

Focus

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Incentive program nets state \$90M ROI in past three years

Brice Wallace
The Enterprise

A recent audit of the state's main corporate recruitment and job retention incentive program indicates a roughly \$90 million return on investment over a three-year period.

The Economic Development Tax Increment Financing (EDTIF) program, overseen by the Governor's Office of Economic Development (GOED), featured tax credits and cash rebates to 145 companies dur-

ing fiscal years 2017-19. They totaled \$62.1 million, but new state tax revenues from those incentivized projects reached \$152.9 million, according to the audit.

The audit statistics were discussed during a recent meeting of the Legislature's Business, Economic Development and Labor Appropriations Subcommittee. GOED is required to undertake an independent audit of the EDTIF program every three years.

The audit indicated that the return on

see GOED page 17



An employee of Provo's VidAngel poses with copies of a recent motion picture ready for distribution. The video streaming service will stay in business, thanks to the settlement of a four-year copyright infringement legal battle with a group of major Hollywood studios.

VidAngel settles copyright suit, ends bankruptcy, moves forward

John Rogers
The Enterprise

VidAngel, a Provo-based start-up that filters profanity, sex and violence from Hollywood movies for online streaming, has settled its four-year legal battle with a group of Hollywood studios led by Walt Disney Co. and Warner Brothers, the company announced last week. In June 2019, a California federal judge awarded \$62.4 million in damages to studios that accused

VidAngel of copyright infringement.

The settlement will allow VidAngel to fully emerge from bankruptcy, according to VidAngel CEO Neal Harmon. VidAngel filed bankruptcy last year to protect itself from the huge damages while it negotiated a settlement with the studio group, which also included 20th Century Fox, Lucasfilm, Marvel, NewLine Cinema and Castle Rock Entertainment. The new agreement

see VIDANGEL page 17

COVID-19 Updates

Cancellations and postponements

The following are events that have been included in The Enterprise Calendar listings and subsequently have been postponed or canceled, or have been removed from the organizers' website calendars. This is not a complete list of postponements or cancellations. Check with organizers to determine if their events will take place.

CANCELLATIONS

Sept. 16, 8:30 a.m.-3 p.m.

"Recruitment Strategies: Win the War for Talent," an Employers Council event at the Employers Council's Utah office in Salt Lake City.

Sept. 17, 11:30 a.m.-1 p.m.

"Multiplying Lasting Profitable Relationships," a West Jordan Chamber of Commerce event at West Jordan City Hall Community Room.

Sept. 22, 10-11 a.m.

"The Art of Negotiation," a West Jordan Chamber of Commerce event at the West Jordan Chamber.

Sept. 22, 11 a.m.-1 p.m.

"Crucial Conversations," a Business Women's Forum event scheduled to take place online.

Sept. 22, 11:30 a.m.-1 p.m.

WIB Luncheon, an Ogden-Weber Chamber of Commerce event at The Monarch in Ogden.

Sept. 30, 8:30-10 a.m.

"Pay Equity: This Train Isn't Stopping Any Time Soon, So You Better Be On Board," an Employers Council event that is part of the five-part Legal Breakfast Briefing Series, at the Employers Council's Utah office in Salt Lake City.

Oct. 1, 8:30 a.m.-12:30 p.m.

"Accountability and Ethics," an Employers Council event at the Employers Council's Utah office in Salt Lake City.

Oct. 2, 8-10 a.m.

First Friday Face to Face, a West Jordan Chamber of Commerce event at

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COVID-19 AND UTAH - NEWS AFFECTING YOUR BUSINESS & YOUR EMPLOYEES

SLC adds \$1.1 million to vital rent, mortgage and re-housing programs

Salt Lake City Mayor Erin Mendenhall has announced the an additional \$1.1 million to fund existing community housing programs that help residents — including undocumented residents — facing temporary financial crisis due to the COVID-19 pandemic.

“Salt Lake City is committed to dedicating as much as we can to efforts that benefit families still struggling from job loss or income instability — especially those who have yet to receive federal stimulus dollars,” said Mendenhall. “Housing is of course a top priority, and we’re glad we were able to allocate more funding to help transition individuals experiencing homelessness into permanent housing, and also help those struggling to pay their rent or mortgage.”

The funds will be allocated to three community partner programs focused on specific needs: rapid re-housing, rental assistance and mortgage assistance.

“Many Americans are one paycheck away from homelessness and this issue disproportionately affects our communities of color,” said Lani Eggertsen-Goff, director of the city’s Housing and Neighborhood Development Division. “Each year, the city budgets millions of dollars to housing, but this year the need has grown significantly. This additional funding will make a big difference in the lives of individuals and families.”

The housing funding is in addition to other efforts the city has undertaken to offset financial impacts of the pandemic, including \$1 million to the Emergency Loan Program for businesses; a proposed \$1.6 million to expand youth and family services programs; expanded efforts to address digital equity; the Tip your Server partnership with Downtown Alliance; a five-month-long temporary suspension of parking meter fees; and #RaiseUpSLC, a fundraising effort focused on providing \$500 debit cards to residents in need through the Accelerator for America nonprofit organization.

Restaurant Association says nearly 10% of Utah eateries closed for good

The association that advocates for Utah’s restaurants has confirmed what most of us know: The coronavirus pandemic has taken a huge toll on the state’s eating establishments. According to the Utah Restaurant Association, nearly 10 percent of its members have closed, never to open again.

The association prepared numbers in preparation for the Utah Legislature’s recent special session that were based on reports from restaurant supply companies about the number of establishments that have stopped ordering food and supplies.

Most restaurants are currently operating at 35 percent to 40 percent, so the orders keep coming in, albeit reduced from pre-pandemic buying. But when a business stops ordering, it is assumed to be closed.

Most Utah restaurants were permitted to resume dine-in service in May, but social distancing and other regulations are keeping business down.

Farmers Feeding Utah plans fourth project for relief to farmers, families

As the impacts of the current health pandemic continue to be felt throughout the state, Farmers Feeding Utah is launching its fourth project to provide relief to farmers and families. Dubbed Miracle Project Uinta Basin, it will take place Sept. 25 at the Western Park in Vernal.

“More than six months into this devastating pandemic, and Utah’s farmers and families continue to feel the impact. The economy of eastern Utah and jobs in the energy sector

have been hit especially hard, so we knew it was time to grow another miracle,” said Ron Gibson, president of the Utah Farm Bureau. “Utahns have been incredibly generous and stepped up to the challenge on our earlier projects, and I’m confident we’ll rise to meet this new one as well.”

Farmers Feeding Utah is a campaign of the Miracle of Agriculture Foundation, an organization that was set up as the charitable arm of the Utah Farm Bureau Federation. Additional logistical and in-kind support have come from partners that include Utah State University and its Hunger Solutions Institute, the Utah Department of Agriculture & Food, The Church of Jesus-Christ of Latter-day Saints and Farm Bureau Financial Services.

“By serving a community in the Uinta Basin, Farmers Feeding Utah is able to react quickly to the economic conditions in the area and connect families and individuals in need with healthy food choices from Utah farms,” said Heidi LeBlanc, director of the Hunger Solutions Institute at USU. “Together Farm Bureau, Utah State University and other volunteers, partners and donors are inspiring public confidence and support in American agriculture and meeting hunger needs at the same time.”

“As harm drags on, more and more families need help — both our farm families and our neighbors struggling with food insecurity,” Gibson said. “With the help of donors and businesses, we’ve been able to rise to the challenge so far, but we need their help again now.”

To date, the Farmers Feeding Utah campaign has raised more than \$400,000 in donations from individuals and businesses, and provided more than 500,000 pounds of food with a retail value of more than \$500,000 to Utah residents in the Navajo Nation, northern Utah, West Salt Lake, Ogden and to smaller community pantries throughout the Wasatch Front.

Smoke from wildfires increases risk for coronavirus infection, doctor says

As the wildfire season rages in Utah, California and other parts of the United States, people are at increased risk for COVID-19 infection due to wildfire smoke, according to Dr. Cheryl Pirozzi, a pulmonologist at University of Utah Health.

Smoke from wildfires can potentially irritate the lungs and affect the immune system. The complex mixture that makes up wildfire smoke includes particulate pollution, which can cause inflammation in the body. “What we know about wildfire smoke and particulate pollution is that exposure increases the risk for respiratory viral infections,” said Pirozzi.

Common respiratory infections triggered by particulate pollution include pneumonia and bronchiolitis. People with asthma and other lung diseases are more vulnerable to health effects from particulate pollution. Research has shown that air pollution can also increase risk for COVID-19 infection.

The virus that causes COVID-19 can cause a wide range of symptoms, including several respiratory symptoms such as cough, sore throat and difficulty breathing. These symptoms of COVID-19 may overlap with respiratory symptoms caused by air pollution or wildfire smoke exposure. People who are susceptible to or affected by COVID-19 may have health conditions that make them vulnerable to wildfire smoke exposure and potentially lead to more severe disease. “People who’ve had more severe COVID-19 infection could have significant impairment in lung function and persistent lung abnormalities,” Pirozzi said.

State’s coronavirus Commercial Rental Assistance Program updated

The Utah Governor’s Office of Economic Development (GOED) has announced that, with the Legislature’s approval, that the Commercial Rental Assistance

Program has changed requirements a third time to adapt to businesses’ needs.

As part of SB3006, SB5005 and SB6009, the COVID-19 Commercial Rental Assistance Program (Com-Rent) includes \$30 million in commercial property assistance. GOED is currently administering the grants providing rental and now, newly added, mortgage relief to Utah small businesses that have lost revenue due to measures taken to minimize the public’s exposure to COVID-19. Small businesses are defined as having fewer than 250 full-time employees and can be a non-profit, sole proprietor, independent contractor or self-employed individual.

Approximately \$15 million of the funds have been expended on versions 1 and 2, leaving roughly \$15 million for Version 3.

As approved by the Legislature, the program has been modified to include mortgage payments, has changed from two months to three months, has been increased to \$5,000 maximum monthly award per location and now includes start-up business that began operating after March 1 and can demonstrate a net operating loss. In addition, the employee maximum increased from 100 full-time employees to 250.

“We hope these new changes will help businesses receive the money they need to help assist them during this COVID-19 pandemic,” said Val Hale, GOED’s executive director. “This is a great opportunity for businesses to take advantage of these federal CARES Act funds, and we hope that all who qualify will apply for assistance.”

Companies will have to reapply to receive additional funds. Details can be found at utahgoed.info/com-rent. Applications for commercial rental assistance are accepted on a first-come, first-served basis while funds are available.

Vista Staffing helping Navajo Nation with needed clinicians and supplies

Vista Staffing Solutions Inc. of Salt Lake City, a healthcare staffing agency, has partnered with Tuba City Regional Health Care Corp. in Tuba City, Arizona, to bring experienced clinicians, emergency funds, personal protective equipment and supplies to the area. The staffing agency has been able to place more than 50 clinicians over the past several months, working in emergency medicine and as internal medicine hospitalists.

With the Tuba City hospital being at maximum capacity and 50 percent of beds filled with COVID patients from March through July, the clinicians have been working to treat patients in the most effective way possible, according to Andrea Nelson, COO of Vista.

“At Vista, we are filled with so much gratitude in being able to offer the PPE to Tuba City Regional Health Care Corp. Tuba serves the Navajo community 90 minutes outside of Flagstaff, Arizona,” said Nelson. “They have been one of the most severely impacted populations working diligently to slow COVID-19 infections. The total number of deaths in the Navajo Nation has reached 468 with 9,223 positive cases. By providing PPE where it is needed most, we know the clinicians, patients and community will benefit.”

During the pandemic, the Navajo Nation has been hit as hard as anywhere in the U.S., made worse in part by a severe water shortage. This area, which spans part of Arizona, New Mexico and Utah, has surpassed New York and New Jersey with the highest COVID-19 infection rate in the U.S.

“Washing hands isn’t an option when they do not have running water and have to go to a public tap to get their water for the day,” said Kim Cogsdil, division director at Vista.

Utah businesses still courting foreign markets - but without going there

Brice Wallace

The Enterprise

COVID or no COVID, the work to build business relationships between Utah companies and possible export destinations for them continues.

For now, it's without the travel.

