



As we continue to monitor and respond to the changing situation regarding the outbreak, we have implemented additional protocols to prevent the potential spread of COVID-19 in our organization and its stakeholders.

As a result of these increased restrictions and continued uncertainty about the duration of this event, we have provided answers to your most important questions below to keep you up to date.

Q1: How is CWB Group as a company approaching the COVID-19 pandemic?

A: We understand that the current situation has caused a great deal of unrest, and we appreciate the patience and perseverance of the community as we work through this in coordination with the different levels of government. CWB Group continues to comply with the recommendations of the Government of Canada, and our services, like many others, are being impacted by this rapidly evolving situation. The well-being of our employees, clients, and students is of the utmost importance to us. For an overview of how we are helping all of our service lines, please visit:

<https://www.cwbgroup.org/update-concerning-covid-19>

Q2: Are there any resources available regarding government benefits?

A: CWB Group is committed to providing you with all the relevant information and resources on government assistance programs. Please use the links below to gather more information based on your specific needs:

- <https://www.canada.ca/en/employment-social-development/corporate/notices/coronavirus.html>
- <https://www.canada.ca/en/employment-social-development/services/work-sharing/temporary-measures-forestry-sector.html>
- <https://www.edc.ca/en/campaign/coronavirus-covid-19.html>

Q3: Are the CWB Group offices open?

A: (**Updated May 19, 2020**) CWB Group would like to announce the reopening of two of our office locations. The training facility in Alberta (Nisku) will reopen as of May 19th and our Quebec (Laval) office will reopen on May 25th. Our head office in Milton will reopen at a later date so stay tuned for updates as they become available. <https://www.cwbgroup.org/about/news-events/news/2020/cwb-office-reopening-plan>

Check our current course listings to see if your in class course is still available. <https://www.cwbgroup.org/education/classroom-courses>. Individuals who have previously registered for a course may:

- Call us at 1-800-844-6790 and transfer your course to a later day. There is no fee to transfer your course. If you wish to cancel, you may reschedule anytime within a year from your cancellation date
- Transfer to an online course for Welding Inspector Level 1, Welding Supervisor Steel, and Welding Supervisor Aluminum (please note that online courses are only available in English). All of our online courses are listed here: <https://www.cwbgroup.org/education/online-courses>



Q4: What is the current protocol for CWB certification and recertification?

A: The CWB team remains ready to help you in your day to day needs. Although we have provided a 90-day extension period to current qualifications, we recognize that there may be a situation where your renewal or recertification is critical for your employment, and you will need to complete said requirements within a strict time frame. If you require urgent services, please reach out to us by:

- [Calling us at 1-800-844-6790](tel:1-800-844-6790)
- [Emailing your request to info@cwbgroup.org](mailto:info@cwbgroup.org)

Q5: What is the status of the CSA W47.1 standard transition?

A: **(Updated – May 25, 2020)** We will also delay the transition to the new edition of CSA W47.1-2019 from June 1, 2020, to **September 1, 2020**. This will permit our clients additional time for any work to accommodate the transition. Please note that any welding procedures submitted after June 1, can be reviewed and approved in accordance with the 2019 edition of CSA W47.1 at the option of the certified company.

Q6: Will the CWB Welding Foundation still host their summer camps?

A: The CWB Welding Foundation is suspending welding camp programs that were planned for the summer of 2020, and they are putting the application process on hold. For a full listing of all of the Foundation updates, please [CLICK HERE](#)

Q7: During this time, how is CWB Consulting conducting business?

A: We are still available via phone and email, should you need to contact us. We will continue to perform Retained visits at your facility, but as an alternative, to help to stop the spread of the virus, we can deliver this service via telephone or Skype meetings and will email reports to you in a timely fashion. If your province has deemed that non-essential businesses must close, then we can only perform visits via Skype or teleconference.

Q8: Is CWB Registration still providing auditing services?

A: CWB Registration will continue to deliver auditing services to customers as requested, except when government travel restrictions prevent us from doing so. We also recognize that many clients have imposed visitor restrictions for their facilities, and the CWB Group will adhere to these restrictions as requested. Below, we have highlighted the options available to our clients as we work through this crisis together:

- If you wish to reschedule any service appointments to a later date, you can do so by communicating with us at registration@cwbgroup.org
- CWB Registration can provide partial to potentially full audits via remote/virtual settings which can be discussed further with your assigned auditor
- The CWB Group will not impose any cancellation charges for cancelled or rescheduled appointments to the growing concern around the COVID-19 pandemic



Q 8: Is CWB Registration still providing auditing services? *(continued)*

- Following the guidelines announced by the Government of Canada, all clients that have travelled outside the country must self-isolate for 14 days. If you have travelled during this period, you will be required to reschedule your audit

Q 9: What is the status of the CWBi Acorn training program?

A: The CWBi Acorn team has been working around the clock to create online course resources for all high schools and post-secondary schools that teach welding and metal fabrication. Our educational package will include 18 foundational courses and be provided at no cost to support the growth and sustainability of our industry during these challenging times. We are providing downloadable content, tests and course materials, and the team at CWBi Acorn will provide training to all instructors on how to implement classes virtually. The goal with the online resource package is to provide world-class training and support programs managed entirely by the team at CWB Group. To learn more about CWBi Acorn's Online Course Resources, please visit:

<https://www.cwbgroup.org/acorn/online-course-resources>

Q 10: Will upcoming CWB Group events and conferences be affected by COVID-19?

A: Each event status listed below:

- Educators Conference- May 26-27 (Vancouver, BC). We have made the difficult decision to postpone the Educators Conference as per Health Canada's advice to avoid large conferences and gatherings in enclosed spaces. We have decided to host an additional online event in the fall instead of the annual conference, and more details will be shared once they are available.
- CanWeld Conference- June 17-18 (Toronto, ON) We are disappointed to announce the postponement of CanWeld 2020. As our reputed partners at Fabtech Canada announced back in March, we looked for ways to host this event in 2020 but felt that we couldn't do justice to our partners, exhibitors and participants, but we are committed to a bigger, better and safer event next year.
- CWB Association Chapter events- All chapter events shall be cancelled until further notice.

Q 11: What is the best way to reach the CWB Group during this time for help?

A: We ask that you either call us at **1.800.844.6790** or email us at info@cwbgroup.org