

INSIDE



Wear a mask in the bank?

One of the dramatic workplace changes brought on by the current pandemic is the way financial institutions handle in-person procedures. Institutions are struggling to maintain the personal relationships they have fostered over the years with their customers. Will a computer screen or mobile device replace the friendly neighborhood banker?

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Focus

THE WORKPLACE

5 ways to Boost Workplace Morale



DURING THE PANDEMIC

Maintaining the physical, emotional and mental well-being of employees during tough times

Human resource professionals will tell you that boosting the physical, emotional and mental well-being of employees is essential in normal circumstances and is even more important in times of uncertainty and trouble. So, meeting demands to create happy, safe workplaces in 2020 has been particularly challenging.

Since March, businesses across Utah, the U.S. and the world have put much time and effort into creating safe workspaces — helping employees set up workstations at home, shifting office workspaces for social distancing, offering masks and providing sanitizer and cleaners. All of those efforts are extraordinarily important in mitigating the physical health risks related to COVID-19.

The Kaiser Family Foundation reported in July that 53 percent of adults in the U.S. related that their mental health had been negatively impacted due to worry over the coronavirus, up 22 percent from March. In Utah, that stress was compounded by

an earthquake, windstorms and political unrest.

When worry consumes one's thoughts, it makes it difficult to function, personally and professionally. Here are five tips for business owners and HR directors, to support employee needs and boost morale and engagement as the pandemic continues:

1. Build relationships.

It's easy to get into a habit of asking employees, "How are you?" It's a good question, but use it as a starting point into more meaningful conversations. Ask additional, detailed questions, such as, "What are you struggling with today?", "What is your goal this week, and how can I help you achieve it?", "What would you be proud to accomplish this week?", and "What do you need to be successful at home and at work right now?"

Be authentic. When employees trust their managers and employers, the more likely they are to open up about challenges they're facing and to ask for help. Be prepared to have

difficult conversations and know that some employees will hold back. For those who aren't comfortable talking to their managers or coworkers about their problems, be sure to provide resources through an employee assistance program, a health insurance provider or a community resource. Prepare a toolkit of information and phone numbers to call to get help. Just make sure employees have someone they can reach out to for assistance, if they need it.

Also, even though it feels clichéd, tell employees, "It's OK to not be OK," and that they're not alone in feeling that way.

2. Study and understand generational needs.

Hand-in-hand with building relationships, employers also need to know what motivates employees and what guides their daily routines and actions. A one-size-fits-all management approach no longer exists, because baby boomers, Generation