World Trade Center Utah (WTC Utah) and some of its partner organizations have undertaken virtual trade missions the past few months, using technology to make connections that normally would have occurred in-person overseas.

Since spring, those activities have concentrated on the United Arab Emirates and Israel. Another virtual trade mission, focused on Canada, takes place Sept. 14.

"Connecting Utah companies to opportunities abroad has been crucial in supporting Utah's business community in 2020," WTC

Utah said in a recent newsletter. "Although traveling abroad is currently not an option, our virtual trade missions allow Utah businesses to connect directly with international government and business leaders without leaving their homes — a no-cost option that did not exist pre-COVID. This approach has allowed us to forge more international connections than ever before."

The virtual mission to Canada, in partnership with the Salt Lake Chamber and the Canadian Consulate General, will feature Canadian government and business officials discussing export opportunities for Utah companies. Among breakout session topics are life sciences, advanced manufacturing, supply chain, and tech and entrepreneurship.

The Israel mission included an overview of doing business there and sessions focused on tech and innovation, defense and security, water technology and

healthcare innovation. The three-day virtual mission was hosted by WTC Utah, the Governor's Office of Economic Development (GOED), the Utah Israel Economic Council, and the Consulate General of Israel in Los Angeles. Nearly 200 people participated.

During that mission, Utah companies learned about opportunities in Israel and Israeli companies learned about opportunities in Utah, according to Miles Hansen, president and CEO of WTCUtah. Israeli companies learned about programs and organizations "that exist here to help Israeli companies come to Utah to thrive and use Utah as a base of growth across the United States," he said during a session concluding the virtual mission.

But the work did not end there, he cautioned.

"We've had a lot of good conversations the past few days, but then it comes to follow-up and taking action," he told partici-

pants joining online. "It's on us on this call today to work together to build relationships and make sure we use all of this — all these discussions, all of these sessions — to prompt positive action that wouldn't have occurred had we not gotten together over the past few days."

Ron Zamir, president and CEO of Allen Communication Learning Services and a member of the Utah Israel Economic Council, called the event "amazing."

"The quality of the speakers, the participants and the different channels that are offering this content ... I'm extremely impressed," Zamir said.

Ben Hart, deputy director at GOED, noted that plans originally called for Gov. Gary Herbert to lead the trade mission in-person in Israel. That was before the pandemic came along.

"We really value our partnership with Israel," Hart told participants. "We see a lot of the innovation- and technology-based companies overseas and specifically in Israel, and we think that's a great opportunity to help partner on helping to create new jobs here in the state of Utah and also hopefully corresponding growth within companies overseas as well."

Shai Lustgarten, president and CEO of Quest Solutions, his company "found Utah to be an amazing place." He was CEO of an Israeli company that eventually acquired a competitor in Salt

Lake City, where he now lives.

"From the business aspects, I couldn't have asked for anything better," he said of Salt Lake City. "You can feel the innovation and the entrepreneurship feeling in the air, anywhere you go. ... There is a huge coordination potential between the state of Israel and Utah. We're not even scratching yet the surface of it."

Hansen expressed hope that trade missions — perhaps next year — could get back to "normal."

"We have a lot of friends in Israel, a lot of business to do, a lot of partnership opportunities, and so hopefully we can take the momentum we've built over the past few days and carry that into next year when we can all get over COVID and get back on airplanes and travel again — without 14-day quarantines — so we can do this again, in Israel with a group of Utah companies," he said.

"And until then, we'll continue to work virtually."

SBA, PIK2AR partner to aid Pacific Island business

The Small Business Administration Utah District Office and Pacific Island Knowledge 2 Action Resources (PIK2AR) have signed a strategic alliance memorandum that will leverage existing programs offered to Pacific Island Americans as well as other minorities, veterans and women-owned small businesses throughout the state of Utah, to help them in the development, formation and growth of small businesses.

"This agreement with PIK2AR is intended to align our services to offer the Pacific Island community further access to the mentors, training, tools and networking that will help them achieve their long-term entrepreneurial goals," said Utah District director Marla Trollan. "We are committed to helping with the full scope of information and resources we have to offer."

The partnership between the SBA and PIK2AR will allow members of PIK2AR to take advantage of a complete suite of services that walks an entrepreneur through the complete business life cycle, from formation and launch to exit strategy.

Both organizations provide business training, expanded access to capital, technical support, paths to procurement opportunities, networking and information sharing — all with the goal of strengthening small businesses within the shared communities of the two organizations, Trollan said.

"We are excited about this new partnership and believe working together in this way will

provide great results for those who are starting, growing or rebounding their small businesses," said Trollan.

PIK2AR founder Susi Feltch-Malohifo'u is hopeful the new partnership will help create more opportunities for Pacific Islanders in the small-business community. "This partnership with the SBA shows that our community is

recognized, and we are legitimate. They see value in the work we do in the community," she said.

Salt Lake City Pacific Island Business Alliance (SLCPIBA), a supporter of PIK2AR, is a local membership-based organization that meets monthly to support the needs, interests and aspirations of Pacific Island and other entrepreneurs and business owners.



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UTAH'S BUSINESS JOURNAL

USPS # 891-300

Published weekly by:

Enterprise Newspaper Group

825 North 300 West Ste. NE220

Salt Lake City, Utah 84103

801-533-0556 FAX 801-533-0684

www.slenterprise.com

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Subscription Rates:

Online only, \$65 per year

Print only, \$75 per year

Online and Print, \$85 per year

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Periodical postage paid at Salt Lake City, Utah

POSTMASTER: Send address corrections to:

P.O. Box 11778, Downtown Station

Salt Lake City, Utah 84147

Lights come on this week in rebuilt Salt Lake International Airport

Travelers using Salt Lake City International Airport will face lots of changes starting the morning of Sept. 15 as the redeveloped section of the airport opens and the lights in sections of the original airport are switched off.

The first phase of the redevelopment opens that morning after six years of construction. The Salt Lake City Department of Airports said last week that the Sept. 15 changes include the closure the night before of terminals 1 and 2, the International Terminal and the parking garage.

In their place, a new parking garage, central terminal and the western end of Concourse A will open. Passengers planning to travel the morning of Sept. 15 will access the airport via a new roadway. An elevated roadway is available for passenger drop-off, while passenger pickup is at ground level. Passengers taking TRAX will take a shuttle from the end of the existing TRAX line

to the new airport for approximately eight months while the new TRAX line is built out to the new terminal building.

Passengers who have trips planned when the transition to the new parking garage occurs are encouraged to park in the economy lot rather than in the original garage. Cars that are parked in the original garage the morning of Sept. 15 will be moved to the new garage and a parking attendant will be on-site to assist passengers in locating their vehicles. There will be no access to the original parking garage after midnight Sept. 14. During the remainder of 2020, the charge to park in the garage will be reduced to \$20 daily.

Concourse A will be used by Delta Air Lines. The first flight out of that concourse will be Delta Flight 2020 to Atlanta, leaving at 6 a.m. The first flight to arrive is Delta's Flight 3540 from Idaho Falls Regional Airport. Passengers departing and arriving will

be greeted with a water salute and each will be given an airport coin to commemorate opening day.

People needing help navigating the changes can access a map on the airport's phone app, available to download on Google or Apple. The airport encourages all passengers to allow extra time to find parking and access their gate, especially those flying out of the original airport, since the walk from the new terminal to the original airport will take longer.

Because of the COVID-19 pandemic, access to the airport is remains limited to ticketed passengers, employees or individuals doing business with the airport. Those picking up passengers should do so curbside or in the parking garage. The "park and

wait" lot is also available to drivers waiting to pick up passengers.

More changes at the airport will take place Oct. 27. Concourses C, F and G of the original airport will remain until then. After that, the western end of Concourse B opens. Alaska, American, Frontier, JetBlue, Southwest and United will operate in Concourse B.

The second phase of the \$4 billion expansion project will include building the eastern ends of both concourses and demolishing buildings no longer in use.

The project is expected to allow the airport to handle more than 34 million travelers each year, up from the current 26 million.

Details are at www.slcairport.com.

CORPORATE FINANCIAL REPORTS

The following are recent financial reports as posted by selected Utah corporations:

Sportsman's Warehouse

Sportsman's Warehouse Holdings Inc., based in West Jordan, reported net income of \$32.5 million, or 73 cents per share, for the fiscal second quarter ended Aug. 1. That compares with \$5.5 million, or 13 cents per share, for the same quarter a year earlier.

Sales in the most recent quarter totaled \$381 million, up from \$211.8 million in the year-earlier quarter.

Sportsman's Warehouse is an outdoor specialty retailer.

"The second quarter was record-breaking for Sportsman's Warehouse," Jon Barker, CEO, said in announcing the results. "I am very proud of the Sportsman's Warehouse team as they worked to keep our associates and customers safe during this sustained surge in our business."

"Same-store sales were up 61 percent in the second quarter of 2020 as compared to the same period last year, primarily due to market share gains, a significant increase in participants in outdoor activities, and social unrest."

The company has paid down a significant portion of its debt and ended the second

quarter nearly debt-free, Barker said. "We see our financial flexibility as a competitive advantage enabling us to invest for long-term growth and profitability," he added.

Domo

Domo Inc., based in American Fork, reported a net loss of \$17.9 million, or 62 cents per share, for the fiscal 2021 second quarter ended July 31. That compares with a loss of \$31.2 million, or \$1.14 per share, for the same quarter a year earlier.

Revenue in the most recent quarter totaled \$51.1 million, up from \$41.7 million in the year-earlier quarter.

Domo is a business cloud company.

"Domo was built for this new world of work where business agility is imperative to surviving and thriving," Josh James, founder and CEO, said in announcing the results. "Since our IPO, we have been relentlessly focused on growing our business, while at the same time making our growth more efficient and driving to cash flow positive with the cash on our balance sheet."

"In Q2, we once again made great progress on this front as we help CIOs, CDOs and IT leaders solve some of their most complex and strategic data challenges at a speed and scale our customers have told us they've never seen."

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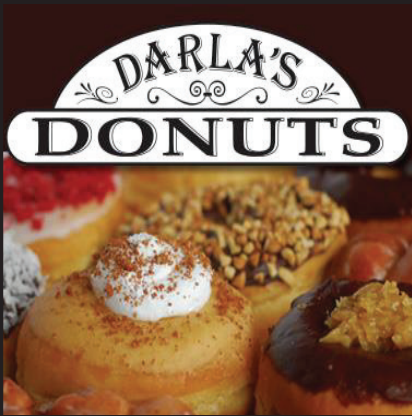
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that are flexible—like you.
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You need a team in your corner
that's available for support 24/7.
So you can take on what's next.
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but **Bounce Forward.™**

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UPDATES

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Megaplex Theatres in South Jordan.

Oct. 6, 8:30 a.m.-12:30 p.m.

“Americans with Disabilities Act Advanced Practice,” an Employers Council event at the Employers Council’s Utah office in Salt Lake City.

Oct. 8, 8:30 a.m.-4 p.m.

“Supervisory Skills Program,” an Employers Council event taking place over four consecutive Thursdays.

Oct. 15, 11:30 a.m.-1 p.m.

“Multiplying Lasting Profitable Relationships,” a West Jordan Chamber of Commerce event at West Jordan City Hall Community Room..

Oct. 20, 8:30 a.m.-12:30 p.m.

“Unemployment Insurance Essentials-Utah,” an Employers Council event.

Oct. 27, 8:30 a.m.-4 p.m.

“Legal Issues in Managing Employees for Governments and Special Districts,” an Employers Council event.

Oct. 27, 10-11 a.m.

“The Art of Negotiation,” a West Jordan Chamber of Commerce event at West Jordan Chamber.

Nov. 17, 8:30 a.m.-10:30 a.m.

“Unemployment Insurance in Utah: Appeal Hearing Workshop,” an Employers Council event at the Employers Council’s Utah office in Salt Lake City.

POSTPONEMENTS

The Chamber Champions Golf Tournament, a Utah Valley Chamber event originally scheduled for Aug. 24, will take place Sept. 15, 6:30 a.m.-2:30 p.m. Registration and breakfast begin at 6:30 a.m. Tee times start at 7:30 a.m. Location is Fox Hollow Golf Club, 1400 N. 200 E., American Fork. Cost is \$1,500 for foursomes of chamber members; \$2,000 for nonmember foursomes; \$500 for single-player chamber members; \$750 for single-player nonmembers. Sponsorships are available. Details are at thechamber.org.

