


SOUTH CAROLINA'S COMPETITIVE

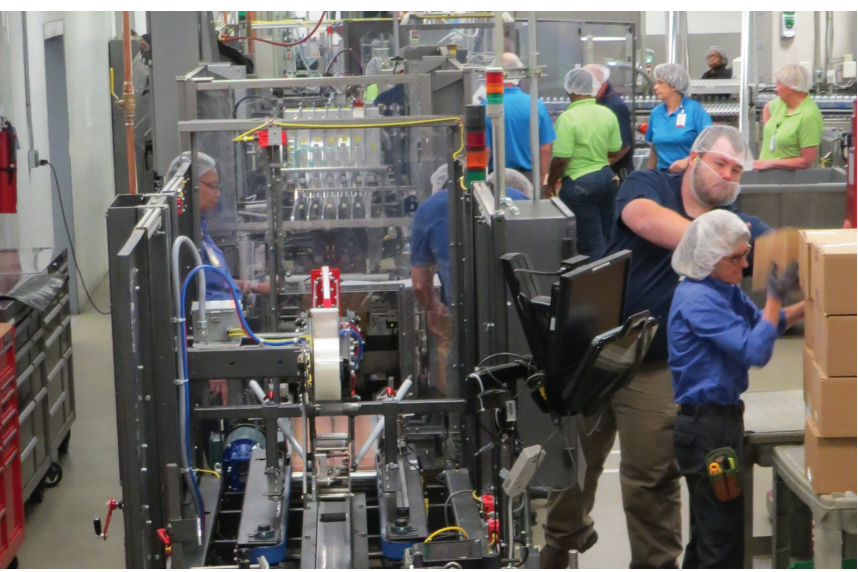
EDGE



PHARMACEUTICALS AND HEALTHCARE MANUFACTURING

SOUTH CAROLINA'S WORKFORCE FORMULA

ECONOMIC DEVELOPMENT *and* GROWTH *through* EDUCATION



ADDING VALUE TO YOUR WORKFORCE

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NEPHRON

Finds Formula for Success

IN SOUTH CAROLINA



Nephron Pharmaceuticals Corporation has become a leading pharmaceutical manufacturer in South Carolina since it broke ground in Columbia in February 2012. At that time, initial plans called for 700 new hires and \$310 million in capital investment over the next 5 to 10 years. Today, the state-of-the-art facility includes over 800 employees, and the overall investment is nearly \$350 million.

Lou Kennedy, CEO of
Nephron Pharmaceuticals



EDGE talks with Lou Kennedy, CEO of Nephron Pharmaceuticals, about the company's evolution in South Carolina, and how readySC™ and Apprenticeship Carolina™ are helping to meet its workforce needs.

EDGE: How did Nephron Pharmaceuticals get its start in South Carolina?

Lou Kennedy: For 20 years, we have been in commercial production of respiratory solutions. Those are nebulizer solutions that are used for breathing. We moved into our new South Carolina facility in summer 2014 and received our first Food and Drug Administration approval in 2015. Since then, we have also obtained approval for a new generic drug. In 2017,

we launched a brand-new division within the company which we have been pushing for the last 15 to 16 months.

EDGE: Would you tell us more about your new division?

LK: It is defined as a 503B outsourcing division. In 2013, Congress passed the Drug Quality and Security Act. It has two

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distinct parts, one of which includes outsourcing or sterile compounding. When that act passed, we knew we wanted to get into sterile compounding. We got the division off the ground in Summer 2016, then finally launched it, in earnest, in January 2017.

EDGE: How did the new division lead to your decision to begin an apprenticeship program?

LK: In this new division, we probably employ as many as 15 doctors of pharmacy and 50 sterile pharmacy technicians, and we need more. We worked with Midlands Technical College and Apprenticeship Carolina to build an apprenticeship program, which became the sterile pharmacy tech program.

We went on a major Facebook campaign for external candidates, and we also interviewed internal candidates. If someone was working in a department like quality, and we thought they would be a good fit as a sterile pharmacy technician, we offered them a spot in the program.

EDGE: Nephron also worked with readySC during your company's startup. What are some of the benefits that Nephron has received from readySC's training and recruitment services?

LK: I love the readySC program. Let's start with the recruitment microsite they hosted to help us get candidates. They all go into what I call my "resume pot," and we are always combing through it to find good folks.

We also appreciate readySC for the new-hire training they provided from the very beginning in conjunction with Midlands Technical College. We still use that to this day in our new-hire boot camp training, and are very pleased with it.

Recently, I was bragging on the program to a potential pharma company that is looking at this industrial park. The fact that readySC promotes a really healthy, vibrant technical college experience, and that it has been a part of that movement for over 50 years, is a benefit to all of us in manufacturing. That is especially true for those of us who are hiring large numbers of employees.

From a personal experience, I can tell you that recruiting in South Carolina has been so much easier for us than in Florida. We have such a big focus on manufacturing in this state, and I would say that students recognize that. I believe there are a lot more engineering candidates, chemists, microbiologists and all the positions that we hire. There is absolutely everything to love about South Carolina.

EDGE: What are some things that you think will help advance the pharmaceutical industry in SC?

LK: We are doing everything we can in economic development to bring in more life sciences, health care and pharma companies. I am working on that personally as the board chair for SCBIO, which is an offshoot of the Department of Commerce. I want to help them and others recruit more health care and life sciences to this state.

"The readySC and Apprenticeship Carolina programs are business lifesavers and a community improvement benefit all in one."

