• Click Bond opened in 1987. It designs and fabricates aerospace parts and components. It is the largest manufacturer in Carson City.

• Employee populations: ~450 Carson City, NV; ~100 Watertown, CT; and <10 in Saltney Wales UK.

• A U.S. Defense Industrial Base member and designated essential by DHS/CISA. It maintains two shifts and full capacity production through the coronavirus State and National emergencies.

• Click Bond invests significantly in its employees. The coronavirus crisis has tested the company’s ability to stay connected to its workforce while employing CDC-recommended social distancing practices and ensuring each employee and their families feel confident they are operating in a safe, healthy, and supportive environment.
• The Executive Team - CEO, COO, CFO, VPs for R&D, Industry & Government Relations, Sales & Marketing, Organizational Development, and the Director for Strategic Initiatives/Board Member – moved quickly to create a COVID-19 team. In addition to the exec team, these functions complete the team: MIS, IT, HR, EHS, Risk Management, and Communications.

• To start, the team met twice daily to review, assimilate, and provide guidance to Click Bond employees, customers, and affected supply chains. The team now meets a minimum of 3 times per week.

• Review Federal, State, and Local government directives and facilitate company compliance.

• Close and frequent communications with a wide array of government offices and industry trade associations to inform and refine adjustments to company policies and procedures.

• Travel restrictions implemented.
• Universal adoption of CDC and OSHA guidance.
• “Social Distancing Strategy” (SDS) to include all employees, visitors, vendors, and contractors.
• Decongested pinch-points by gapping shifts, staggering breaks, segregating workcenters, and moving clock in/out to personal phones using geo-fencing with timekeeping app.
• Environmental enhancements for employees – barriers, fresh air flow enhancements, etc.
• Sanitization: Preventative and Retroactive
• PPE for employees – On demand nitrile-based non-latex gloves and face coverings to all employees.
• Enabled an electronic mass notification system for off-duty emergency communications.
• Established outreach to local Public Health offices in Torrington, Carson City, and Washoe Districts.
On March 23 Click Bond instituted a new policy offering every Click Bond employee an additional 80 hours of “COVID-19 Paid Sick Leave” - at full pay - to be used when an employee is unable to work because the employee is:

- subject to a federal, state, or local quarantine,
- advised by a health care provider to self-quarantine,
- is experiencing COVID-19 symptoms and is pursuing a medical treatment,
- caring for an individual subject to the above, or
- caring for child(ren) as a result of closures of schools and/or child-care providers.
Case tracking
• Developed a tracking database so that supervisors and HR can collaboratively steer self-reporting symptomatic employees through the process leading ultimately to their return to work.

Behavioral Health
• Flagged for employees updates to the company’s EAP resource to help employees and families cope with emotional impacts of the virus.

Financial Information
• The company’s 401(k) retirement plan advisor held office hours for our employees to answer questions about financial relief, including emergency use of funds and options for savings.
• Additionally, the company provided access to a voluntary online and in-person “financial wellness” resource to assist with strategies on debt, savings, retirement, etc.

Communications
• The importance of timely, actionable information about work status, policy and protocol changes, leave and compensation and other topics vital to the continued functioning of the factories cannot be overstated.
• At the outset, all-employee daily bulletins were routine. Weekly meetings with off-site staff, regular CEO engagements with departments, and daily mid- and supervisor-level meetings are ongoing and vital.
• Continuous workforce engagement.
• Cross-functional team approach.
• Decisive leadership.
• Communications.
• Industry associations.
• Government engagement.
Thank You!

PIONEERING > ADVANCED > SOLUTIONS