

GENERATING SIGNIFICANT CLIENT IMPACT AMIDST THE **COVID-19** PANDEMIC

NEPIRC

northeastern pennsylvania industrial resource center

During the pandemic, NEPIRC maintained operations as an essential business and implemented its Business Continuity Plan, which enabled the organization to quickly pivot its services and offer emergency response assistance to manufacturers across northeastern, central and the northern tier of Pennsylvania.

NEPIRC COVID-19 RESPONSE EFFORTS FOR MANUFACTURERS



Proactively contacted all regional manufacturers



Established manufacturer hotlines and help centers



Created quick-response teams to address manufacturer needs



Launched e-newsletter updates reaching thousands of manufacturers



Offered free impact assessments and response plans



Provided informational virtual seminars to hundreds of manufacturers



Hosted biweekly manufacturer virtual roundtables



Transitioned all services and training to a virtual environment



Provided free services, posters, forms and PPE

Regional Manufacturer Participation with **NEPIRC**

Throughout the pandemic, more than 400 manufacturers participated in at least one NEPIRC service. NEPIRC provided free COVID-19 Impact Assessments & Response Plans to more than 70 manufacturers and assisted more than 100 manufacturers with customized COVID-19 recovery services.

OUTSTANDING CLIENT-REPORTED RESULTS

Verified by the U.S. Department of Commerce

1,700



LAYOFFS AVOIDED

\$124.7 MILLION IN RETAINED SALES



\$25.8 MILLION IN NEW SALES

\$22 MILLION INVESTED IN PA OPERATIONS

\$17.2 MILLION IN COST SAVINGS



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