— LOU KENNEDY, CEO OF NEPHRON PHARMACEUTICALS

Because the more jobs that we have that are high-paying, the more we will attract and employ chemists, microbiologists and engineers right here at home. It is all part of the bigger picture, and that is a personal goal of mine.

I am also trying really hard to encourage my fellow business owners to get involved in schools as early as possible. I know the more I talk to our educators, the sooner they can identify students who might be on a career trajectory toward the jobs that we have here at Nephron. All of us need to adopt the attitude that we have to embed ourselves in the schools from elementary school up into the universities. If we do that, it will be easier for all of us to keep our talent here in South Carolina.

EDGE: Tell us about Nephron's relationship with your local technical college. How is it helping to meet your company's training needs?

LK: I feel like we work together really well. This is a manufacturing state, and I think that is because we have such a good technical college program. Anything that you are doing to advance skills, I am in support of it.

EDGE: If you had to choose a phrase that best describes South Carolina's readySC and Apprenticeship Carolina programs, what would it be, and why?

LK: I would say both the readySC and Apprenticeship Carolina programs are business lifesavers and a community improvement benefit all in one. What I mean by that is, by helping us identify a way to get candidates to work and into an apprenticeship program improves our company. The bigger benefit is when we raise people's abilities and their pay rates, we raise the standards of our own communities. And that is a legacy that all of us should leave.

readySC and Apprenticeship Carolina are getting South Carolinians jobs, and improving their abilities so that they get better jobs and make more money that stimulates our economy. That is what they are doing to be transformational to this state.

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Nephron Pharmaceuticals Corporation is a leading manufacturer of generic respiratory and 503B outsourcing medications. They produce affordable, high-quality inhalation solutions and suspension products that treat respiratory conditions, and are the only manufacturer of Racemic Epinephrine, 2.25 percent, 0.5mL.



Brooks Burnside, training and development manager, Nephron Pharmaceuticals

Brooks Burnside, head of Nephron Pharmaceuticals' training department, talks about developing the sterile pharmacy technician apprenticeship program and plans for its future.

EDGE: What stage is your apprenticeship program in currently?

Brooks Burnside: We currently have one registered apprenticeship program, which is in its first round. We have eight students who are enrolled at Midlands Technical College (MTC) working toward their community pharmacy technician certificate. The end goal for these students is to become a certified pharmacy technician here at Nephron. The apprentices will complete their MTC education as they are being trained in our robust internal on-the-job training program. They will be filling our sterile syringes for those extremely important medications that we are making in our 503B outsourcing facility.

EDGE: How helpful was the assistance that Apprenticeship Carolina and Midlands Technical College provided to your program's development?

BB: We have a fantastic relationship with Apprenticeship Carolina and MTC. They were extremely supportive in getting our program started, which was a whirlwind effort. They helped us put together our apprenticeship program in a matter of weeks.

EDGE: What has been the response to the program in your facility?

BB: It has been such a huge hit. All of our current students have talked so highly about the program that

we have had over 25 current employees interested in enrolling for the next session, which will kick off this fall. We are very excited that our employees want to grow within the company, and that the apprenticeship has been such a success thus far.

EDGE: What kind of future do you see for apprenticeships at Nephron?

BB: We are not going to run out of the need for certified pharmacy technicians any time soon, and the apprenticeship program allows us to fill that need internally. We will continue with the pharmacy technician apprenticeship, even expanding it into a youth apprenticeship program, as well. Our future goal is to create many more apprenticeship programs within Nephron, expanding through our wide range of necessary skill sets and needs of our workforce.

An apprenticeship is great for individuals who may not have a background in pharmacy, or the subject matter at hand, but they have proven themselves as employees here in other areas such as work ethic, documentation, and attention to detail. We are able to give them the chance to grow in the company, and grow for themselves. I know everyone here is grateful for the opportunity. It is not every day that you have the chance to get an education that is completely paid for, while simultaneously growing within a successful company. ■

APPRENTICESHIP UNCOVERS HIDDEN GEM



Travis Childs, former Nephron security guard, embraces role as sterile pharmacy technician apprentice.

When Nephron Pharmaceuticals decided to develop a sterile pharmacy technician apprenticeship, no one suspected that their first apprentice was already waiting just outside their door. According to Lou Kennedy, CEO of Nephron, "Unbeknownst to us, we had a security guard who was interested in pharmacy. And, as it turns out, he has a four-year degree in chemistry from Allen University."

Travis Childs described his journey from chemistry to security and finally to pharmacy. "I came to Columbia in 2002 to attend Allen University and play football. I pursued a degree in chemistry because I wanted to be different from my teammates and challenge my mind. But after graduating in 2008, I was not able to find a job in my field, so I moved into the security field."

"I worked security in the hospital system until one day a pharmacist heard me say I have a degree in chemistry. The young lady told me about Nephron, and I became a security guard here in 2014. Then when the email for the pharmacy tech program became available, I quickly signed up."

Brooks Burnside, head of Nephron's training department, explained, "As soon as Travis found out about the apprenticeship, he applied and was accepted before we even had other folks in the program. He was the first one to have that initiative to jump in and really take advantage of it."

Lou Kennedy mused, "Here was this gem sitting in our security guard shack, and we had no idea. I asked Travis why he hadn't applied to our chemistry lab instead of security, and he said that he did not practice chemistry right out of college, so he felt he would be rusty. I asked him to go through the apprenticeship program, and if he liked it, to stick with it."

"I am overjoyed to be a part of this apprenticeship," Childs responded. "This is a really positive opportunity, and I think it's great to give people a push to continue their education. I knew the program would be a challenge, but I knew I could do it with so much support and encouragement from Mrs. Kennedy, the Nephron staff and my family."