Business Alliance Networking Luncheon, a Davis Chamber of Commerce event scheduled for Sept. 15, 11:30 a.m.-1 p.m., will now take place at Oakridge Country Club, 1492 Shepard Lane, Farmington. Free. No RSVP required. Details are at davischamberofcommerce.com.

“Business Connections,” a ChamberWest event originally scheduled for Sept. 16, 3:30-5 p.m., at All-Star Bowling & Entertainment in West Valley City,

will take place online (without bowling). Event also is now free. Details are at chamberwest.com.

Business After Hours, a Salt Lake Chamber event, originally scheduled for March 19 and later rescheduled for Sept. 17 at the Utah Museum of Contemporary Art in Salt Lake City, has been rescheduled for spring 2021.

2020 Utah Tourism Conference, a Utah Tourism Industry Association event taking place Sept. 22-24, will have an in-person watch party at the Salt Palace Convention Center, 100 S. West Temple, Salt Lake City (limited to 50 people), costing \$99. Watch parties in St. George, Ogden and Logan (limited to 50 people each) cost \$75. Virtual attendance cost is \$49. Details are at <https://www.utahtourism.org/2019-utah-tourism-conference>.

Annual Fall Business Conference, a ChamberWest event originally scheduled for Sept. 16, will take place Nov. 13, 7:15 a.m.-3 p.m., at the Utah Cultural Celebration Center, 1355 W. 3100 S., West Valley City. Details are at chamberwest.com.

“We Are Utah” Manufacturers Expo, a Utah Manufacturers Association event scheduled for Sept. 23, 1-8 p.m., at Mountain America Expo Center in Sandy, has been postponed until March 2021.

South Jordan Business and Entrepreneurial Summit and Expo, a South Jordan Chamber of Commerce event originally scheduled for April 29 and later rescheduled to Sept. 10 at the Karen Gail Miller Conference Center in Sandy, has been postponed until a date to be determined.

Utah Economic & Energy Summit is scheduled for Oct. 26, 8 a.m.-5 p.m. It is presented by the Utah Governor’s Office of Energy Development, Governor’s Office of Economic Development, World Trade Center Utah and the Salt Lake Chamber. The 14th Annual Utah Economic Summit was originally scheduled for June 18. The Ninth Annual Governor’s Energy Summit was originally scheduled for May 18, then postponed until Oct. 21. Activities include morning and lunchtime plenary sessions, awards presentations, and morning and afternoon breakout sessions in three tracks: economic development, energy and global trade. Event also will highlight Gov. Gary Herbert’s economic and energy accomplishments since 2009. Location is Grand America Hotel, 555 S. Main St., Salt Lake City. Early-bird virtual admission is \$79. Early-bird registration is \$155. Details are at <https://utaheconomicssummit.com/>.

Innovate Utah

NEW IDEAS, PRODUCTS AND SERVICES FROM UTAH COMPANIES



Qualtrics, a Provo-based creator of customer experience software, has collaborated with Character Lab, a nonprofit organization founded by University of Pennsylvania professor Angela Duckworth that advances scientific insights to help kids thrive, to launch the **Return to Learn Pulse**. The software includes a well-being component that assesses how students, faculty and staff are handling the new normal and what actions can be taken to improve safety, health and ability to thrive as schools return to session.

By combining their expertise in education research, academic technology and student well-being, Qualtrics and Character Lab developed a standardized, easily deployable method for schools to better understand, support and act on behalf of students and staff in this new academic year.

Designed to be distributed weekly, the Return to Learn Pulse allows schools to frequently check in with students and staff that includes a set of well-being topics such as sense of belonging, sleep habits and physical safety. Schools can act on the feedback by assigning resources to support students where they are most needed. Character Lab developed the instrument with input directly from students and educators to ensure that the content is aligned with school needs and to encourage student participation.

"Character Lab has been at the forefront of leveraging science and research to help students thrive in their education, which is why they were the perfect partners to work with Qualtrics on developing this well-being solution," said **Omar Garriott**, global industry leader for education at Qualtrics. "Return to Learn Pulse creates a feedback loop between educators and students that creates a habit of continuous listening and improvement, which are extremely critical during the most pivotal school year in recent history."

The Return to Learn Pulse is built on the Qualtrics XM Platform, which maintains the highest security and HIPAA compliance.

Orem-based supply chain risk management provider **Avetta** has published a new e-book that helps supply chain companies build resiliency during and after the COVID-19 pandemic. The book, "**COVID-19 & Supply Chains: A Comprehensive Guide**," compiles more than 20 different resources, covering numerous topics, including business continuity planning, supplier sourcing,



workplace risks, emergency planning, adapting to location regulations and returning to work safely.

"Our technology platform and supplier services help ensure workers arrive home safely each night," said **Arshad Matin**, president & CEO of Avetta. "The current pandemic creates an additional level of complexity to those safety efforts. Avetta's technology platform and expertise helps companies traverse the numerous issues of this new business environment. Our e-book provides a wide-ranging, COVID playbook."

Convenience store giant **7-Eleven** has chosen Utah to pilot its new **Mobile Checkout** program for its customers. The program, which runs through an app downloaded to customers' smartphones, enables customers to skip the checkout line by shopping and paying for items without a stop at the checkout counter.



"Now more than ever, customers are looking for an even greater level of convenience — one that includes minimizing contact with others," said 7-Eleven chief digital officer **Tarang Sethia**. "We want to meet that need during this uncertain time and Mobile Checkout is one of the innovative ways we can do that." The frictionless shopping experience is integrated with the company's national 7Rewards loyalty program where customers earn and redeem points on product purchases and receive coupons and promotions.

Lehi-based finance management software company **MX** has launched **MX Open**, an open finance platform built to help financial institutions and financial technology companies create more personalized digital experiences that give their customers greater access and control over their financial data.



Built on the MX's connectivity network, MX Open provides freedom and flexibility to reduce costly and vendor lock-in while securely connecting to the company's more than 50,000 connections. "MX Open was built with the belief that secure, reliable connectivity should be open to everyone — every bank, every credit union, every organization," said **Brett Allred**, chief product officer at MX. "MX Open gives organizations the tools they need to define and launch their open finance strategy and innovate faster with the vendors and technology providers that will serve their customers best."

Life sciences company **Peel Therapeutics** of Salt Lake City has obtained the exclusive license to develop a new **therapeutic drug to treat childhood tumors**. Modified from a derivative of a plant toxin, the drug and its ability to eliminate chemo-resistant



tumors in mice is described in a report published in *Cancer Research*, a journal of the American Association for Cancer Research. PEEL Therapeutics CEO and co-founder, **Dr. Joshua Schiffman**, a pediatric oncologist, said, "At PEEL, we look for therapies inspired by evolution. The SN22 nanoparticle is the perfect example of a drug at the intersection of nature and technology. The

increased delivery and decreased toxicities of this drug may offer very important advantages to patients with solid tumors, including children and adults."

Lehi's **Slingshot**, a customer engagement and sales service platform for home services providers, has released updates to its customer engagement platform that allows clients to interact with their customers through



text, web chat, social media, phone and email for both inbound and outbound communication from one central dashboard. **Central Inbox** is a free upgrade to all existing clients without any additional cost or minutes to their service plans. "Central Inbox solves the pain of scattered communication channels that delay response," said **Adam Tolman**, head of product at Slingshot. "Clients were jumping in and out of disparate systems to respond to customers who were reaching out through various channels. Now clients can quickly engage with customers through our centralized inbox without having to jump from one platform to the next."

Young Living, a provider of essential oils based in Lehi, introduced a series of **new products and product lines** at its recent virtual convention. Highlights from the launch include a new skincare line, additions to the Savvy Minerals makeup line, new diffusers, new essential oil blends and an innovative essential oil-infused wearable ring. "Now more than ever it's



important to have health and wellness top of mind," said **Kristen Knight**, senior vice president of global product management and marketing at Young Living. "Our team worked to develop these new products to help people prioritize health and wellness with their families and in their homes. We were even more excited about this year's launches as the virtual format of our convention allowed us to share these products with our biggest audience yet."

InvisibleShield, a product of **ZAGG Brands** of Midvale, has introduced its 2020 screen protectors treated with Kastus anti-microbial technology. The new screens have been examined by an independent global testing laboratory and confirmed effective against human coronavirus and 99.99 percent of the most common surface bacteria. "At InvisibleShield, we are driven by our mission to deliver industry-



leading screen protection products for mobile devices that also protect our customers' well-being," said **Patrick Keenan**, vice president of global product for ZAGG Brands. "There has never been a stronger need to protect against bacteria and viruses that are known to accumulate on our mobile device screens. Through our partnership with Kastus, our anti-microbial products not only provide the ultimate in digital wellness, but now also protect consumers against the human coronavirus."

Industry Briefs

Industry Briefs are provided as a free service to our readers. Company news information may be sent to brice@slenterprise.com. The submission deadline is one week before publication.

BANKING

• **Bank of Utah**, Ogden, has announced changes regarding branch management, affecting five of the bank's 17 full-service branches throughout Utah. Bank of Utah's Logan branch manager of one year, **Greg Carter**, will now take on additional responsibility to also serve as branch manager for the bank's Brigham City branch. Carter, a 2012 Utah State University graduate, worked in management for Walgreens and Hertz car rental, and as a personal banker for KeyBank, before coming to Bank of Utah.



Greg Carter



Dave Kuhni



Melissa Bernson

Kuhni, a 33-year banking veteran who has worked as assistant vice president/branch manager for Bank of Utah's Lindon Branch since its opening in December 2018, will now also serve as branch manager for the bank's full-service branch in Orem. Kuhni started his banking career as a teller for Far West Bank and worked his way up to branch assistant manager before moving to AmBank, where he served in branch management positions in Provo and Lindon. Kuhni studied business management at the former Utah Valley Community College. **Melissa Bernson** has been appointed to serve as branch manager for Bank of Utah's main branch at 2605 Washington Blvd., Ogden. Bernson most recently worked as branch manager in Brigham City for the bank. She has worked in the financial industry for 11 years, including at Bank of Utah, KeyBank, US Bank and Wells Fargo. Her experience includes training and customer service operations, opening new accounts, processing customer requests, cash management and overseeing daily branch operations.

DIRECT SALES

• **Young Living**, a Lehi-based producer of essential oils, has hired **Je Tae Wood** in Japan as

head of the company's science division in the APAC region. Woo will partner with Michael Buch, chief science officer at Young Living, to oversee product science and new product strategy for APAC. One of Woo's first projects will be to create and launch the new Young Living Okinawa Blue Zone line of products featuring a series of Okinawa grown ingredients backed by science-based evidence for their efficacy. Woo is considered an expert in natural resources, especially in native herbal plants unique to Okinawa. He is a president and part-owner of Okinawa Research Center and is a professor at Chubu University in Kasugai, Japan.

ECONOMIC INDICATORS

• **Utah** is No. 13 in a ranking of **least affordable states to buy a home** in 2020, according to a study by **ReFiGuide.org**. The study used the most recent United States Census data on income and Zillow's 2020 Market Estimates report. Rankings were determined by measuring median household income as a percentage of home prices. Utah has average income covering 19.6 percent of what it would cost for a resident to buy a home. Mississippi was the No. 1 most affordable, with income covering 65.5 percent. The last-ranked state is Hawaii.

• **Morgan County** has the **lowest poverty rate** among Utah counties, according to a ranking by **Stacker**. Morgan's rate is 3 percent. In second place is **Daggett County**, at 4.7 percent. Third is **Davis County**, at 5.5 percent. Utah has 309,904 people living below the poverty line, or 10.3 percent of the state's population. That ranks Utah No. 45 among states. **San Juan County** has the highest poverty rate in Utah, at 26.6 percent, followed by **Iron County**, 19.6 percent, and **Garfield County**, 17.8 percent. Stacker used the most recent five-year estimates from the U.S. Census Bureau to create the rankings.

