guidance on what Personal Protective Equipment was acceptable and met the CDC guidelines. Their workforce was very concerned about the COVID-19 virus and their safety. Some employees even took an extended leave of absence, which placed a strain on production. Specialty Roller needed financial guidance and advice concerning the Paycheck Protection Program and how to apply and use it.

Solution

NEPIRC worked with the management team at Specialty Roller and Machine to get their questions answered regarding how to stay in business during the height of the pandemic. NEPIRC conducted both one-on-one conference call meetings with owners Joe Canfield and Harry Davies. Further, Specialty Roller and Machine obtained the waiver to continue to operate in March through an email NEPIRC provided to manufacturers in northeastern PA. Additionally, Specialty Roller and Machine was able to enter the Paycheck Protection Program through assistance from NEPIRC. The company also found NEPIRC's *Manufacturers Return to Operations & Best Practice Guidelines* helpful in answering their PPE questions. Additionally, NEPIRC was able to provide them with access to face masks at no cost.

Results

As a result of the Engage Survey Process, Specialty Roller and Machine was able to:

- Attend bi-weekly COVID-19 Microsoft Teams video roundtables (3/20/20 to 6/12/20) for assistance (these calls included SEDA-COG and DCED representatives during the 5/15/20 video conference)
- Obtain the waiver to continue operations in March through an email link NEPIRC provided to manufacturers
- Qualify for the Paycheck Protection Program through a referral link provided by NEPIRC, which resulted in all 12 employees staying with the company throughout the pandemic
- Receive access to masks at no cost
- Receive referral to BIDA and the USDA for assistance
- Through Supplier Scouting, receive referral to the Michigan MEP, NEPIRC's sister center, to learn of the conductivity of one of its aluminum components.

Testimonial

7/14/20 – As a small fledging manufacturing company that has ambitions of being a leader in the manufacture of custom machined components and polyurethane-coated rollers, we are fortunate to be able to turn to NEPIRC for help with ISO consulting, financial guidance and education, accessibility to employee training programs and advice on how to improve manufacturing efficiencies and automation. This is the area's premier industrial resource! Highly recommended! - Harry Davies, President, Specialty Roller and Machine, Inc., Berwick, PA