"He has been a huge success story for us," added Kennedy.

Apprenticeship Works for KIMBERLY-CLARK



John Krebs (left) points out a photo of his father working at Kimberly-Clark in the 1960's to Dr. Tim Hardee (right).

 Kimberly-Clark Corporation



Dr. Tim Hardee recently toured the Kimberly-Clark facility in Beech Island to see their Maintenance Apprenticeship program in action. While there, he spoke about the program's benefits with John Krebs, Development Coordinator at Kimberly-Clark.

Dr. Tim Hardee: Tell me how Kimberly-Clark got involved in the apprenticeship program.

John Krebs: We have found it to be a struggle to hire highly skilled technical resources from the outside alone, so we decided that we needed to develop our own maintenance technicians.

Dr. Hardee: How did you go about identifying folks to participate in the apprenticeship program?

JK: We draw from our operations workforce. We have a process in place where they all take a test of a technical nature. We select the top test scorers and bring them in to the program.

JK: It's a huge benefit to Kimberly-Clark. The people that we put in the program have already worked here a minimum of three years, so we know what kind of people we're going to get in our program. Since they come from the operations workforce, they know how to operate the machines, and to me there's nobody better to work on the machines than the people that know how to operate them.

Dr. Hardee: Talk to us about how your apprentices compare to those folks who come to you straight off the street.

JK: Because the apprentices already work for Kimberly-Clark, and we give them the specific training on our equipment and processes, I feel safe saying that when our apprentices graduate from the program, they have process and equipment specific skills that most people we hire off of the street would not have. This is a big advantage for Kimberly-Clark and for the apprentices in regards to getting work done safely and efficiently.

You have to have a skilled workforce. Without that, you can't run efficiently. If you can't run efficiently, you can't be competitive. To me, apprenticeship is the key to success. ■



Kenneth Boyd (left) describes the benefits of his apprenticeship to Dr. Tim Hardee (right).

LEARNING ON THE JOB IS THE WAY TO GO

Dr. Hardee also spoke with Kenneth Boyd, a graduate of Kimberly-Clark's apprenticeship program, who is now an Electrical Reliability Technician and Maintenance Mechanic.

Dr. Hardee: Tell me how the apprenticeship program benefitted you and prepared you for the job you do here at Kimberly-Clark.

Kenneth Boyd: Electrical reliability involves process maintenance, skilled C programming, motion programming, servo drives, and robotics. They put us through a three-year program that was built by technicians that work here and that have been in this field of work for most of their lives. That was coupled with computer-based training, so there were hours of that. It created an accelerated learning curve, in my opinion.

Dr. Hardee: When you were going through the apprenticeship program, were you able to apply some of what you learned on the job?

KB: Absolutely, every day. We're out here 40 to 50 hours a week working hands-on with what we're learning in class.

Dr. Hardee: Tell me how the apprenticeship program has benefitted Kimberly-Clark.

KB: I'm a big advocate of the apprenticeship program. Learning on the job, I think is the way to go. I hope a lot of companies realize that investing in the people that you already have working for you can be a good thing. The talent really is there, you just have to identify them and invest some time and money into them.





APPRENTICESHIP PROVIDES REAL-TIME LEARNING FOR PAI

When Pharmaceutical Associates Inc. (PAI) sought to standardize and enhance its leadership training, the solution was clear. Apprenticeship would provide the combination of classroom and hands-on experience needed to yield quantifiable results.



Kelly Shumaker, human resources director, Pharmaceutical Associates, Inc.

Kelly Shumaker, human resources director at PAI, worked with Apprenticeship Carolina™ and Greenville Technical College to develop the company's customized supervisory apprenticeship. She described how the program delivered real-time learning at the Greenville, South Carolina, site, allowing employees to apply their new skills immediately.

EDGE: Please give us some background on Pharmaceutical Associates Inc. (PAI).

Kelly Shumaker: We manufacture and market generic liquid pharmaceuticals for North America. PAI carries out all of its R&D activities at the Greenville

facility, and we employ 350 associates here.

EDGE: How did your apprenticeship program evolve?

KS: PAI wanted to focus on developing supervisory skills for new or upcoming leaders. We decided to include seasoned leaders as well as those who never had the actual training, who perhaps had been put into a leadership role with no preparation.

We designed the program so associates who attended would gain hands-on

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experience, and have the opportunity to apply the newly-learned skills immediately. Part of the program was used to review the associates' results from applying their new skills and to reinforce what was learned in each week's sessions.

EDGE: *Is there anything specific that you'd like to highlight about your apprenticeship program?*

KS: Because this type of training has been limited throughout the years, the apprenticeship provided a great foundation for all the students, whether they were a current leader or a soon-to-be leader. They could continue to grow and expand their leadership toolboxes. It was eye-opening for many and a reinforcement for others.

EDGE: *From your experience, how much work does it take to start up an apprenticeship program? How do Apprenticeship Carolina and the local technical college support its successful implementation?*

KS: Once you meet with all the parties involved, it's a matter of completing some paperwork, which is available in template form. The fun part comes when you are working to design the actual syllabus for the apprenticeship: defining what is needed, how long it's needed, and when it's needed.

The college is easy to work with because they follow up and follow through, and Greenville Tech's instructors are helpful in offering input and designing the courses that fit your specific needs.

Once the apprenticeship starts, you'll still need to continue to devote a little bit of time to the program because there will be training that is OJT, and the classes may be held on-site. But that is minor when compared to the overall package that you are receiving. All in all, it's a relatively straightforward process.