ENERGY

• **Ultra Safe Nuclear Corp.**, based in Seattle, has established a new facility in Salt Lake City to support the development of the company's proprietary fully ceramic micro-encapsulated (FCM) fuel. Materials developed at the new facility will be used in Ultra Safe Nuclear's micro-modular reactors (MMR) and other nuclear reactors, including gas-cooled reactors, light water reactors, CANDU reactors, and molten salt cooled reactors. The company said it selected Salt

Lake City because of the region's well-established infrastructure, knowledgeable workforce, and status as a technology growth hub. The region is home to significant ceramics and materials expertise, central to the manufacturing of FCM fuel. FCM fuel will be first used in a 15-megawatt reactor currently in advanced licensing stage at the Atomic Energy of Canada Limited's Chalk River Laboratories campus in Ontario, Canada, in collaboration with Ontario Power Generation through the jointly owned Global First Power Limited Partnership.

• **Pacific Power Reps (PPR)**, a manufacturer representative company for the electric utility, municipality, commercial and industrial industries, has expanded its territory from California and Nevada to eight other states, including Utah. Pacific Power Reps provides products to electrical utilities, municipalities and commercial and industrial entities to address the industry's biggest concerns surrounding fire hardening, grid hardening, linemen safety, and operational efficiencies, both in the field and direct to consumers. Energy grid expert **Tim Lish** is servicing the Utah territory,



Tim Lish

along with Wyoming and southern Nevada. PPR launched in 2013. It recently added three manufacturers to its profile of more than two dozen with the expansion of the 10 states they now work in.

• **Weber State University's Empower Northern Utah** program is helping Weber and Davis county residents to be more energy efficient by offering steep discounts on the Nest Thermostat E while also providing free LED light bulbs in exchange for old, inefficient bulbs. The sustainability team at WSU, in a partnership with **Utah Clean Air Partnership**, the **Lawrence T. and Janet T. Dee Foundation**, **Futures Through Training HEAT Program** and others, is able to offer the Nest Thermostat E for under \$60, a savings of approximately \$110, and to provide thousands of new LED light bulbs for exchange. Pre-registration is required for both the smart thermostats and LED light bulbs. Registration opens Sept. 16 at noon at weber.edu/empower. The program is offering 3,000 LED bulbs split between two exchange events, Sept. 23 and Sept. 26, at the Weber County Library Main Branch, 2464 Jefferson Ave., Ogden. The program is also offering 200 Nest

E smart thermostats, which successful registrants will be able to pick up Oct. 3 at the WSU Ogden campus.

• **CleanSpark Inc.**, a Salt Lake City-based software and services company serving the microgrid and distributed energy resource management systems, has completed its acquisition of **GridFabric LLC**, which creates software solutions that help power utilities and IoT (Internet of Things) products that manage energy loads. With the acquisition, **Ben Dupont** and **Matt Hale** will be joining the CleanSpark team.



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GOVERNMENT

• **Five Utah airports** will receive safety and infrastructure grants through the **Federal Aviation Administration**, part of more than \$1.2 billion to be awarded to 405 airports in 50 states and six U.S. territories. They include \$1,052,631 for **Cedar City Regional Airport** to install airport beacons, reconstruct a taxiway and seal apron surface pavement and joints; \$691,500 for **Wendover Airport** to improve drainage, reconstruct runway lighting and repair the runway; \$403,642 for **Logan-Cache Airport** to acquire land for approaches; \$88,243 for **Spanish Fork Airport/Springville-Woodhouse Field** to install weather-reporting equipment; and \$57,508 for **Roosevelt Municipal Airport** to reconstruct the runway.

HEALTHCARE

• **Forum Health LLC**, a Salt Lake City-based personalized healthcare company, has acquired **LifeStream Health Centre & Med Spa**, a functional healthcare practice based in Coppell, Texas. Financial terms were not disclosed. Forum Health unites practitioners nationwide who share a

functional, integrative root-cause approach to personalized healthcare. Member benefits include year-round provider consultations, health coaching, and access to a virtual network of collaborative specialists.

INSURANCE

• **Cottonwood Title Insurance Agency Inc.**, Salt Lake City, has appointed **Greg Holbrook** as senior underwriter and counsel.



Greg Holbrook

Holbrook has more than 30 years of experience in the title insurance industry, including the past 24 years at First American Title Insurance Co., where he held several leadership positions, including underwriting counsel.

• **Certified Insurance**, Cedar City, has changed its name to **Beehive Insurance Agency**, its parent company. Certified Insurance was established in 1991 in Cedar City. Soon after, it expanded with a second location in St. George. In May 2018, Certified Insurance was acquired by Salt Lake City-based Beehive Insurance Agency, a subsidiary of Clyde Companies Inc.

INTERNATIONAL

• **World Trade Center Utah** has hired **Aaron Starks** as vice president of growth services.



Aaron Starks

Starks will work to accelerate the growth of Utah companies by refining, marketing and delivering WTC Utah's trade and investment services. Starks will also collaborate with WTC Utah's public and private partners to develop integrated consulting services and execute new strategies, delivering the organization's technical services and grant programs to Utah businesses. Starks previously worked seven years for FranklinCovey, overseeing business operations throughout Asia. Among his public and community positions, he served as elected vice chair of the Utah Republican Party.

INVESTMENTS

• **Sarcos Robotics**, a Salt Lake City-based producer of robots that augment humans to enhance productivity and safety, has raised

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Industry Briefs

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\$40 million in an oversubscribed Series C financing round. The Series C round was led by **Rotor Capital**, with most of the company's existing investors participating in the financing. Sarcos said the funding will be used to begin commercial production of the company's Guardian XO industrial exoskeleton, set for commercial release in 2021. It has been



Brian Finn



Cecilia Prieto

under development for more than 20 years. In connection with the round, Sarcos has appointed **Brian Finn** and **Cecilia Prieto** to its board of directors. Finn is a partner at Rotor Capital. He is a 35-plus-year veteran of the financial services industry. He retired as chairman and CEO of Asset Management Finance Corp. and senior advisor to Credit Suisse in 2013. Finn is also chairman of Covr Financial Technologies, an investment partner at Nyca Partners, chairman of Star Mountain Capital, and a member of the boards of Scotts Miracle-Gro and Owl Rock Capital, along with several early-stage companies. Prieto has more than 20 years of experience in engineering, project management and operational roles. She currently is responsible for all land operations for Schlumberger in the Americas for the oilfield services and product sales businesses in well construction operations. She spent her first 10 years at Schlumberger developing electro-mechanical drilling systems that can communicate and be powered with only fluidic power. She then took on several assignments in

the R&D and technology organization. Most recently, she was in charge of drilling operations for North Sea Scandinavia after an assignment as vice president of manufacturing overseeing 30-plus manufacturing centers worldwide.

MANUFACTURING

• **Purple Innovation Inc.**, a Lehi-based comfort products manufacturer, has executed a new five-year, \$100 million senior secured credit facility with a group of financial institutions led by **KeyBanc Capital Markets**. The credit facility consists of a \$45 million term loan and a \$55 million revolving line of credit. Proceeds from the term loan, which was fully drawn at closing, were used to retire all indebtedness related to the company's existing credit agreement. KeyBanc Capital Markets acted as the joint lead arranger and will be the administrative agent for the financing. Funding will be provided through a syndicate of banks, including **Keybank**, **Bank of Montreal**, **Fifth Third Bank**, **Silicon Valley Bank**, **Truist**, **Wells Fargo**, **Raymond James** and **Arvest Bank**.

• **Varex Imaging Corp.**, a Salt Lake City-based designer and manufacturer of X-ray imaging components, has named **Timothy E. Guertin** to its board of directors. Guertin is a member of the board of directors at Teradyne Inc. and chair of the Global Access to Cancer Care foundation, which works to expand the availability of modern cancer care in developing countries. He is the former chief executive officer of Varian Medical Systems Inc., where dur-



Timothy Guertin

ing his more than 35 year tenure with the company he held a number of senior management positions, including executive vice president and chief operating officer, as well as president of Varian's oncology business unit. Guertin served on the Varian board from 2005-20 and on the board of KCI Holdings Inc. until it was purchased by 3M in 2019. He has served as vice chair of the Silicon Valley Leadership Group and as treasurer of the Board of Trustees of the Radiation Oncology Institute.

NONPROFITS

• The board of directors of the **Maliheh Free Clinic**, a Salt Lake City-based, nonprofit clinic that provides free healthcare to the vulnerable and underserved, has named **Mary Ann Lucero**



Mary Ann Lucero

as executive director. Lucero succeeds **Jeanie Ashby**, the clinic's executive director since 2010. Lucero recently moved back to the Salt Lake area after serving as the CEO of the Emergency Food Bank of Stockton and San Joaquin County in California. Prior to moving to California, she served for a number of years as the statewide executive director of Prevent Child Abuse Utah.

REAL ESTATE

• A medical office building called **4100 Bangerter**, located in West Valley City, has been sold. Marty Plunkett, Vickey Walker, Craig Thomas and Melissa McIntyre of **CBRE** represented the seller, a California-based real estate investment trust, in the transaction. The former site of Granger Medical Clinic, the building has a total of 108,456 square feet and sits on 7.13 acres. Having recently been vacated by the previous tenant, the new owner has plans to convert the building into a series of condominiums equipped for medical, lab and office space. The building was vacant at the time of the sale.

• The Deseret West Region of **Lincoln Property Co.** has entered the Utah market with the purchase of the three-building **Access Park** industrial project at 505 N. Kays Drive, within the Kaysville Business Park, from **Access Park LLC**. Financial terms were not disclosed. At 212,950 square feet, Access Park totals three fully occupied industrial buildings, including two newly built distribution facilities, each totaling 69,101 square feet, and one Class A, 74,784-square-foot industrial and manufacturing building that has been under the same ownership since its delivery in 1995. Kip Paul, Rhett Bue and Jorgi Paul of **Cushman & Wakefield** represented Access Park LLC in the transaction. **LPC Desert West** will provide property management services for Access Park.

RECOGNITIONS

• **Qualtrics**, a Salt Lake City-based customer experience man-

agement company, has been named one of the **top 10 most innovative companies** from more than 800 listed in the **Greenbook Research Industry Trends (GRIT) 2020** report. Qualtrics CoreXM ranked No. 7, up one place from last year, on the top 50 list for companies that have contributed value to insights professionals. Qualtrics was also named a leader in the Data Analytics, Full Field Service, Qualitative Research, Strategic Consultancies, and Technology subcategories.

• **Chad Waddoups**, vice president of wealth management and business services at Mountain America Investment Services, located at Mountain America Credit Union in Sandy, has been recognized as one of the **Top 30 Program Managers** in the country by **Bank Investment Consultant (BIC)**, a leading information source for bank and credit union financial advisors. According to BIC, the list recognizes investment program managers located in



Chad Waddoups

banks and credit unions based on several qualifying criteria, including the number of advisors they oversee, team assets under management, percentage growth in team production, and production per advisor.

• The **Human Rights Campaign** has recognized five **Intermountain Healthcare**

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BRIEFS
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hospitals as equity leaders for their caregiver’s dedication to LGBTQ+ inclusion. The five Intermountain hospitals earning HRC recognition this year received the highest score of 100. They include **Intermountain Medical Center** in Murray, **Alta View Hospital** in Sandy, **Primary Children’s Hospital** in Salt Lake City, **Riverton Hospital** and **LDS Hospital** in Salt Lake City. The HRC uses a scoring system called the Healthcare Equality Index that looks at four categories: patient-centered care, patient services and support, employee benefits and policy, and patient and community engagement.

RESTAURANTS

• **Tucanos Brazilian Grill** has opened its third Utah location, at the base of the Hyatt

Place Hotel in Station Park in Farmington. It is looking to fill 125 full- and part-time positions. The 8,455-square-foot restaurant offers a “churrascaria” grilling experience, served in an atmosphere inspired by the beaches of Rio de Janeiro.

RETAIL

• **Curaleaf Holdings Inc.**, a Massachusetts-based cannabis operator, has opened the company’s first retail location in the Utah market with a new pharmacy at 3633 N. Thanksgiving Way, Lehi. It is the company’s 90th retail location nationwide. Curaleaf UT LLC was awarded one of the state’s 14 licenses in Utah in 2019. The pharmacy will offer medical cannabis products, consumption formats and national brands. Curaleaf is also completing construction on its state-of-the-art processing operation in North Salt Lake City, which is scheduled to open in mid-September.

