

**May 18, 2020 - 10:00am ET**  
**Georgia Manufacturers Alliance - Town Hall**

**Host: Jason Moss, Founder and Executive Director GMA**  
**Guests: Scott Rasplicka, Pres Delta Metals, [scott@deltametals.net](mailto:scott@deltametals.net), 912-234-8201**  
**Richard Warner, CEO AwareForce, [richard@awareforce.com](mailto:richard@awareforce.com), (470) 448-3887**

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#### **About GMA:**

Even though the world is changing, GMA's mission is the same, only the tools have changed to all digital. These calls are designed for manufacturers and for those who support the manufacturing industry throughout Georgia, to support each other and share best practices. All calls are via Zoom and lasts approximately one hour. Please register online so you can get the links to the calls, any resources discussed on the call, and its show notes.

#### **Welcome by Jason Moss**

This is our second month of hosting virtual Zoom calls. All our calls are archived, feel free to use those as a reference. We want to make sure we keep everyone current.

Today's buzz is all about The New Reality. Interesting how everyone adopted. The call of this Town Hall call, after 2.5 months providing a variety of Zoom calls on finance, sales, leadership, Task Force, etc., this Town Hall is to give updates on current situations and share best practices, how to communicate with each other and share what's working and what's not.

#### **First guest:**

**Scott Rasplicka, President of Delta Metals, Savannah, GA.** Scott was the initial community sponsor when we launched the GMA Savannah Chapter to bring GMA to the coastal market. Scott: Delta Metals is a custom fabricator for the manufacturing and construction related industries.

- Our primary market is to other manufacturers. I can report on our perspective as well as our large manufacturing customers.
- Delta did not shut down, we are an essential business as we are making items for other essential manufacturers but also for hospitals to modify their ERs to turn them into Covid rooms. We have a roofing department, we cut holes in roofs for extra ventilation etc.

- A lot of plants continued to use us for the most part, some did not shut down but kept all their subcontractors out, so we could not install during this time but we manufactured and they self-installed. Now that we are opening back up, we are seeing a little more demand to fix broken items.
- We need manpower, companies are opening up and want items fixed "today"! The plants that still allowed us in, stayed steady. Those that kept us out, are urgently in need of repairs to have maximum output.
- It is harder to work because of new restrictions, extra paperwork, workers need to fill out a Covid report: have they been sick, been out of the country, traveling etc.
- We encourage our employees to work and go home, and don't do much else.
- We have a nurse here every Monday morning, who sees all employees on a 1-on-1 basis, takes their temperature and asks questions.
- With social distancing in the plants, also lots of PPE, it is harder, it takes longer which costs more money to get things done.

**Jason: penned up demand, were you keeping most employees working?**

Scott: we are hiring 10-15 people right now.

- We had a few employees who got scared, walked out and never came back! Several workman's comp requests but we denied it as they walked off, we are in discussions with GA Dept of Labor. Some came back to work after they found out they could not get extra money but needed to report to work. Some quarantined because their wife got sick.
- Our policy when you leave for any reason, get tested with a doctor's note then ok to come back, which resulted in a shortage of labor. We don't want employees to determine their own health, they have to come back with a doctor's note. It is very effective, but the issue is doctors charge \$100-200 and the Dept of Health is free, but their testing vendor takes 5 days for results so that is frustrating for the employees as well as us.

**Jason: how quick are tests coming back?**

Scott: within 2 days

**Jason: what do you think about penned up demand? I am forecasting a tidal wave, what are your procedures to get back up? You manufacture in sheet metal on the construction side, how do you benefit other manufacturers where you see an increase/change of products?**

Scott: A couple of manufacturers make toilet paper.

- In one of their plants we installed an entire new line, up 20% capacity, it was experimental and it was up/running before Covid, then we had to come back in to modify it to run it 24 hrs a day to make standard toilet paper.
- We do a lot of roofing and ductwork for air ventilation.
- Half of the work is custom fabrication. If a manufacturer makes a product with automated lines, such as making sheetrock, and as part of that line they have a table that has to vibrate and pack the sheetrock down. They need to redesign and customize that table to make it perfect for them.
- We make machine guards as standard safety features. Any automated line, if it does not work right for you, we can modify and custom make it.
- We service mostly GA and SC, if we do work for a Fortune 500 company then we may ship all over the world. Most installations are within 150 miles.