EDGE: *What are some of the financial benefits of apprenticeships (such as the Tax Credit, SCAI grant, and/or future benefits of a well-trained employee)?*

KS: From a financial standpoint, the tax credits and grant monies provided an incentive for us to develop training opportunities that otherwise we would not have been able to provide. Another benefit was having closed classes dedicated to our needs. The instructors came to our location and were able to learn about PAI and some of the opportunities the students were facing, which was



priceless. There was consistency among the instructors as well, where one instructor taught several sessions. This added a dimension that you would not normally have in a public enrollment class.

EDGE: *Can you think of a word or phrase that best describes apprenticeship?*

KS: Apprenticeship is real-time learning. Because you learn and apply those skills immediately. And, you are earning a wage at the same time!

EDGE: *What do you like most about apprenticeship?*

KS: The best part of an apprenticeship program is to provide people with the opportunity to be their best. It's seeing their excitement at having learned something that they can immediately apply. It's watching people blossom.

EDGE: *What would you say to another company that is undecided about starting an apprenticeship program?*

KS: I'd say that the work that you must do upfront to get everything started is minor compared to the outcome. And Apprenticeship Carolina will be there for you along with your local technical college to help work out the details.

EDGE: *Is there anything else you'd like to add about Apprenticeship Carolina and the SC Technical College System?*

KS: I have worked with Apprenticeship Carolina and the SC Technical College System through many years and several different companies. They are easy to work with and very helpful. They want to see South Carolina raise our skill level and, thus, our wages. And I truly believe that this can be done, as long as we are all reaching for the same end goal. ■

Pharmaceutical Associates Inc. (PAI)

Founded in 1968, Pharmaceutical Associates Inc. (PAI) is the generic pharmaceuticals division of Beach Products Inc.

PAI is among North America's leaders in quality, safety and productivity, and has been at the forefront of producing better-targeted suspensions, oral solutions, elixirs, syrups and liquids for 50 years. PAI offers a broad portfolio of more than 60 prescription and over-the-counter therapies to treat patients and continues to expand its products and technologies. Some of its core strengths include brain, immune, metabolic and digestive health.

PAI carries out all its research and development activities at its state-of-the-art, 300,000-square-foot manufacturing operations in Greenville, South Carolina. The facility includes quality assurance, lab, manufacturing, packaging and distribution departments. Every department conforms to the latest Current Good Manufacturing Practices enforced by the U.S. Food and Drug Administration.



MENTORING PROPELS TRI-COUNTY TECHNICAL COLLEGE GRADUATE TO NEW CAREER



life. to the fullest.
Abbott



Whether looking for a career change, wanting to hone existing skills, or needing to establish new skills, Tri-County Technical College provides a streamlined pathway to success for today's workforce.

Beverly Sweet, a weekend shift production supervisor at Abbott Laboratories in Liberty, South Carolina, says she would not have her career if it weren't for mentors, both in the classroom and in the workplace, who encouraged her to go for and complete her college degree at age 41.

"I'd always thought about college since graduating from high school but there were always roadblocks," said Beverly, who had a 20-year career in the textile industry — one she thought would last until retirement — but ended with a plant closure in 2003.

Beverly had to start over and began applying for jobs. She soon landed a part-time job at Abbott (then St. Jude Medical in Pickens). Abbott is a global company that manufactures a variety of medical products and devices.

At the Liberty site, the company manufactures components for life-saving Cardiac Arrhythmia and Heart Failure devices.

Within six months, the part-time work turned into a full-time production job. Her then-production manager noticed an aptitude in Beverly and encouraged her to pursue a degree at Tri-County Technical College.

"It's easy to talk yourself out of something if you don't have encouragement. But she helped me to see I could do it," said Beverly.

Beverly returned to college in 2007 to pursue a General Engineering Technology degree — 23 years after graduating from high school.

"I was excited and scared. Once I got started, I had fun building projects and applying the knowledge. My instructor and dean at the college were a huge part of my success. I connected with them, just as I did my production manager, and they served as mentors for me," she said.

It took Beverly five years to complete her degree because she was a part-time student taking evening and online classes. During her last semester, she took four classes in addition to working full time. Beverly made the President's List and graduated with honors and debt free, thanks to Abbott's tuition reimbursement program and lottery tuition assistance.

Over the years, Beverly advanced from team coordinator at Abbot to production technician to senior production technician. In 2013, she was promoted to weekend shift production supervisor. She now supervises four departments totaling 45 people on Friday, Saturday and Sunday from 6 a.m. to 6 p.m.

"This is the best job I have ever had. It's always different. That's why I love my job so much. It's never boring. But I couldn't do it without the degree from Tri-County Technical College." ■

Learn more: www.tctc.edu

PREPARING HIGH SCHOOL STUDENTS FOR MANUFACTURING CAREERS



Several weeks before they even graduated high school, Jacob Shaw and Bryant Newsome completed Technical Operator certificates I and II from Tri-County Technical College (TCTC). Through the Technical Career Pathways program, they then entered TCTC's summer school as sophomores with less than a year left to earn their associate degrees.

Shaw, a Belton-Honea Path High School graduate, and Newsome, a Palmetto High School graduate, both have their sights set on working in manufacturing after they complete their degrees. With the skills they

earn in the Industrial Electronics Technology and Mechatronics programs, they are well on their way.

All totaled, five Anderson County 18-year-olds received Technical Operator certificates and became TCTC sophomores in the Industrial Electronics Technology and Mechatronics programs before they even marched in their high school graduations.