SCHOLARSHIPS

• **My529**, Salt Lake City, has announced the 11th annual “**Make Your Mark**” contest, in which students’ artistry can win them a \$1,000 scholarship. “Make Your Mark,” sponsored by my529 and the **Utah System of Higher Education**, raises awareness of saving for future educational expenses. The contest lets Utah students exhibit their talents by creating an original bookmark design for a chance to win the college savings scholarship. Eight K-12 students will each receive a \$1,000 college savings scholarship for their winning bookmark designs. The contest runthrough Sept. 30. Details and the entry form are at my529.org.

SERVICES

• **Wasatch I.T.**, Murray, is opening a branch office serving southern Utah. While already serving with remote support through the Murray headquarters,



Jordan Taylor

1, the branch will be managed by **Jordan Taylor**, who has been with the company for three years.

TECHNOLOGY/LIFE SCIENCES

• **Canopy**, a Lehi-based cloud-based practice management platform company serving accounting professionals, has appointed **Brian Crofts** to its board of directors. Crofts has more than 15 years of experience driving prod-



Brian Crofts

uct development and roadmap execution for organizations in the accounting, human resources and technology industries. Crofts currently is chief product officer at Pendo. He spent over 10 years at Intuit, helping define the product direction for offerings including Quickbooks.

• **CourseTune**, a Sandy-based curriculum blueprinting and learning design collaboration tool company, has named **Charlie Robinson** as vice president of sales. Robinson has nearly 30 years of experience in curriculum, professional development, learning management systems and emerging technology in education. He has worked with and served educational leaders at the national, state, university and school district levels to help implement programs that specifically benefit underprivileged students as well as train teachers around the world.

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Calendar

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Sept. 14, 9:30-10:30 a.m.

30th Annual Spencer Fox Eccles Convocation, a University of Utah event. Keynote speaker is Joel Peterson, adjunct professor at the Stanford Graduate School of Business and founding partner of Peterson Partners, a Salt Lake City-based investment management firm. Event takes place online. Details are available by contacting Megan Kawaguchi at megan.kawaguchi@eccles.utah.edu.

Sept. 15, 6:30 a.m.-2:30 p.m.

2020 Chamber Champions Golf Classic, a Utah Valley Chamber event originally scheduled for Aug. 24. Registration and breakfast begin at 6:30 a.m. Tee times start at 7:30 a.m. Location is Fox Hollow Golf Club, 1400 N. 200 E., American Fork. Cost is \$1,500 for foursomes of chamber members; \$2,000 for non-member foursomes; \$500 for single-player chamber members; \$750 for single-player nonmembers. Sponsorships are available. Details are at thechamber.org.

Sept. 15, 8 a.m.-4 p.m.

"Interpersonal Communication," part of the Salt Lake Community College Frontline Leader Workshop Series and focusing on verbal and non-verbal communication in the workplace. Location is Salt Lake Community College's Westpointe Campus in Salt Lake City. Cost is \$250. Details at <http://www.slcc.edu/workforce/courses/index.aspx>.

Sept. 15, 9-10:30 a.m.

"Business Essentials: Basic Fundamentals of SEO," a Women's Business Center of Utah event. Speaker is Colton Miller, director of SEO strategy at Boostability. Event takes place online. Free. Details are at wbcutah.org.

Sept. 15, 11:30 a.m.-1 p.m.

Business Alliance Networking Luncheon, a Davis Chamber of Commerce event. Location is Oakridge Country Club, 1492 Shepard Lane, Farmington. Free. No RSVP required. Details are at davischamberofcommerce.com.

Sept. 15, 4-7 p.m.

"Exploring Possibilities"

Women's Business Conference, a Women's Business Center of Utah event that takes place online. Free. Details are at wbcutah.org.

Sept. 16, 7:30-11 a.m.

"Communication," part of the Fall 2020 Leadership Series presented by Davis Technical College's employer and continuing education team and Ames Leadership Institute and continuing through Jan. 27. Location is the Davis Technical College, Simmons Building, 450 Simmons Way, Kaysville. Cost is \$175 per class (Custom Fit cost is \$88), \$600 for a bundle of four classes (Custom Fit cost is \$300). Details are at davischamberofcommerce.com.

Sept. 16, 8 a.m.-5 p.m.

"Intro to Excel," a Salt Lake Community College Employee Development Workshop focused on organizing, formatting and calculating data using Microsoft Excel software. This introduction discusses the ribbon, mini toolbar, ranges, formulas, charts and basic spreadsheets. Location is Salt Lake Community College's Miller Campus in Sandy. Cost is \$249. Details are at <http://www.slcc.edu/workforce/courses/index.aspx>.

Sept. 16, 9 a.m.-noon

"Action Plan Presentations and Wrap-Up," part of the Women's Business Center of Utah's nine-week "Next Step" program. Event takes place online via Zoom. Free. Details are at wbcutah.org.

Sept. 16, 11 a.m.-1 p.m.

"Business Payment & Technology Solutions in the Age of COVID," a Zions Bank Business Resource Center event that focuses on learning how to manage day-to-day cash functions remotely while reducing company exposure to fraud and losses. Event takes place online. Free, but registration is required. Details are at utresources@zionsbank.com or call (801) 844-7900.

Sept. 16, 1-3 p.m.

"Women Who Dream Big, Achieve Big," part of the three-part WeROC (Women Entrepreneurs Realizing Opportunities for Capital) Webinar Series presented by VentureCapital.Org prior to the Sept. 30 WeROC Conference. Free. Registration can be completed at Eventbrite.com.

Sept. 16, 3:30-5 p.m.

"Business Connections," a ChamberWest event that takes place online. Free. Details are at chamberwest.com.

Sept. 16, 5:30-6:30 p.m.

Quickbooks Workshop, a Small Business Development Center (SBDC) event that takes place online. Details are at <https://clients.utahsbdc.org/events.aspx>.

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Digital Marketing Academy (Beginner Level), a South Valley Chamber event that will cover everything from SEO, pay-per-click advertising, GoogleAd words, programmatic display advertising, and how to maximize web traffic. Location is Salt Lake Community College Miller Campus, Miller Free Enterprise Center, Building 3, Room 223, 9750 S. 300 W., Sandy. Cost is \$50 for members, \$75 for nonmembers. Registration can be completed at Eventbrite.com.

Sept. 17, 7:45 a.m.-5 p.m.

Utah Employer Tax Workshop, a Small Business Development Center (SBDC) event. Location is Salt Lake Community College, Building 5, MCPC 101, 9750 S. 300 W., Sandy. Cost is \$15. Details are at <https://clients.utahsbdc.org/events.aspx>.

Sept. 17, 8-10 a.m.

Morning Speaker Series, an Ogden-Weber Chamber of Commerce event. Speakers are Brad Robins and Ron Gunnell of GENTRI (The Gentlemen's Trio). Location is The Monarch, 455 25th St., Ogden. Free for chamber members and first-time guests. Details are at ogdenweberchamber.com.

Sept. 17, 9-11 a.m.

"Moving Forward Through a Pandemic," presented by the Women's Business Center of Utah and SCORE. Event will feature discussions about how the pandemic has affected the small-business community and daily lives, what post-COVID-19 will look like for the business community, and how we can leverage our experiences and local resources to continue our professional and personal success. Event takes place online. Free. Details are at wbcutah.org.

Sept. 17, 9-10 a.m.

Utah Trails Forum: Virtual Meet & Mentor Event, a Utah Governor's Office of Economic Development event focusing on trail groups across Utah connecting and sharing best practices and advice for building and maintaining better trails. Attendees will meet in smaller virtual "rooms" to network and discuss top-of-mind topics. Event takes place online. Free. Registration can be completed at Eventbrite.com.

Sept. 17, 11:30 a.m.-1 p.m.

Annual Mayors Lunch, a Davis Chamber of Commerce event. Location to be determined. Details are at davischamberofcommerce.com.

Sept. 17, 1:30-2:30 p.m.

"Salt Lake Chamber-Live," a Salt Lake Chamber networking event that takes place online. Free for members, \$10 for nonmembers. Details are at slchamber.com.

Sept. 18, 8-9 a.m.

"WOW Women Training: Social Media: Pinterest," a Women's Business Center of Utah event, in partnership with wow-women.biz. Event takes place online. Free. Details are at wbcutah.org.

Sept. 18, 8-10 a.m.

"Sticky and Strong: Winning Campaign Strategies," a Salt Lake Chamber event. Speaker is William Nixon. Event takes place online via Zoom. Cost is \$99 for members, \$149 for nonmembers. Details are at slchamber.com.

Sept. 19-Oct. 10, 8:30 a.m.-4:30 p.m.

PMP Certification Exam Prep, a Salt Lake Community College training event. This intermediate course prepares participants to successfully pass the PMP exam by reviewing the concepts and principles of project management. Students will study project management methods in accordance with PMI requirements and a syllabus to study for the 2020 200-question PMI PMP examination. Training takes place online. Cost is \$1,350. Details are at <http://www.slcc.edu/workforce/courses/index.aspx>.

Sept. 22-23

Utah SHRM Virtual WECon (Work Elevated Conference), featuring education, professional development and practical takeaways of how to align human resource practices with business leaders' strategies. Event takes place online. Two-day full pass costs \$250. Individual sessions cost \$95. Details are at <https://utah.shrm.org/conferences>.

Sept. 22-24

2020 Utah Tourism Conference, a Utah Tourism Industry Association event. In-person watch party at the Salt Palace Convention Center, 100 S. West Temple, Salt Lake City (limited to 50 people) costs \$99. Watch parties in St. George, Ogden and Logan (limited to 50 people each) cost \$75. Virtual attendance cost is \$49. Details are at <https://www.utahtourism.org/2019-utah-tourism-conference>.

Sept. 22-24

FSMA-PCQI Certification Course, a Salt Lake Community College training event focusing on meeting the FDA's requirements for the Preventive Controls for Human Food regulation of the Food Safety Modernization Act. Discover how to develop a food safety plan, analyze hazards, and identify preventive controls. Training takes place online. Cost is \$849. Details are at <http://www.slcc.edu/workforce/courses/index.aspx>.

Sept. 22, 11 a.m.-1 p.m.

"Crucial Conversations," a Business Women's Forum event. Panelists are Jennifer Mayer-Glenn, director for University Neighborhood Partners; and Silvia Castro, executive director of the Suazo Business Center. Event takes place online via Zoom. Cost is \$20 for members, \$25 for nonmembers. Details are at slchamber.com.

Sept. 22, 11 a.m.-1 p.m.

"So You Want to Buy a Business," a Zions Bank Business Resource Center event that focuses on concrete steps that to take to ensure an entrepreneurial dream does not become a nightmare. Event takes place online. Free, but registration is required. Details are at utresources@zionsbank.com or call (801) 844-7900.

Sept. 22, noon-1 p.m.

"How to Turn Your Brochure Website into a Sales Machine," a Small Business Development Center (SBDC) event. Location is the Orem/Provo SBDC at Utah Valley University. Details are at <https://clients.utahsbdc.org/events.aspx>.

Sept. 23, 8 a.m.-5 p.m.

"Lean Six Sigma: Yellow Belt," a Salt Lake Community College Employee Development workshop focused on the cost savings and personal benefit of eliminating waste through a step-by-step process to see and address problems. Location is Salt Lake Community College's Miller Campus in Sandy. Cost is \$300. Details at <http://www.slcc.edu/workforce/courses/index.aspx>.

Sept. 23, 9 a.m.-noon

Second Annual Minority-Owned Business Workshop, presented by the Women's Business Center of Utah and the Procurement Technical Assistance Center for minority-owned businesses in need of assistance to start/grow their business, how

Succeeding in Your Business

Let's have some praise for B.S.: It's not all bad for ya

As a longtime fan of comedian George Carlin (and, frankly, in looking for any sort of comedy to help my family through the pandemic), I was recently delighted to find a DVD online of an HBO special performance Carlin gave in Los Angeles only a few months before his death in June 2008.

The special, titled "It's Bad for Ya," was the usual blend of Carlin's spot-on social and political satire.