**Jason: any paperwork you give to your customers before entering their facility?**

Scott: a good point, but we never give it to plants unsolicited. We may want to rethink that as a good initiative to keep our customers safe, thank you! Also communicating with our employees, too many rumors floating around, want to keep those at bay.

- Before Covid, we used to have large safety meetings with the entire company. Now I'm writing an awful lot, and include this communication in their weekly paycheck. Mostly information backed up by real research, I research daily and try to translate that to my employees, so they are not too scared to come to work. I tell them what precautions are real and which one are not good.
- The correct PPE at the right time, etc. N95 masks are advertised all the time, lot have an opening valve up front, which is actually worse than not wearing a mask at all.

**Comment Jason to Cokkie: communication to customers as well as employees,** we are hearing that a lot from our GMA members who need to make sure their employees feel safe coming to work every day.

Cokkie Eaker: yes, we have seen communication as the most important factor in leading an organization. Sloan from TieDown talks about that a lot but we also heard that from Daniel Defense last week. Good communication makes all the difference in making your employees trust you and feel safe coming to work.

**Pierre Tanguay to Scott:** the higher cost associated with compliance, how does that affect the market?

Scott: Additional cost for PPE, extra cleaning, costs for spraying to decontaminate the buildings, added labor costs, and other plant changes. We can include it in our current pricing quotes, but some of the projects were priced a year ago in a contract. Some of our contracts are long term. We tried to price in extra labor and material costs as they change overtime anyway, but current lost labor was not foreseen. We are monitoring those costs, maybe file a change order to previous contracts, but we have not done so since I don't know the extra final amount. It is a problem with previous contracts, ok with current quotes to include some of these costs.

Pierre: very few included those costs in their pricing models, I'm sure.

**Henry Quilian to Scott:** this is the first time I heard about the N95 mask being unproductive mask, do you have a list of more items like that?

Scott: no, we don't. It is frustrating to procure anything as most items are reserved for first responders/healthcare. We have found that anything that can block you blowing air, is good. We have gone to paper masks, but cannot wear too long, or any cloth covering. Our determining factor is when you sneeze, would you feel the spray through your mask?!

**Jason shared his screen - introducing the GEORGIA SUPPLIERS LIST , located at:**  
www.georgiamanufacturingalliance.com  
“News” tab  
“Covid 19 Suppliers”

In order to best support GMA members and Georgia manufacturers and suppliers, GMA has decided to publish the Georgia Suppliers List from the Georgia Department of Economic Development, on its website to serve as a tool to encourage selling and buying within the State of Georgia. Please note this is not a GMA initiative, the GA Dept of Economic Development is its owner, and we advise you to read the Disclaimer. We are super excited to be able to bring you this list and the possibility to add your name to this list. As the GA Dept of Econ Dev updates this list, it will automatically be updated on the GMA website as well.