Over 100 high school students are enrolled in the Technical Career Pathways programs in all seven school districts in the college's service area. This program serves students who might have considered college beyond their reach. The vast majority continue after high school graduation to earn an associate degree in a technical field that will prepare them for highly-skilled careers in the area.



SOUTH CAROLINA PROVIDES COLGATE-PALMOLIVE UNMATCHED WORKFORCE SOLUTIONS



When Colgate-Palmolive needed to relocate manufacturing operations from an older facility in 2013, the decision was made to seek out an existing building that could be repurposed to fit their needs. After an extensive search, the company chose to locate their new facility at a site in Greenwood, South Carolina.

Brenda Przybyla, human resources manager at the Greenwood Colgate-Palmolive Facility, describes how readySC™ spearheaded a team, including Piedmont Technical College (PTC) and the local SC Works job placement center to aid the company's successful startup. Along the way, they teamed up to create a new recruiting model that resulted in significant cost-savings for Colgate-Palmolive.

EDGE: *How did Colgate-Palmolive get its start in South Carolina?*

Brenda Przybyla: We had a facility in Morristown, New Jersey that was a very old facility. There was not an opportunity for expansion or upgrades at that location, so that caused Colgate-Palmolive, to begin looking for a new site. There were a couple of different options, and South Carolina was the choice. That was at the end of 2013. I came to work for Colgate in May 2014 to begin the hiring process.

EDGE: *And how many employees do you have now?*

BP: We have more than 350 employees who are permanent Colgate employees. We also have several subject-matter experts from our corporate facility in Piscataway, New Jersey, here to help us with some of the technical challenges that we face.

EDGE: *How did your partnership with readySC begin?*

BP: A team met with readySC when Colgate-Palmolive was originally looking at the site to discuss incentives, and readySC described some of the programs they have done for other startups. So that relationship started even before I came on board.

When I came to Colgate, we wanted to recruit 300-plus employees. Given the market size in this area, we knew that we were going to need some expert advice on

what to do to be the most productive and get the most qualified candidates.

I met with readySC, and we talked about the type of recruiting processes and assessments that we needed at the site. They were invaluable in helping us understand what other companies had done, what had worked well and what had not worked well. They gave us a lot of input and insights into how we might want to proceed to make sure we maximized the state's resources as well as our own contributions to this process.

EDGE: *How did your collaboration with readySC and your local SC Works job placement center evolve into a new recruitment model for Colgate-Palmolive?*

BP: One of the things that Colgate has done in the past is use an outside agency to help with the recruiting process, from screening candidates to moving them through our system to making sure everybody's in the right location. They'd always done recruitment that way, but it's also very expensive. So, my suggestion to



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"I think Colgate made the right decision in coming to South Carolina, because I don't believe other states can compare to the resources it offers."

— BRENDA PRZYBYLA, HUMAN RESOURCES MANAGER AT THE GREENWOOD COLGATE-PALMOLIVE FACILITY



the company was, "readySC and SC Works have all of these great resources, and we need to take advantage of that."

So, we worked with the combined efforts of readySC and SC Works to put together what they could do for us, and they moved to take the lead with our recruitment. We gave them access to our system, which was a first for the company.

They were invaluable. They worked extremely well with us, and that process saved us a lot of time and money. In the end, when I calculate the cost-savings for all this assistance to Colgate, it's about \$300,000.

EDGE: *How did this new recruitment strategy work?*

BP: We have a pretty lengthy recruitment process because we have several aspects that we want to look at with the candidate before we make a hiring decision. So, one of the things that SC Works helped us with was moving candidates through that process. They helped us do phone screenings, schedule appointments, schedule interviews, schedule assessments, and to make sure that everything went smoothly for the candidate during that process.

Then our training facilities and assessment opportunities were not available at the time that we thought they

would be. We reached out to readySC, and they responded that they had an excellent solution at Piedmont Technical College. They went so far as to give us different rooms so that we could physically move candidates through each step of the process like an assembly line. Candidates easily moved through communication, interviews and assessments. readySC along with the college provided manpower and space management, and they helped us with incoming traffic. It worked out very well.

We ended up doing all our assessments and interviews for the first 13 to 14 months at Piedmont Tech through readySC and SC Works. They met our needs when we needed space for anything from interviewing, to meetings, to assessments. I can't say how helpful and critical that was to us in that early period.

EDGE: *Were there any other challenges that readySC helped you overcome?*

BP: We had a few challenges. One is that we had a mechanical assessment process that was time-consuming. They helped us determine what was the best way to schedule it, and what items we might combine. We minimized the number of times a candidate needed to come in, but it still gave us the maximum benefit for the assessments that we needed. They helped us think through that process.

One of the other major things that readySC did for us was help with training during our orientation program. We do a full three weeks of training with our candidates, and all of that is in the classroom. It gives them everything from what we expect and what they need to know about safety, quality and microbiology, since we have microbe-sensitive products. Their subject-matter experts helped us look at what we wanted to train and what readySC and Piedmont Tech could provide so that we didn't have to use all our resources during that training.

EDGE: *How effective was readySC's Discovery process at defining and developing your training?*

BP: When we originally started, we met with readySC and walked through our training needs. Then they showed us what classes they had provided for other companies. There was Food and Drug Administration (FDA) readiness, hand safety, knife safety, working from heights, etc. They understood that we have certain standards specific to Colgate and made sure to ask us what those were and incorporate them.



For example, our standards around FDA readiness and those requirements were more stringent.