My only problem with his routine came in the title skit, a long rant against certain ritual and other symbolic behaviors we perform in everyday life (for example, placing your hand on a Bible or other sacred text when swearing an oath). After describing each ritual and

showing how meaningless it is, Carlin added the tag line "It's B.S., and it's bad for ya." At one memorable point in his monologue, Carlin wonders out loud, "How many millions of dead soldiers in military cemeteries around the globe marched off to war because they felt they were fighting for something that was nothing more than

B.S.?"

A veteran of the social and political upheavals of the 1960s and 1970s, Carlin believed, as did many of his generation (listen closely to the lyrics of John Lennon's song "Imagine"), that a world without B.S. is a world of perfect beauty, peace and freedom, in which there is nothing to kill or die for and we can

finally achieve "a brotherhood of man."

With all respect for an artist who can no longer defend himself, and (full disclosure) as a member of that generation myself, I would say that I agree with Carlin — but only half-way.

It's hard to argue that most ritual behavior is B.S., in the sense that it has no extrinsic meaning. Quite a few social rituals that used to have real meaning no longer do: In the 1500s, shaking someone's hand in greeting was a way of saying you had no intention to draw your sword on that person.

But that is just the point: Ritual behavior is not meant to have real meaning. It is symbolic, a shorthand way of communicating something that cannot be put in words or is too

complex for the human mind to grasp in full. Putting your hand on a sacred text when swearing an oath is a way for society to signal that "what you are about to say is extremely important, just as important as the words in this text you're holding, and we as a society intend to hold you accountable for every word."

Ritual behavior lies at the heart of every human organization, be it a family, a company (we commonly speak of "corporate culture"), a tribe, a religion, a political party or a nation. Participating in ritual is a way for people to say, "Yes, we are all different as human beings, but we are willing to sacrifice some of our individuality, our personality, our disagreements and our uniqueness to be members of a certain community that identifies itself by these rituals."

The rituals themselves are B.S., and easily ridiculed. But — and here is where I part company with Carlin — not all B.S. is bad for ya.

Would you really want to live in a world without B.S., a world in which each individual is truly unique, different and perfect in himself, without any shorthand or symbols to show his fellow humanity with others? Frankly, I think it would be boring as hell — in much the same way that guys with shaved heads and goatees (or, er, excuse me, "soul patches") look exactly the same.

Whenever you make any sort of general statement about something, it is B.S. because it is too simplistic. Whenever you tell a story to illustrate a moral, it is B.S. because it is fiction. Whenever you create a theory or model to explain to someone how something in the world works, it is B.S. because every rule has exceptions, and the world is too complicated for any theory to explain perfectly. Whenever you accept something as an article of faith, you use B.S. to deal with questions that cannot be answered by rational or scientific analysis (for example, what happens to us after we die, why bad things happen to good people). According to some 20th-century European philosophers, even language itself is B.S. because words are mere symbols that cannot communicate the "thing in itself" — we love poetry

because, by listening closely to the words we hear and sometimes feel, we see an image of what is being spoken about.

In many ways, B.S. is the lubricant that makes learning, communication, understanding and all other aspects of human society possible. B.S. is what gets us emotionally and psychologically through life, gives us our sense of personal identity and gives us hope that maybe there is something in the universe that is bigger than we are and of which we are a part.

Cynicism can be a good thing if taken in moderation. But someone who spends too much time removing B.S. from his life, and pointing out to others why B.S. isn't real, sooner or later ends up not believing in anything. George Carlin had a successful career, achieving wealth and fame making millions laugh at the B.S. in their lives. But I sometimes wonder if he died happy. He didn't look happy in that HBO special. Of course, he probably knew he had only a few months to live.

People should be free to choose which B.S. they believe in, of course; B.S. should never be forced on anyone. People should also be educated enough not to confuse B.S. with reality. But give up B.S. altogether? If anything, the more we learn about the cold, hostile, unforgiving world around us, the more B.S. we need to keep from going crazy. And, yes, some B.S. is worth fighting and dying for.

We live in a world in which traditional symbols and rituals are under attack on multiple fronts. It is quite possible the B.S. we have lived with for the past 200 years will soon be replaced by a new set of B.S., and hopefully, we will adapt to that. As you engage in your family rituals, customs and traditions, whatever they may be, cherish and try to preserve them as much as you can, and try not to think too hard about them. Study something too closely and you kill the beauty, the magic and the mystery.

Cliff Ennico (crennico@gmail.com) is a syndicated columnist, author and former host of the PBS television series "Money Hunt."

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WASATCH I.T.



PHASE 1 FIREHOSE

FIREHOSE

Situation: Maintain business operations while transitioning employees to work from home.

Actions: Setup VPNs, firewalls, remote access, shared files, etc.

VALUE

Are our resources providing appropriate value?

DATA

Is our data backed up?

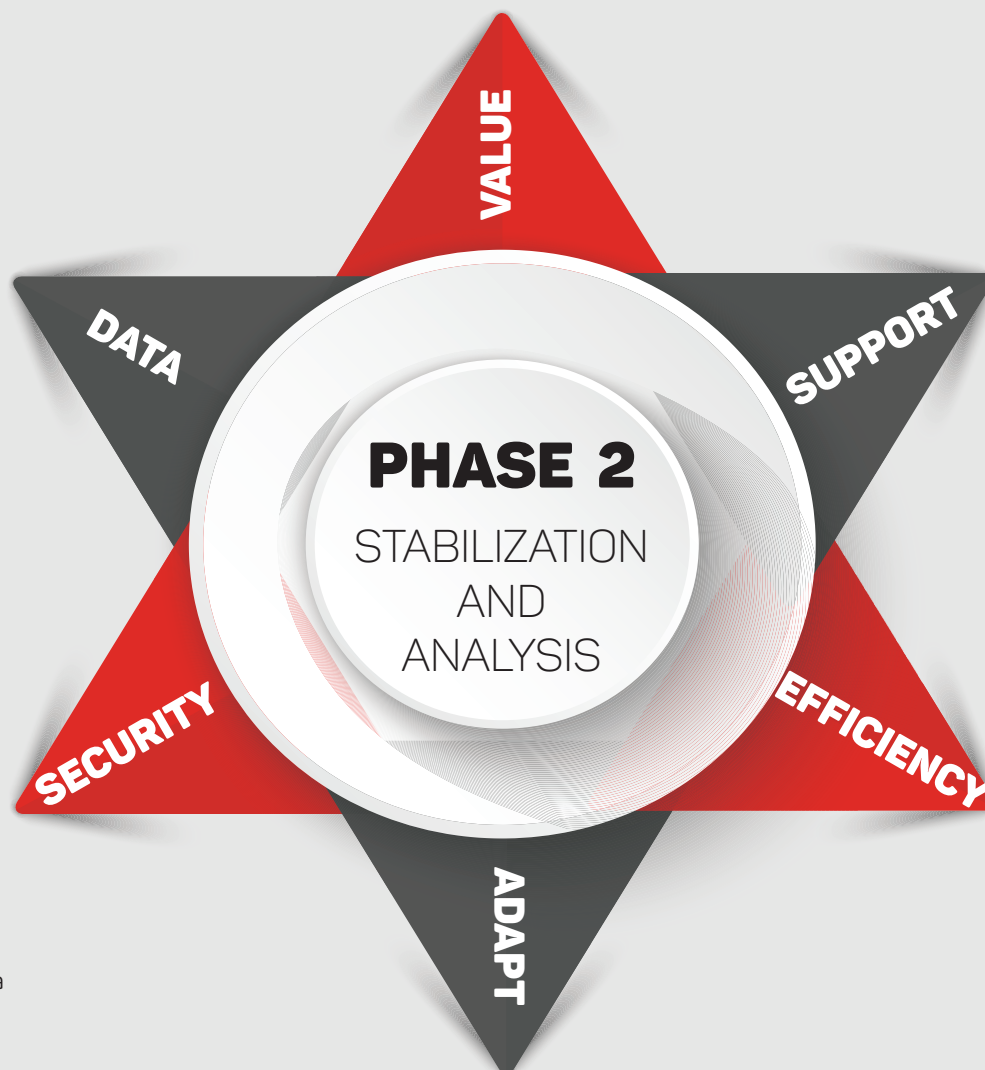
Are users saving data to appropriate locations?

SECURITY

How are we handling sensitive customer and company data?

Are remote work policies in place?

Are proper permissions and safeguards in place for data accessibility?



PHASE 2 STABILIZATION AND ANALYSIS

SUPPORT

Is our I.T. team providing needed support?

Is our I.T. team responsive?

Can we grow and adapt with our I.T. team?

EFFICIENCY

How successful is our remote work and remote collaboration?

Are employees supplied and trained on programs necessary to succeed?

ADAPT

What must we change going forward?



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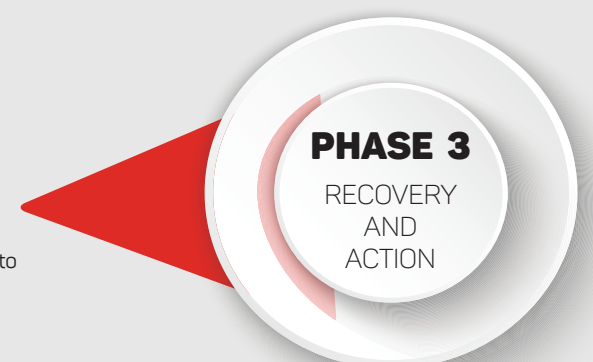
(801) 983-3671

www.wasatchit.com

RECOVERY AND ACTION

Situation: Implement improvements analyzed in Phase 2. Cut waste. Maximize resources. Take actions to create a healthier, more prepared company for the future.

Actions: Migrate to o365. Migrate physical servers to cloud based technologies. Setup geo-redundant backups. Transition to VOIP phone system. Update or create I.T. related policies and procedures. Optimize partnerships and resources.



PHASE 3 RECOVERY AND ACTION

Business Tech

You've got a pretty good document scanner right there in your pocket

Long ago, scanning a document meant placing it face-down in a flatbed scanner that sat on your desktop. Then, scanning a document meant putting it on the glass top of the office multifunction printer. For one-page documents, it was a lot of extra work — although there's still something to be said for an automatic document feeder to input multiple pages. But for scanning one or two pages, there must be an easier way to not only capture the document but get it into an easily accessible file storage location.

Well, of course there is.

After all, we all carry a portable document capture device in our pockets these days — aka, a

smartphone. Often when we want to capture some simple data, we just snap a picture and store it in the photos app. But how about more detailed, text heavy documents — ones we want to keep secure and read easily, and even manipulate the text or fill out as a form?

For that, a scanner app is ideal, and what could be better than one from Microsoft, which will integrate into some of the programs you already use, like Word, OneDrive or OneNote? You may not have heard of it, but it's called Microsoft Lens — and it lets you do all those things.

Microsoft Lens was once available only for Windows

phones, which may be one reason you haven't heard of it, but it's been available for iOS and Android since 2015. It can be downloaded from your preferred app store and installed on your phone or tablet just like any other app.

Oh, and it's free — no Microsoft subscription required.

Once installed, you'll just need to give it permission to access your camera and photos, since it will use the camera for its scan. Lens will ask what type of document you're scanning — whether it's a whiteboard, document or photo — as it will treat each type of document differently. The preview of the scan will automatically detect the edges of the area being scanned, then you can manually adjust these to crop it, zoom in or out or rotate. You can

also write on the image using the text icon. This lets you annotate the document before it's saved.

Once the picture has been snapped, you can choose where to store it. This is where the Microsoft suite comes into play, as you can set it up to store directly into your OneDrive or OneNote, making it easy to access from a computer. You can also choose to email it directly.

If you've identified the scan as a document, you'll even be able to edit the text. It's possible to simply export the image to Word and edit it directly on your phone or tablet or open it from OneDrive and edit it on the computer (this does require a Microsoft subscription).

Another useful feature involves the business card option.

Microsoft Lens will identify the contact information from the card and automatically let you add it to your contacts.

For students snapping pictures of whiteboards, Lens reduces glare and shadows automatically, making the resulting scan much easier to read than a standard photograph.

