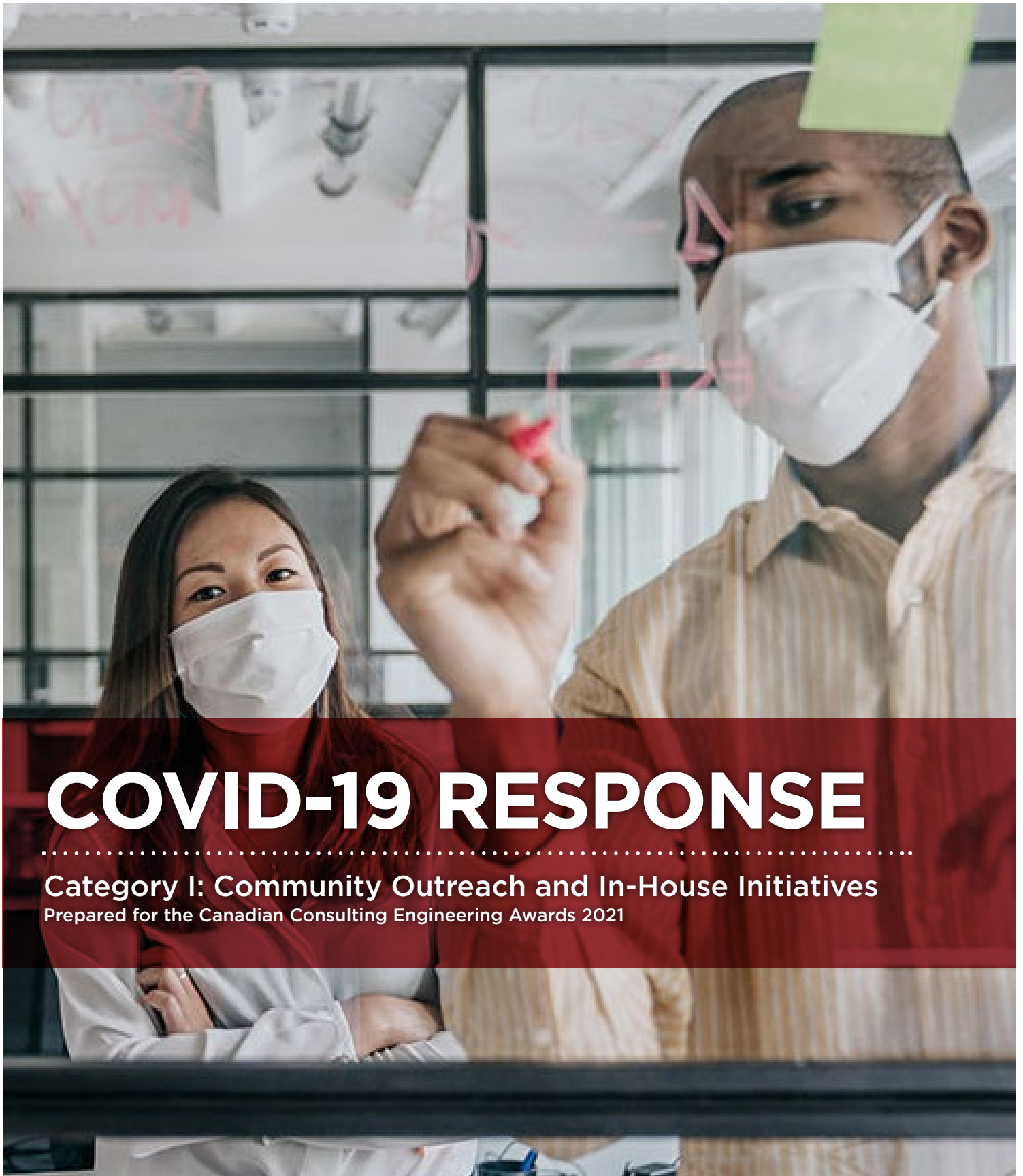


WORKING TOGETHER,
MAKING THINGS BETTER



COVID-19 RESPONSE

Category I: Community Outreach and In-House Initiatives

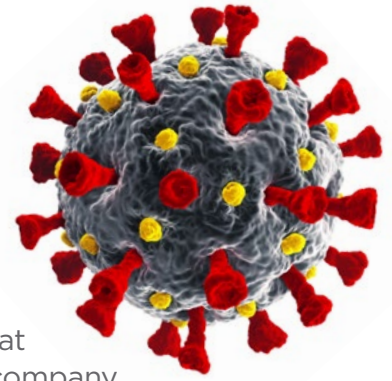
Prepared for the Canadian Consulting Engineering Awards 2021