So, our quality experts provided details of what we needed, and it became a collaboration between them and readySC's subject-matter experts to develop Colgate-specific classes. Then almost immediately readySC provided a program for us to review. We made very minor changes after that point because they were so spot-on with what they provided.

EDGE: *Is there anything specific that you'd like to highlight about readySC and its training program?*

BP: If I wanted to highlight something specific about readySC, it would be their knowledge, background, and understanding of manufacturing and what we need to teach our employees. Their expertise is in that area, and it really saved us a lot of time and effort. They already knew what we needed to teach our people, they just needed to know what specific things from a Colgate perspective that needed to be added to what they already had. I would say it's their professionalism and the expertise that readySC provided that was the main highlight.

EDGE: *How smooth was the transition from readySC's training program to Piedmont Tech?*

BP: Once we were transitioning from startup and outside of the initial scope of work with readySC, Piedmont Tech still provided instructors for every one of our waves of orientation. We've seen no



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change now that we're solely working through Piedmont Tech, so I would say that transition has gone seamlessly. Some of the individual instructors may have changed, but you would never know that from the impact, and the value that we get out of it. They all worked so well together.

EDGE: *If you had the chance to talk to somebody about readySC and the programs that they offer, what would you tell them?*

BP: Actually, I had that opportunity recently. We had a company that came into Greenwood that had made the decision to start up here, but really didn't know where to begin. So readySC gave their human resources manager my name. When I met with this individual, I said, "first thing, partner with readySC and SC Works. They have all the expertise, all the professionalism that you need. Don't recreate the wheel. They know what they're doing, and you need to use what they already have."

I've kept in contact with that person, and she provided me feedback that it was great advice and has worked well for her.

EDGE: *What kind of impact would you say that Colgate has had on the Greenwood community?*

BP: When we came in, Greenwood had lost a lot of textile manufacturing. An international company like Colgate-Palmolive hiring 350 local people has had a huge impact on the economic status of the community. We hired a lot of people that had unfortunately had to go through a downsizing process, so it gave them new life to come here. I'm glad that Colgate made the decision to choose South Carolina.

One of the other things that we do at Colgate is that we like for all our new hires to get involved in the community. So, as a part of their onboarding process, we have a half day where we reach out to the United Way and other agencies and say, "what project do you have that we can help you with?" We do that with every new hire orientation. We want them to understand how Colgate is committed to the community. We also participate in the Day of Action every year, and any other such programs that are available. We want people to realize that Colgate is indeed a community partner.

EDGE: *If you had to sum up your overall experience with the resources that South Carolina provides to new companies, what would you say?*

BP: I think Colgate made the right decision in coming

to South Carolina, because I don't believe other states can compare to the resources it offers. It's seamless professional support at no cost to the company, and it's just invaluable. You would never be able to match what they offer anywhere else.

Also, one of the things that I liked most about the partnership between readySC, SC Works and Piedmont Tech, is that if I had a need, I could reach out to my one point of contact with readySC. I would let her know what my needs were, what my concerns were and what my challenges were. She would reach out to all those other resources and say, "Hey, Colgate needs this." Having a lead person who could pull these resources together was extremely helpful. I didn't have to call ten different people to get ten different things done because readySC did all the for me, and that was greatly appreciated. ■