#### **About the Suppliers list:**

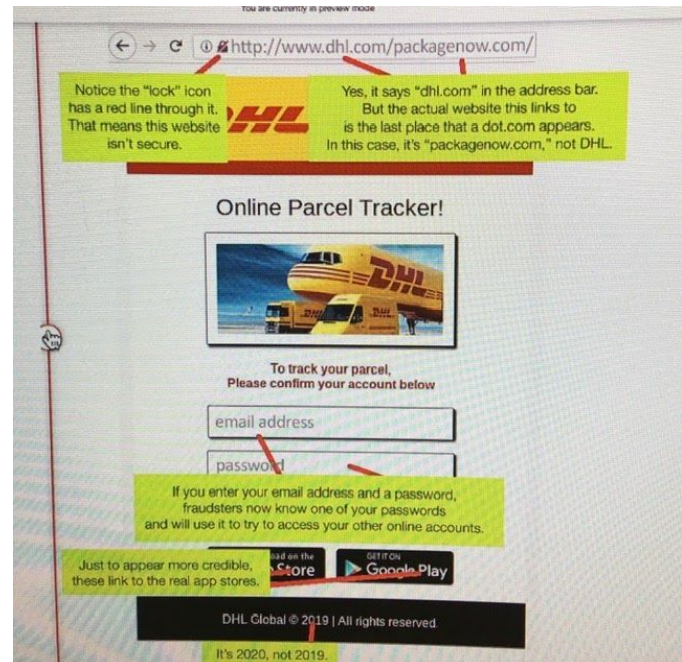
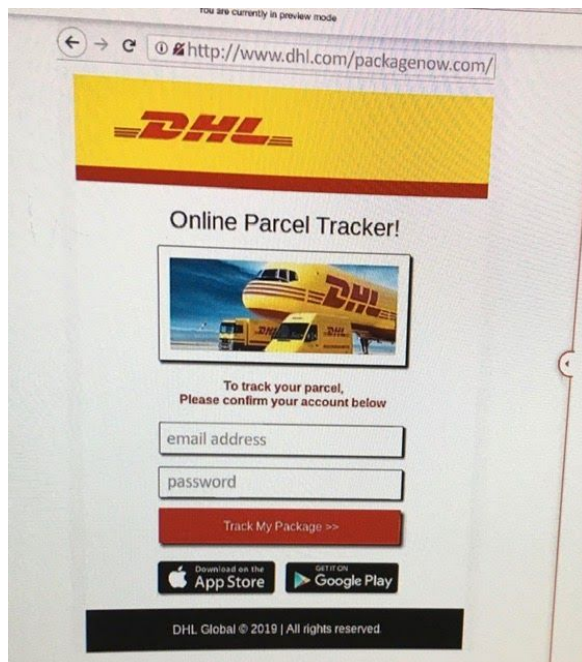
- This list is developed by the GA Dept of Econ Dev but they do not endorse the suppliers
- Suppliers are listed by city
- If you want to be included in this list, simply click on the “this form” link on our page, just above the link to the actual list. It will take you to another website:  
<https://www.georgia.org/covid19response> (the “form”)
- Two conditions to be included on this suppliers list:
  - Product has to be FDA-approved medical supplies, see list on bottom of form
  - You do not require payment up-front
- How to donate (!) small quantities:
  - please donate directly within your community
  - if you need to find additional facilities that are in need of these supplies, go to Health Connect South, a link is on the form, or go to  
<https://healthconnectsouth.com/#1585830693598-6c730980-f079>
- To donate (!) large quantities of FDA approved medical supplies to GEMA, go to link on form or go to: <https://www.cognitoforms.com/GDECD1/CriticalMedicalSupplyDonations>. The definition of large quantities are listed on this form.

#### **Next guest: Richard Warner, CEO AwareForce.**

Introduction by Jason Moss: Richard Warner has been a big supporter of our annual Summit, he has been our MC for the Summit from day 1. Richard has a background in the broadcasting news industry. I heard Richard many years ago at the Manufacturing Appreciation Luncheon where he was the MC, he is the voice of the industry! You can hear him again on September 15, we are on track to host the GMA Summit! Richard has given me insights on what other events / tradeshow are doing nationwide at this time.

## Richard Warner is the CEO of AwareForce which reduces cyber risk in the workplace:

- Manufacturing is THE most targeted by cyber thieves.
- The activity is staggering with a big increase in the last two months.
- Regarding events: if a conference is in October, it is not happening! So Jason is on the ledge, deposits are not forgiving.
- The news this morning is about a vaccine showing very positive results, it made the stock market go up. First 8 patients have avoided the disease.
- In the last week, I have had three organizations reschedule events from April, May, June. People are hopeful, exhausted from Zoom calls. If everyone adheres to good practices while going out, hopefully we can soon resume normal life.
- About Phishing scams and the Scams and the bad guys: manufacturing is THE most targeted by cyber attackers. 9 out of 10 of these attacks, unlike bad guys reaching out to you, what they want is intellectual property: trade secrets, patent information, business plans etc. to be sold on the Dark Web.
- The reason there is an uptake is because so many are working from home where cyber thieves have lots of points of entry. 3rd parties have access to particular windows of our operation.
- These scammers are much more sophisticated, they target individuals, through LinkedIn, then go to Facebook, if your settings are set to public, they can find out lots of personal information, they can piece it all together and attack you.
- Since March 15 there are 6x more phishing emails, but especially what's called Spearfishing. They target you by name, get your email address through social media.
- Phishing email targeted to you, see example on the screenshots below: Look at this package delivery notification - see if something is fake:



1. Look at web address. www.dhl.com, check to the right, it says packagenow.com so it is not really coming from DHL!
2. Add email and password - the bad guys now have a password that you probably use for many other accounts.
3. If you click on apple or google play, it will take you there, they'll watch you
4. Misspellings or incorrect date. See "2019"

### **Most common phishing emails:**

- Email subject lines, most often used:
  1. Donations to World Health Organization
  2. Click here to find out how to avoid attracting the virus
- Phone calls: IRS saying your identity has been stolen, call and pay or call us to speed up IRS payments.
  - The IRS only communicates by mail !!!!
- Advice for working at home:
  - use a VPN when doing business over the internet.
  - dont share your computer with family members.
  - Turn your computer off instead of going to sleep, at the end of the day.

All callers can email Richard for a pdf containing information on:

1. Most common phishing emails,
2. How to work safely from home
3. Covid crossword puzzle designed to remind everyone how to stay safe.

**richard@awareforce.com**

### **Questions:**

Henry Levine: great info. Are you suggesting we disable cookies more often?

Warren: not cookies. Here is a great story about financial services, how managers get hacked and as a result their financial institution is hacked.

- An employee was promoted to a senior role within the bank.
- Employee posted the promotion on LinkedIn
- A crime ring targeted the employee and figured out her email address.
- Found her on Facebook
- Facebook feed showed a picture of her son at football high school practice.
- On the High School website, they find the football coach and figure out his email address.
- They sent an email from the coach's email address to let the employee know the practice schedule has been changed, and please download the new PDF (which had virus on it).
- The bank employee downloaded it on her work PC which gave the crime ring access to the company's accounting system!

This is Spearphishing, it is very powerful!

Jason Moss: I received a panic phone call from a friend who wanted to double check to see if he did something stupid. I just sent you \$600 in iTunes give cards. He had received an email, thinking it came from Jason, informing him that he forgot to get gift cards, to please go and get some and email me the codes? He had done it and said he should have called him first. Jason: will never ask you to do anything like that!!

### **Announcement from Jason Moss:**

Justin Hughes, Dieselgrid became our newest Developer Sponsor!!! Justin is actively engaged in GMA and his community. Justin, why did you get involved in GMA?

Justin: Originally, when Covid started, we were looking for PPE. We were buying scuba masks, if you take the snorkel out and replace it with fabric you can make your own mask, we needed someone to do that. GMA members are our customers. As a logistics company, we need to understand the needs of our customers, we need feedback. We are currently building integration software for zero driver contact. Keeping drivers and manufacturers safe.

Jason: More about this on Thursday's call. Thank you for sponsorship!

**Comment from Jason:** our new digital platform, launched last week, was not in sync with our social media efforts, we did not catch up so we are staying the same this week.

### **This week:**

E2E education workshop this Wednesday about healthcare changes during Covid. Register for it! On Thursday, we will be hosting the retooling and relaunching TaskForce: best practices about getting back to full speed. No call tomorrow.

### **Guests on this call:**

- Joe Stone, primeFORCE, 770-543-0468
- John Millican, INL Leasing, jmillican@inlleasing.com
- Parker Pruett
- Sherry Reed-Schaff, Comfort Systems USA, commercial and industrial HVAC, 912-414-9106, sherry.reed-schaff@comfortsystemsusa.com
- Tara Burke, USI Insurance Services, 239-272-6887, tara.burke@usi.com
- West Francus, Account Manager, Livingston & Haven, 678.642.1385, wfrancus@livhaven.com, www.livhaven.com, Providing Innovative Productivity Solutions for Manufacturing