The world of scanning has come a long way since the days of the flatbed scanner. Microsoft Lens is just one scanning app available, but its unique features and integration with the Microsoft platform make it a useful one to anyone wanting to work with document scans.

Bahar Ferguson is president of Wasatch I.T., a Utah provider of outsourced IT services for small and medium-sized businesses.

CALENDAR

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to obtain financing and how to successfully contract with the government. Event takes place online. Free. Details are at wbcutah.org.

Sept. 23, noon-1 p.m.

"Solve the Business Puzzle: Save Time and Schedule Your Social Media," a Women's Business Center of Utah event. Speaker is Lynn Smargis of Write For You. Event takes place online via Zoom. Free. Details are at wbcutah.org.

Sept. 23, 1-3 p.m.

"Winning Starts with Beginning," part of the three-part WeROC (Women Entrepreneurs Realizing Opportunities for Capital) Webinar Series presented by VentureCapital.Org prior to the Sept. 30 WeROC Conference. Free. Registration can be completed at Eventbrite.com.

Sept. 24, 8-10 a.m.

"Dear Competitor: Sorry We Took All the Funding," part of the Business Recovery Series presented by Davis Technical College, in partnership with Davis County and the Davis Chamber of Commerce. In-person and virtual classes are available. In-person class location is the Business Resource Center, 450 Simmons Way, Kaysville. Cost for the series is \$150. Cost for individual classes is \$25. Details are at <http://davistech.edu/business-recovery>.

Sept. 24, 9-10 a.m.

"Coffee With Clancy," a

Women's Business Center of Utah event. Speaker is Clancy Stone, business advisor for the Northern Region of the Women's Business Center of Utah. Event takes place online. Free. Details are at wbcutah.org.

Sept. 24, 11:30 a.m.-1 p.m.

Networking Luncheon, a Murray Area Chamber of Commerce event featuring interviews with two chamber members and networking. Location is Murray Park Pavilion, 296 E. Murray Park Ave., Murray. Cost is \$15. Details are at murraychamber.org.

Sept. 24, 11 a.m.-1 p.m.

Business Success Academy Workshop, a Zions Bank Business Resource Center event that focuses on how to get the financing needed to launch or expand a business. Event takes place online. Free, but registration is required. Details are at utresources@zionsbank.com or call (801) 844-7900.

Sept. 24, 6-7 p.m.

Legal Clinic, a Small Business Development Center (SBDC) event. Location is the Orem/Provo SBDC at Utah Valley University. Details are at <https://clients.utahsbdc.org/events.aspx>.

Sept. 24, 6-7 p.m.

"Intellectual Properties" Clinic, a Small Business Development Center (SBDC) event. Location is the Orem/Provo SBDC at Utah Valley University. Details are at <https://clients.utahsbdc.org/events.aspx>.

Sept. 25, 8-9 a.m.

"WOW Women Training:

Social Media: Pinterest," a Women's Business Center of Utah event, in partnership with wow-women.biz. Event takes place online. Free. Details are at wbcutah.org.

Sept. 29, Oct. 1

"Diversity, Inclusion and Social Equity in Land Use," a ULI (Urban Land Institute) Utah event. Sept. 29, 9-10:30 a.m., is Session 1, titled "Past-Present-Future: Lessons We Can Learn from Our Industry's Past as We Build a More Equitable Future." Cost is \$5 for members, \$15 for nonmembers. Oct. 1, 8:30-10:30 a.m., is Session 2, titled "Inclusive Leadership: How the Best Leaders Build Diverse and Winning Teams." Event takes place online via Zoom. Cost is \$25 for private-sector members, \$20 for public-sector and YLG members; \$50 for private-sector nonmembers, \$40 for public-sector and YLG nonmembers (register for both sessions and receive Part 1 for free). Details are at <https://utah.uli.org/events-2>.

Sept. 30, 7:30-8:30 a.m.

Coffee Connection, a Holladay Chamber of Commerce event. Location is Kokopellis Koffee House, 3955 S. Highland Drive, Holladay. Details are at holladaychamber.com.

Sept. 30, 8 a.m.-5 p.m.

"Intermediate Excel," a Salt Lake Community College Employee Development Workshop focusing on organizing, formatting and calculating data using Microsoft Excel software. This course builds upon "Intro to Excel" concepts. Location is Salt Lake Community College's Miller

Campus in Sandy. Cost is \$249. Details are at <http://www.slcc.edu/workforce/courses/index.aspx>.

Sept. 30, 8 a.m.-6:30 p.m.

Fourth Annual WeROC (Women Entrepreneurs Realizing Opportunities for Capital), a VentureCapital.Org event for woman-owned businesses and focusing on raising funds and overcoming issues. Event features keynote presentations, workshop panels and the WeROC Deal Forum. Keynote speakers are Judy Robinett, author of *Crack the Funding Code: How Investors Think and What They Need to Hear to Fund Your Startup*; and Sheryl Grant, mentor, speaker, networking expert and social entrepreneur. Location is The Slopes EVNTS Center, 14216 Bangerter Parkway, Draper. Registration can be completed at Eventbrite.com.

Sept. 30, 2-3:30 p.m.

"Basic Fundamentals of SEO for Your Small Business," a Small Business Development Center (SBDC) event. Location is the Orem/Provo SBDC at Utah Valley University. Details are at <https://clients.utahsbdc.org/events.aspx>.

Oct. 1, 7:30-9 a.m.

Morning Speaker Series, an Ogden-Weber Chamber of Commerce event. Location is Weber Center, 2380 Washington Blvd, Ogden. Free for chamber members and first-time guests. Details are at ogdenweberchamber.com.

Oct. 1, 6-8 p.m.

"Start Smart," a Small Business Development Center (SBDC) event. Location is the

Orem/Provo SBDC at Utah Valley University. Details are at <https://clients.utahsbdc.org/events.aspx>.

Oct. 6, 8 a.m.-5 p.m.

Utah Rural Summit, hosted at Southern Utah University's Utah Center for Rural Life. Location is SUU's Hunter Conference Center, 351 W. University Blvd., Cedar City. Cost is \$150. Registration can be completed at Eventbrite.com.

Oct. 6, 11:30 a.m.-1 p.m.

Business Alliance Networking Luncheon, a Davis Chamber of Commerce event. Location is Business Resource Center, 450 Simmons Way, Kaysville. Free. No RSVP required. Details are at davischamberofcommerce.com.

Oct. 6, 1-4 p.m.

Davis Technical College Virtual Job Fair. Free for job-seekers, \$125 for employers. Details are at <http://davistech.edu/career-fair>.

Oct. 7, 3:30-5 p.m.

"Business Connections and Bowling," a ChamberWest event. Location is All-Star Bowling & Entertainment, 1776 W. 7800 S., West Jordan. Cost is \$15 for members, \$20 for nonmembers. Details are at chamberwest.com.

Oct. 8, 8-10 a.m.

"Dear Competitor: They are All Following Us On Social Media," part of the Business Recovery Series presented by

see CALENDAR page 17



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Eight common delegation pitfalls and how to avoid them

Delegating is the key to a successful business and what sets bosses apart from true leaders. The hardest part? Knowing when to let go. Are you delegating tasks, especially remotely these days, then find yourself nervous, hovering over your team, making sure they do it right? Well, if they don't do it right, it might be as much your fault as it is theirs.

Here are eight top delegation mistakes and how to avoid them:

1. Failure to understand what to delegate to whom. One of the top delegation mistakes is not knowing what to delegate. Do not delegate tasks that are not in tune with what your team is capable of — or better yet — find out first what your team is capable of, and then delegate. Don't set people up for failure. Part of your job is knowing the strengths of each team member and assigning tasks at which they will excel.

2. Micromanaging. If you train people well, you won't need

to micromanage. And if you micromanage, your employees will never learn. Give enough space for people to make some decisions and grow; be supportive to ensure the work is done effectively. But first it is important to properly identify who has what responsibility, so everyone can focus on their task at hand. This may be a little more tricky than usual with so many of us working virtually, but it is still very possible.

3. Not staying involved to monitor progress. The last thing you want is swaying to the other extreme of micromanaging — not managing at all. There is nothing wrong with checking in once in a while; it's part of your job. Schedule check-in points to keep your team on alert that they need to perform with tangible and realistic deadlines. This reinforces accountability and expected results, helping you stay more hands-off.

4. Delegating too much at a time. Do not wait until the last minute to delegate. If you pro-

crastinate your team will feel it and so will you. Do not delegate just because you are overwhelmed — this is when you will make the wrong decision on who should be doing what. Be sensible about your choices, be fair about how much time you give someone a task to execute. Remember, it's not just about you; it's about your team, first. If you're not sure about who to delegate to, invest more time in your team to better understand who the right person is.

5. Delegating without clarifying the level of authority. It's important that the person you delegate the task to understands your expectations. You need to convey how much authority they will have on the matter. Will they have free reign, or will you be monitoring decisions closely? This might depend on how complicated the task is, and it could also change as the project progresses.

6. Not allowing for mistakes and failure. Mistakes are going to happen no matter how hard you try to avoid them. Very few mistakes are fatal and/or irreversible. Mistakes most often

can be turned into opportunities and teachable moments. An environment that fosters people making mistakes, and allowing for growth and change, is the best of environments in which to grow. Pressure and stress, in the right measure, usually bring out the best in people. So, know how to push and pull, and more importantly, create an environment where they can come to you without hesitation if something goes wrong.

7. Not being clear about the goal, vision and timeline. I hope you don't expect your team to suddenly develop psychic abilities or guess your every expectation. Be clear and as concise as possible. Share specific and well-defined expectations. What are the project goals? When do you realistically expect the project to be complete? How will success be measured? Request their buy-in. If they seem hesitant about taking on the task or project, you may want to reconsider or have a longer talk with them about why they are not sure they can do it, before delegating.

8. Not taking time to review the work. Trusting your

employee is important, but that does not mean you don't need to review work and provide your approval. Without this important checkpoint your team has no way of knowing if they are on track. Always check everything that comes back to you. Don't accept partially finished work — don't redo anyone's work. Provide the proper feedback so they can complete the task on their own and learn. If you monitored the task correctly (No. 2 above) then this should rarely, if ever, be a problem.

Delegation is not about dumping tasks on others. It is a fine art and if done properly, your team and your business will flourish. It starts with you, first recognizing that you have too much to do, and that your time is maybe better spent on more top-level tasks. Then it takes careful planning and training for a successful handoff. Avoiding these delegation mistakes takes some work and time. But the payoffs are exponential for everyone.

Angela Civitella is a certified business leadership coach and founder of Intinde (www.intinde.com).



ANGELA CIVITELLA

CALENDAR

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Davis Technical College, in partnership with Davis County and the Davis Chamber of Commerce. In-person and virtual classes are available. In-person class location is the Business Resource Center, 450 Simmons Way, Kaysville. Cost for the series is \$150. Cost for individual classes is \$25. Details are at <http://davistech.edu/business-recovery>.

Oct. 8, 11:30 a.m.-1 p.m.

"Witches, Werewolves and Women in Business" October Luncheon, a Davis Chamber of Commerce Women in Business event. Location is Lagoon, 375 N. Lagoon Drive, Farmington. Cost is \$20 for members, \$30 for guests. Details are at davischamberofcommerce.com.

Oct. 8, 6-8 p.m.

"Business Essentials," a Small Business Development Center (SBDC) event that takes place online. Details are at <https://clients.utahsbdc.org/events.aspx>.

Oct. 9, 7:45-9 a.m.

Women in Business Networking, an Ogden-Weber Chamber of Commerce event.

Location to be announced. Free for WIB members. Details are at ogdenweberchamber.com.

Oct. 9, 8 a.m.-noon

"In the Beginning: Everything Starts with the Word," a Salt Lake Chamber event that is the final seminar in the chamber's series "Mastering Media Management." Speaker is William Nixon. Location is the Salt Lake Chamber, 175 E. 400 S., Suite 600, Salt Lake City. Cost is \$99 for members, \$149 for nonmembers. Details are at slchamber.com.

Oct. 9, 8:30 a.m.-1 p.m.

Business & Economic Summit and Training (BEST), a Davis Chamber of Commerce event. Details to be announced.

Oct. 13, 8 a.m.-4 p.m.