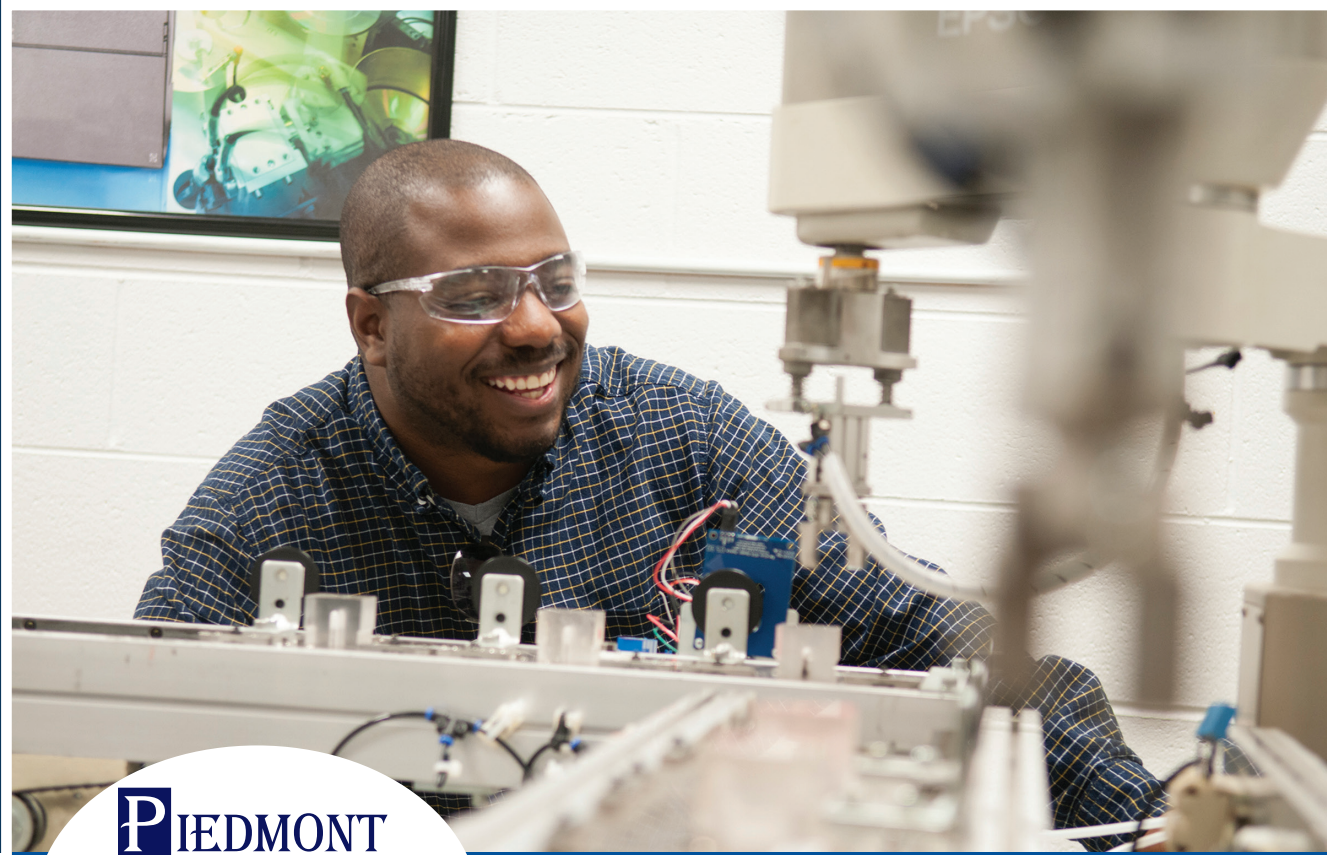
Colgate-Palmolive

Colgate-Palmolive is a leading global consumer products company that focuses on Oral Care, Personal Care, Home Care and Pet Nutrition. The company can trace its long history to 1806 and a small soap and candles business begun by William Colgate in New York. Today, Colgate serves hundreds of millions of consumers in over 200 countries and territories.

One of the World's Most Admired Companies according to Fortune Magazine, Colgate is committed to making products that guarantee human health while having a minimal impact on the world. Its products include such internationally recognized brand names as Colgate, Palmolive, Speed Stick, Lady Speed Stick, Softsoap, Irish Spring, Protex, Sorriso, Kolynos, elmex, Tom's of Maine, Sanex, Ajax, Axion, Fabuloso, Soupline and Suavitel, as well as Hill's Science Diet, Hill's Prescription Diet and Hill's Ideal Balance.

Science is at the core of Colgate-Palmolive's commitment to making safe and effective products that improve the health and well-being of its customers.

COLGATE-PALMOLIVE LAUNCHES APPRENTICESHIP PROGRAM



PIEDMONT
Technical College

To further standardize their employee training plan, strengthen worker skills and support retention, Colgate-Palmolive officials in Greenwood signed an agreement with Piedmont Technical College (PTC) and Apprenticeship Carolina™ to roll out a registered apprenticeship program for their maintenance employees. Sixty Colgate employees signed up for the program, and interviews now are underway to determine the first 10-12 candidates to enter the program this fall.

The selected apprentices will complete PTC's Mechatronics I course. Mechatronics combines the terms "mechanical" and "electronics" as they apply to engineering and computer science fields. Employees trained in mechatronics can help develop and operate intelligent or "smart" electromechanical systems. In the manufacturing environment, examples include programmable robots and machine tools with auto-adapting functions.

As an incentive to participate in the program, Colgate — and other qualifying companies — can receive a tax credit equivalent to \$1,000 per year per apprentice



to offset any costs associated with establishing the registered apprenticeship program. For more information on apprenticeship, visit the Apprenticeship Carolina website at www.apprenticeshipcarolina.com.

Learn more: www.ptc.edu

MIDLANDS TECHNICAL COLLEGE OFFERS TRAINING AND SPACE



MIDLANDS
TECHNICAL COLLEGE

Every year, **Midlands Technical College (MTC)** expertly trains hundreds of students to excel in pharmaceutical and other manufacturing sectors in the Midlands. Alongside instructors with real-world experience and using the latest equipment, students train in production, mechanical and electrical maintenance, safety and quality, mechatronics, machine tool technology, welding and forklift. Local manufacturers also work with MTC to sharpen skills in areas like leadership, project management, supply-chain management, technical and business writing, and customer service.

Manufacturers recruit and hire many MTC students immediately upon graduation. Some manufacturers such as Michelin and Nephron Pharmaceuticals rely on apprenticeships to identify new talent, assist with tuition, and educate these students for high-demand careers in their organizations.

The MTC Enterprise Campus, located in Northeast Columbia, is open for business for new tenants that desire a close relationship with MTC's students and state-of-the-art technology. One business, DPX Technologies, LLC, manufactures medical pipettes.



Since locating within MTC's Business Accelerator, DPX Technologies has hired MTC students to help grow the business. Another pharmaceutical manufacturing company, The Ritedose Company, recently made a significant investment by constructing a new 153,000-square-foot facility at the Enterprise Campus industrial park.

Learn more: www.midlandstech.edu

BAUSCH + LOMB sees benefits of readySC

On the same day that Bausch + Lomb celebrated the four billionth bottle of eye care product manufactured at its Greenville, South Carolina facility, the company announced plans to expand and add an eighth assembly line. Bryant Bagwell, senior human resources manager at the Greenville site, explains how readySC™ partnered with Bausch + Lomb to recruit and train new hires for its expansion, while also helping to design and develop standardized methods for delivering best practices.



EDGE: Please give us some background on your company's history in Greenville.

Bryant Bagwell: Bausch + Lomb started the Contact Lens Solutions plant in 1983. We currently have over 500 employees, and we recently expanded to an eighth assembly line. Our plant's products include contact lens solution sold under the Biotrue, ReNu and Boston brands, and our goal is to continue to introduce new and innovative products to the marketplace in order to meet our customers' needs.