A person wearing an orange lab coat and blue nitrile gloves is shown from the chest down. They are holding a clear pipette tip in their right hand and a clear vial in their left hand. The background is a soft-focus orange. A semi-transparent red horizontal band is overlaid across the middle of the image, containing the text. At the bottom of the image, there are several 3D models of coronavirus particles, which are spherical with red surface proteins and greyish-blue bodies.

SUMMARY

The world was affected by the coronavirus pandemic. We adapted to the emerging reality of the pandemic by supporting our staff, clients, and communities. Pinchin gathered panels of experts to guide clients through COVID-19 in the workplace and broader community through complimentary webinars covering COVID-19 Risk Assessment, Re-occupancy, Potable Water Contamination, Ventilation, Filtration, and Infection Control. Pinchin reinforced the importance of community outreach, health and safety, sustainability, technology, and staff support while ensuring business continuity.

Nature of Project



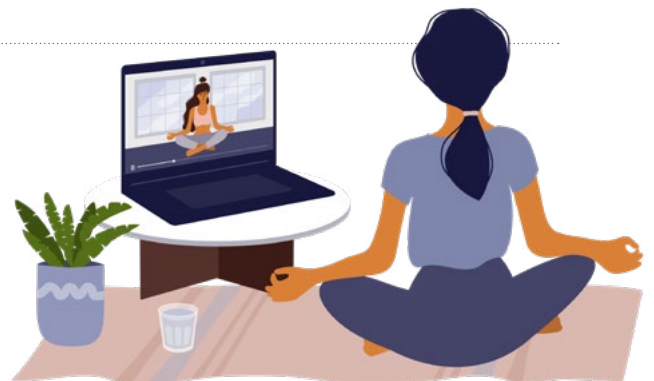
On January 25th, 2020, the first confirmed case of COVID-19 was identified in Canada. Pinchin recognized the risk and disturbance this could potentially have on our internal and external stakeholders and implemented immediate measures. The Business Continuity Committee (BCC) completed and issued Pinchin's Pandemic Preparedness Plan in February and began daily meetings at the beginning of March. Daily all staff communications were made providing company updates and health and safety directions to keep staff, clients, and our communities aware of the risks and our process for mitigation. By mid-March, Pinchin staff were mandated to generally work remotely and remain doing so today. Pinchin is recognized as an essential service and was able to continue to serve our clients through the course of the pandemic. All staff were required to complete health and safety training, and all field staff were required to adhere to strict safety protocols to optimize safety.



In March 2020, we began delivering our Practice Innovation webinars. These webinars are a combination of internal subject matter experts and external experts in their field providing practical solutions to technical issues. We needed to get our knowledge on risk mitigation, re-occupancy strategies, cleaning procedures, HVAC and plumbing operation during under-occupancy to our communities to help them navigate these times. Through fostering connections with medical doctors, professors, nationally recognized industry leading peers, along with our internal experts, we merged medicine, public health, and academia into everyday solutions to mitigate COVID-19 risk. These sessions are complimentary. Donations were made to the charities of the external presenter's choice. The sessions are recorded and readily available for anyone seeking advice on these topics.

We maintained our commitment to our CSR program. While our traditional outreach was not a viable option, we were innovative with our techniques in connecting with our communities.

As we continued to navigate the challenges of the pandemic and our altered work settings, we ensured that our employees had flexible tools available to support their ongoing wellness, whether that is additional health supports, exercise classes, support for their home office set up, etc.



Effort & Complexity

Our COVID-19 response required a coordination between all levels of the company. Through our response, we cultivated a deeper sense of internal community, comradery, and friendship.