"Emotional Intelligence," part of the Salt Lake Community College Frontline Leader Workshop Series and focusing on identifying the components of emotional intelligence, exploring strategies to increase awareness of emotions, developing the ability to manage your emotions, and improving social skills. Location

see **CALENDAR** page 19

VIDANGEL

from page 1

was finalized in the Utah bankruptcy court of Judge Kevin R. Anderson.

According to terms of the settlement, Disney and Warner Brothers have agreed to compromise and substantially discount the \$62.4 million judgment against VidAngel. VidAngel has agreed to pay \$9.9 million over 14 years to the studios. In turn, the studios have agreed to drop their suit and VidAngel has agreed to drop its appeal. VidAngel has also agreed not to decrypt, copy, stream or distribute content of Disney, Warner Brothers and their affiliates without permission from the studios.

"After a long and extremely difficult legal battle in one of the biggest copyright cases in decades, we have finally come to an agreement in which VidAngel can emerge from bankruptcy and move forward as a rapidly growing company," said Harmon. "As with any compromise, we had to make painfully difficult concessions to arrive at this agreement, as did Disney and Warner Brothers."

"We want to thank the team at Disney and Warner Brothers

for negotiating this settlement in good faith," Harmon continued. "We also want to thank our fans and supporters, millions of people who have stood with us through thick and thin over the last four years of a battle that all-too-often looked lost and hopeless. Now, we can reward you for all of your support with incredible original content like 'The Chosen' and 'Dry Bar Comedy' and expand our mission to help you make entertainment good for your home."

Harmon said VidAngel plans to move forward by continuing to create original content for viewers while still helping families feel as though entertainment content is safe for their children to experience. The company recently announced that its faith-based multipart series "The Chosen" will have a second season which will be produced in Utah. Recounting the life of Jesus Christ, the second season of "The Chosen" will be filmed in Utah at the state's version of ancient Israel in Goshen, Utah County, where The Church of Jesus Christ of Latter-day Saints built a replica Jerusalem movie set to film scenes from the *Bible* and the *Book of Mormon*.

GOED

from page 1

the incentives investments totaled \$49.2 million in fiscal 2017, about \$50 million in fiscal 2018 and \$53.7 million in fiscal 2019.

EDTIF is used to attract new company operations to Utah or retain existing operations. It provides for a tax credit of up to 30 percent of new state taxes paid by a company for up to 20 years. Companies must create at least 50 jobs that pay at least 10 percent above the county average wage.

All EDTIF incentives are post-performance, meaning a company receives the credit only after it meets its obligations.

The audit, conducted by Salt Lake City-based Tanner, also reviewed 80 of the 145 tax credits during the three-year period to ensure they met ethical, statutory, contractual and procedural requirements. Other than some documentation recommendations, no material exceptions were noted.

"Based on our procedures and observations, the GOED team is diligently complying with ethical, statutory, contractual and procedural requirements of the EDTIF program during the periods that we evaluated," Reed Chase, audit partner at Tanner, told the legislative committee.

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CALENDAR

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is Salt Lake Community College's Miller Campus in Sandy. Cost is \$250. Details are at <http://www.slcc.edu/workforce/courses/index.aspx>.

Oct. 14, 7:30-11 a.m.

"Teamwork," part of the Fall 2020 Leadership Series presented by Davis Technical College's employer and continuing education team and Ames Leadership Institute and continuing through Jan. 27. Location is the Davis Technical College, Simmons Building, 450 Simmons Way, Kaysville. Cost is \$175 per class (Custom Fit cost is \$88), \$600 for a bundle of four classes (Custom Fit cost is \$300). Details are at davischamberofcommerce.com.

Oct. 14, 5-7 p.m.

Business After Hours, an Ogden-Weber Chamber of Commerce event. Location is Snowbasin Resort, Earl's Lodge, 3925 Snow Basin Road, Ogden. Free for chamber members and first-time guests, \$10 for non-members. Details are at ogdenweberchamber.com.

Oct. 15, 11:30 a.m.-1 p.m.

Chamber Luncheon, a Davis Chamber of Commerce event. Location is the Weber State University Davis Campus in Layton. Cost is \$20 for members, \$30 for nonmembers. Details are at davischamberofcommerce.com.

Oct. 15, 2-6 p.m.

Job Fair, a ChamberWest event. Location is Granger High School, 3580 S. 3600 W., West Valley City. Details are at chamberwest.com.

Oct. 20, 8 a.m.-4 p.m.

"Emotional Intelligence," part of the Salt Lake Community College Frontline Leader Workshop Series and focusing on identifying the components of emotional intelligence, exploring strategies to increase awareness of emotions, developing the ability to manage your emotions, and improving social skills. Location is Salt Lake Community College's Westpointe Campus in Salt Lake City. Cost is \$250. Details are at <http://www.slcc.edu/workforce/courses/index.aspx>.

Oct. 20, 11:30 a.m.-1 p.m.

Business Alliance Networking Luncheon, a Davis Chamber of Commerce event. Location is Business Resource Center, 450 Simmons Way, Kaysville. Free. No RSVP required. Details are at davischamberofcommerce.com.

Oct. 21, 3:30-5 p.m.

"Business Connections and Bowling," a ChamberWest event. Location is All-Star Bowling & Entertainment, 3601 S. 2700 W., Valley Fair Mall, West Valley City. Cost is \$15 for members, \$20 for nonmembers. Details are at chamberwest.com.

Oct. 22, 8-10 a.m.

"Dear Competitor: Our Social Media Spend Makes

Cents," part of the Business Recovery Series presented by Davis Technical College, in partnership with Davis County and the Davis Chamber of Commerce. In-person and virtual classes are available. In-person class location is the Business Resource Center, 450 Simmons Way, Kaysville. Cost for the series is \$150. Cost for individual classes is \$25. Details are at <http://davistech.edu/business-recovery>.

Oct. 26, 8 a.m.-5 p.m.

Utah Economic & Energy Summit, presented by the Utah Governor's Office of Energy Development, Governor's Office of Economic Development, World Trade Center Utah and the Salt Lake Chamber. The 14th Annual Utah Economic Summit was originally scheduled for June 18. The Ninth Annual Governor's Energy Summit was originally scheduled for May 18, then postponed until Oct. 21. Activities include morning and lunchtime plenary sessions, awards presentations, and morning and afternoon breakout sessions in three tracks: economic development, energy and global trade. Event also will highlight Gov. Gary Herbert's economic and energy accomplishments since 2009. Location is Grand America Hotel, 555 S. Main St., Salt Lake City. Early-bird virtual admission is \$79. Early-bird registration is \$155. Details are at <https://utaheconomicsummit.com/>.

Oct. 27, 11:30 a.m.-1 p.m.

Women in Business Lunch-



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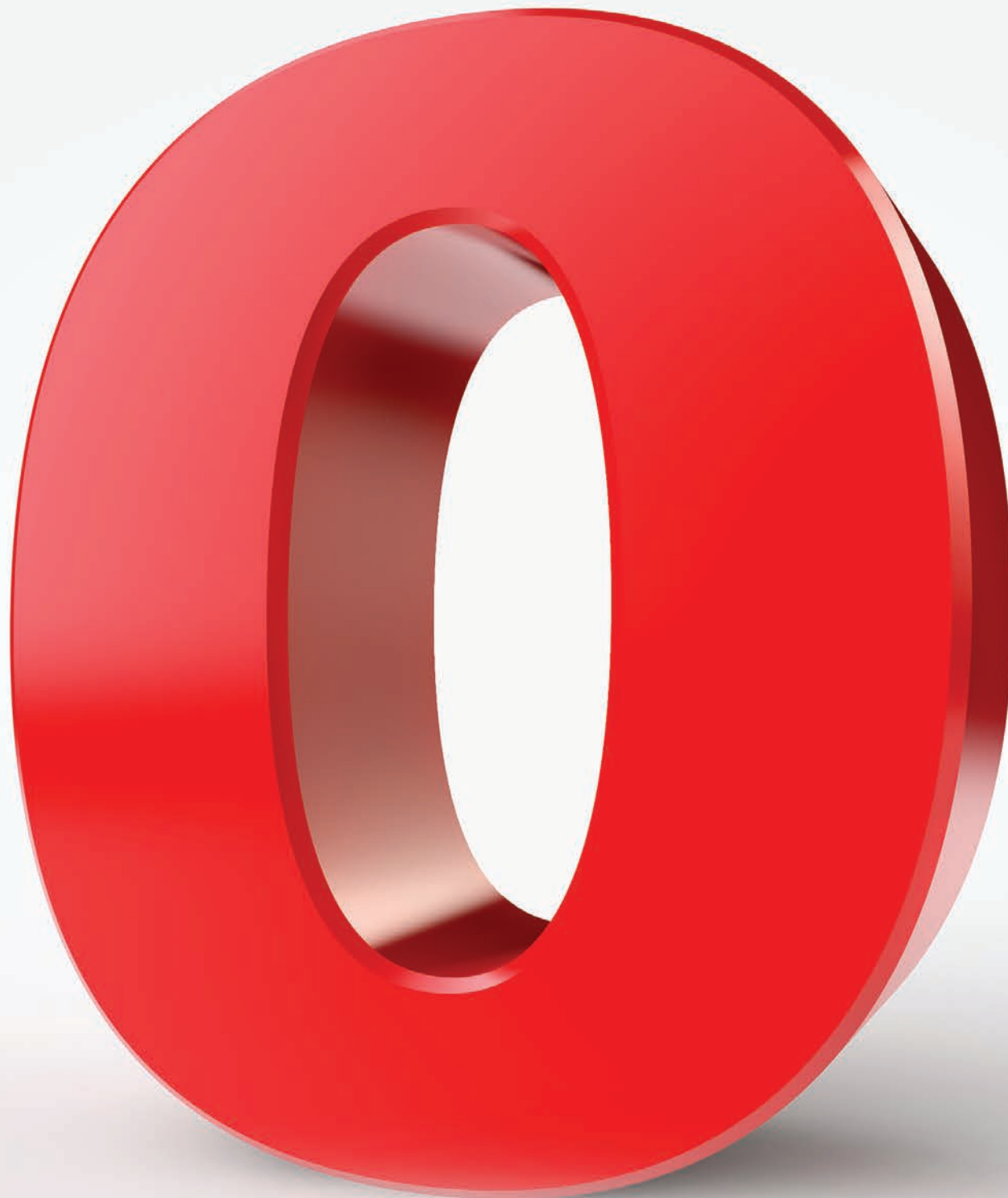
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Senior Pricing Analyst (Web and Mobile Analytics) (Overstock.com, Inc., Midvale, UT) Multiple openings available. Design, prototype, develop, & execute econometric models for data driven price optimization techniques. Participate in complex pricing projects. Build, implement & maintain pricing algorithms on complex datasets. Min Reqs: Bachelors degree or US equiv in Econ, Stat, Bus, Info Sys, or rel, plus 2 yrs prof exp performing data analytics (incl inspecting, cleansing, transforming, & modeling data). Must also have: 1 yr prof exp utilizing SQL to extract & manipulate large datasets; 1 yr prof exp using statistics & mathematical concepts (incl hypothesis testing & regression) to design, run & monitor tests to evaluate new hypotheses & new strategic initiatives; 1 yr prof exp using Microsoft Suite Tools (incl Word, PowerPoint, & Excel) to communicate data analysis findings; 1 yr prof exp utilizing programming tools (incl Python, R programming language, & SQL) to automate reports & build statistical models for data analyses; 1 yr exp optimizing & tuning queries in Pricing Algorithms. Submit resume online: https://overstock.wd5.myworkdayjobs.com/Overstock_Careers/job/Midvale-Utah/Senior-Pricing-Analyst--Web-and-Mobile-Analytics_R0004129 or via email: overstockcareers@overstock.com. Specify ad code ABWM. EOE. MFDV.

eon, an Ogden-Weber Chamber of Commerce event. Location is The Monarch, 455 25th St., Ogden. Cost is \$20 for WIB members and first-time guests, \$30 for non-members. Details are at ogdenweberchamber.com.

Oct. 28, 7:30-8:30 a.m.

Coffee Connection, a Holladay Chamber of Commerce event. Location is Coffee & Cocoa, 6556 S. 3000 E., Holladay. Details are at holladaychamber.com.



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