EDGE: What kind of skills does your workforce need?

BB: We like to say that it takes special people to make special products. In addition to the normal skills that are required by most manufacturing facilities, new trainees need to learn highly stringent gowning procedures for an aseptic environment. We work in a fragile environment that is technique-driven.

EDGE: During your expansion, what were some of the benefits that your company received from readySC's training and recruitment services?

BB: We have received many services from readySC. To name a few: job fairs, pre-employment assessments, pre-hire training, instructional videos, computer-based training, supervisor training and much more.

EDGE: Are there any unique challenges that readySC has helped overcome?

BB: We were struggling during our ramp-up to move from a five-day production schedule to a seven-day schedule. readySC developed a customized approach and unique solutions for our specific challenges.

Also, they helped us develop a training solution to support and enhance the hands-on training we require before working in our clean-room environment. We do a hands-on demonstration of gowning techniques during pre-hire, but we wanted to provide context for why that's necessary inside the plant. So readySC created a video for us that shows the entire gowning procedure from start to finish, which includes the reasons why each step is important.

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“readySC is a great partner, and they have a proven track record in helping companies meet their recruitment and training needs.”

— BRYANT BAGWELL, SENIOR HUMAN RESOURCES MANAGER AT THE GREENVILLE SITE

BAUSCH + LOMB

Bausch + Lomb

Bausch + Lomb, a division of Bausch Health Companies, Inc., is dedicated to protecting and enhancing the gift of sight for millions of people around the world – from the moment of birth through every phase of life.

The company is one of the best-known and most respected health care brands in the world, offering the widest and finest range of eye health products.

Over the last 160 years, Bausch + Lomb has become a global hallmark for innovation and quality. Its talented and motivated colleagues work relentlessly to invent new materials, engineer new technologies, and ultimately bring new innovations to help people see better to live better.

They also developed a computer-based training module that details each step of the gowning technique, with examples of wrong behavior corrected by the right way to do things. Employees are able to access specific areas that they are having trouble with and get re-training as needed. This has the added benefit of helping to reinforce best practices with all of our employees.

EDGE: *What do you consider to be the top positive outcome of readySC’s training and recruitment program for your company?*

BB: We definitely stabilized our workforce, but just as importantly we learned best practices that we are still using today.

EDGE: *What word or phrase would you say most accurately describes readySC?*

BB: I would say “ready,” because they know how to get things done. It can be overwhelming when you are recruiting and training a lot of new employees, and readySC is an excellent resource that can help you build a great team.

EDGE: *If given the opportunity to recommend readySC to another company, what would you say?*

BB: readySC is a great partner, and they have a proven track record in helping companies meet their recruitment and training needs. I’d like to thank readySC for helping us reach our business goals. ■



TRAINING PHARMACY TECHNICIANS FOR HIGH-DEMAND JOBS



The Pharmacy Technician Certification Program at **Central Carolina Technical College (CCTC)** is a two-semester, accredited academic training program that prepares students with the knowledge and skills to become a pharmacy technician. Students will receive instruction in both didactic and simulation settings, under the supervision of practicing professionals in small classroom settings. Additionally, students will receive hands-on clinical experience in a variety of actual pharmacy settings.

Pharmacy technicians are in high demand in the pharmaceutical and health care industries. Job opportunities exceed the national average growth rate, especially for those with previous experience, formal training or certification, according to the U.S. Department of Labor.

As allied health professionals, pharmacy technicians work under the supervision of registered pharmacists and assist in the preparation, assembly and dispensing of medications. Pharmacy technicians can be found



in hospital, compounding, mail-order, community and long-term care pharmacies, as well as in pharmaceutical manufacturing.

Learn more: www.cctc.edu



The Pharmacy Technician Program at **Spartanburg Community College (SCC)** trains students in medication preparation, dosage calculations, non-sterile compounding, sterile compounding and aseptic technique, patient information maintenance, inventory, quality control and more. Students also build proficiencies in pharmacy processes and procedures such as procuring, manipulating and preparing drugs for dispensing. They will be able to perform multiple essential functions in various areas of pharmacy practice under the supervision of a licensed pharmacist.

Each August and January, 15 students are accepted into the SCC Pharmacy Technician Program, which is a full-time, three-consecutive semester, day program. The first and second semesters include a wide range of hands-on lab simulations. The third semester allows students to gain clinical experience in local affiliated pharmacies such as hospitals, retail, long-term care, non-sterile compounding, nuclear and home infusion.

The SCC Pharmacy Technician Program is accredited by the ASHP (American Society of Health-System Pharma-



cists) and ACPE (Accreditation Council for Pharmacy Education).

Coursework includes classroom, laboratory and clinical components such as:

- Pharmacy Practice
- Medication Preparation
- Dosage Calculations
- Pharmacology
- Non-sterile compounding
- Pharmacy Law and Ethics
- Sterile Compounding & Aseptic Technique

Learn more: www.sccsc.edu/pharm/



readySC™ is ready to help with your recruitment needs:
www.sctechjobs.com



OUR **UNIQUE** SOLUTION

From your initial start-up and early production goals to your organization's long-term growth strategy, South Carolina offers a comprehensive workforce solution custom-designed to meet your needs. Our internationally renowned programs — **readySC™** and **Apprenticeship Carolina™** — along with our robust **technical college system** provide the training and education necessary to build a competitive workforce ready for today's demands and tomorrow's challenges. Learn more at www.sctechsystem.edu.