Pinchin is a nation-wide company, the need to accommodate the transfer of staff to working from home proved to be challenging. Aside from ensuring all staff had access to the required work equipment in their new home-based office, we implemented robust IT infrastructure to maintain communications, uphold client security, and project delivery.

Pinchin is proud to foster a culture of work/life balance and flexible hours. Recognizing that many Pinchin families were also homeschooling children, we welcomed the visitors on our calls and happily supported our staff as they also took on the new role as a teacher in their home.



Throughout the course of the pandemic, we maintained our project fieldwork and delivery while recognizing the increased safety risk that COVID-19 presented. Enhanced safety protocols were created covering each Pinchin practice and any situation our staff may encounter in the field. Prior to attending a Pinchin office or a client site, staff are required to complete an internally developed wellness screening app. Pinchin also launched the use of the Simple In/Out app to ensure thorough contact tracing and infection mitigation should a confirmed case be announced within our premises or a on a client site.

During the course of the pandemic, we created a real-time indoor air quality monitoring process tied to data analytics, **ActiveAQ**. It can be configured to measure and mitigate health and environmental risks such as:

Carbon Dioxide (CO2):

Monitoring this parameter confirms that HVAC optimization has been successfully implemented to deliver maximum possible outdoor air, and that space planning is working effectively to keep occupants physically distanced, resulting in CO2 concentrations generally below 800ppm.

Relative Humidity (RH):

Monitoring this parameter demonstrates that RH is being effectively managed (40-60%) to prevent respiratory irritation and limit the airborne spread of SARS-CoV-2 fomites and virus nuclei.

Airborne Particulate (PM2.5):

Monitoring this parameter demonstrates that airborne particulate, including potential respiratory particulates, are being effectively controlled by the ventilation and filtration systems.

By reviewing the data in real-time, Pinchin is able to provide a timely response to any parameter that is not within an acceptable level and rapidly implement mitigation strategies.



Social, Economic & Other Benefits

In a time of crisis, consulting engineers need to adapt to maintain operations but also lever their expertise to benefit the broader community. Pinchin did this by setting up a practice innovation series to share our lessons specific to pandemic related controls and workplace strategies.

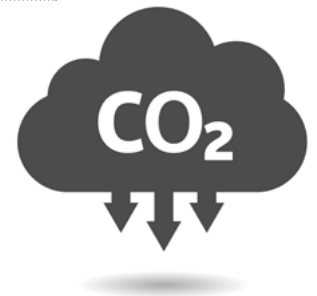
To support our commitment to mental health, we implemented, Not Myself Today®, an initiative of the Canadian Mental Health Association, to all employees in order to build greater awareness and understanding of mental health and reduce the stigma associated with it.



In recognition of the growing need for in-kind and monetary donations, we launched a national food drive. We had 24 participating offices doing their part to reduce food insecurity across the country. Together we collected 1,800 lbs. of food and raised \$3,380 in donations for Food Banks Canada. The two offices that collected the most donations also earned \$1,000.00 donations to the charity of their choice. This was extremely inspiring to see our staff come together to provide for those in need while working remotely.

Pinchin provided all staff with an additional \$250 in their Health Care Spending Account (HCSA) or Personal Spending Account (PSA) for 2021. This helped to provide increased access to benefits to support staff and their family's personal health and wellbeing throughout the year.

We conducted a study of the company's standard commute to and from our offices for the months of May and June 2019. Our travel for these months in 2020 was reduced by 71%, and we saved 214 metric tonnes of CO2 emissions! That is equal to the same amount of CO2 emitted from 235,799 lbs. of coal burned, the energy use of 25 homes for one year, and 27,291,896 smartphones charged. Over the twelve months that we have been working remotely the carbon savings are estimated to be 1,200 metric tonnes.



Due to COVID-19, we were not been able to undertake our typical client outreach activities. However, we wanted to maintain the spirit of these activities and made financial contributions to Food Banks and Salvation Army locations across Canada. Many Canadians are struggling during this pandemic and needing to make sacrifices to ensure there is food on the table. Our donations reflect our commitment to supporting the communities where we live and work and our appreciation for their support and partnership.