**SHAWN
CHOATE**

see MORALE page F10

ADVERTISING AGENCIES

Ranked by Utah Gross Sales 2019



	Company Name Address	Phone Web	Gross Utah Sales 2019	No. of Utah Full-Time Employees	No. of Utah Locations	Nationwide Locations	No. of Utah Accounts	Services Offered	Owner/Manager
1	Saxton Horne Communications 85 E. 9400 S. Sandy, UT 84070	801-304-1000 saxtonhorne.com	\$65M	63	1	5	80	Full-service advertising agency	David Blain President
2	Thomas Arts 240 S. 200 W. Farmington, UT 84025	801-451-5365 thomasarts.com	\$50M	218	1	4	*	Strategy, creative, digital, full-service advertising agency	Integrity Marketing/ Dave Thomas
3	Love Communications LLC 546 S. 200 W. SLC, UT 84101	801-519-8880 lovecomm.net	\$28M	43	1	1	36	Full-service advertising, digital, marketing, public relations firm	Thomas Love
4	Max Connect Marketing 13702 S. 200 W., Unit B-1 Draper, UT 84020	801-260-2835 maxconnect.com	\$19.13M	48	1	2	45	Digital marketing, PPC, paid search, display & video pre- roll ad buying; search engine optimization; lead nurturing, marketing automation; conversion rate optimization; digital analytics & data optimization	Devin Deaton Kyle Nelson Travis Draper Ryan John Greg Weeks Phil Case
5	R&R Partners 155 N. 400 W., No. 510 SLC, UT 84103	801-531-6877 rrpartners.com	\$16.6M	30	1	8	*	Advertising, marketing, public relations & public affairs	Kyle Curtis President SLC
6	Penna Powers 1706 S. Major St. SLC, UT 84115	801-487-4800 pennapowers.com	\$15.5M*	38	1	2	*	Advertising, content, PR, branding, digital communications agency	Michael Brian CEO
7	RUMOR Advertising 807 E. South Temple, Third Floor SLC, UT 84102	801-355-5510 rumoradvertising.com	\$15.5 M	20	*	*	*	Strategy, media, digital, web development & design	Shane O'Toole Founder/CEO
8	FUEL Marketing LLC 2005 E. 2700 S., Ste. 180 SLC, UT 84109	801-484-2888 fuelmarketing.com	\$11.3M	18	1	1	37	Advertising, marketing, media & public relations agency	Donna Foster Brad Plowman
9	Richter7 150 S. State St., Ste. 400 SLC, UT 84111	801-521-2903 richter7.com	\$11.2M	12	1	1	*	Advertising agency	Tal Harry, CEO Walt McRoberts, EVP
10	Holmes & Co. Advertising 34 S. 600 E. SLC, UT 84102	801-355-2211 holmesco.com	\$1.6M	8	1	1	*	Full-service advertising & consulting agency	Lisa Holmes Owner/CEO
11	BWP Communications 654 W. 100 S. SLC, UT 84104	801-359-2766 bwpcommunications.com	\$970K	7	1	1	*	Advertising, marketing, brand development, strategic communications	Brett Palmer President
12	modern8 Corp. 145 W. 200 S. SLC, UT 84101	801-355-9541 modern8.com	\$800K*	65*	1	1	*	Brand design agency	Alysha Smith Managing Director
13	360 Touch 4222 Hilltop Drive Park City, UT 84098	435-655-0360 360-touch.com	2.54M	1	1	1	12	Media placement, recruitment advertising, Google AdWords, audio and video production, graphic and video design, etc.	Lutisha Merrill President
14	Boncom 55 N. 300 W. SLC, UT 84180	801-237-2400 boncom.com	*	65	1	3	10	Full-service agency specializing in behavior change campaigns using best practices in strategy, research, creative, video production, design, UX, social media, influencer marketing, public relations, media buying and analytics.	Andrew Bagley
15	MRM/McCann 60 E. South Temple, Ste. 1400 SLC, UT 84111	801-257-7700 mrm-mccann.com	*	200*	1	5	*	B2B marketing & advertising	Stephanie Mace EVP/General Manager
16	Red Rider Creative 510 S. University Ave., Ste. 200 Provo, UT 84601	801-226-1289 redridercreative.com	*	14	1	1	15	Full-service marketing and advertising agency, branding, graphic design, video production, media buying, web design, strategy & consulting	Clark Taylor CEO
17	Struck 257 E. 200 S., No. 150 SLC, UT 84111	801-531-0122 struck.com	*	25+	1	1	15-20	Strategy & branding, creative & design, experiential, media & analytics	Pauline Ploquin President

*Did not disclose. Please note that some firms chose not to respond, or failed to respond in time to our inquiries. NOTE: If asterisk follows a number, data is from the previous year and not currently disclosed. All rights reserved. Copyright 2020 by Enterprise Newspaper Group. The Enterprise strives for accuracy in its list publications. If you see errors or omissions in this list, please contact us at lists@slenterprise.com.

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CHAMBERS OF COMMERCE

Listed Alphabetically



Chamber Name Address	Phone Web	Number of Members	2020 Annual Membership Fees/Rates	Operating Budget	Year Established	Membership Services and Programs	Top Local Executive
American Fork Chamber 31 N. Church St. American Fork, UT 84003	801-472-7467 americanforkchamber.org	280	\$100- \$5,000	\$350K	1945	Networking, business-to-business relations, community events, advocacy	Josh Walker, CEO/ President; Kristina Wesemann, COO
Box Elder Chamber 6 N. Main St. Brigham City, UT 84302	435-723-3931 boxelderchamber.com	400	\$60-\$3,500	*	1945	Networking, advocacy, sponsorship opportunities, etc.	Monica Holdaway Executive Director
Cache Valley Chamber 160 N. Main Logan, UT 84321	435-752-2161 cachechamber.com	545	See Website	*	1920s	Certificates of origin, general problem-solving, marketing opportunities, networking opportunities & resource for business in our community	Jamie Andrus President/CEO
Cedar City Chamber 510 W. 800 S., Cedar City, UT 84720	435-586-4484 cedarcitychamber.org	323	Varies	*	1915	Business relationships & connections, training, referrals, counseling, advertisement, etc.	Chris McCormick
ChamberWest 3540 S. 4000 W., Ste. 240 West Valley City, UT 84120	801-977-8755 chamberwest.com	320+	\$350+	\$363.5K	1966	Business advocacy, business and civic leader engagement, board of directors, board of governors, annual awards gala, annual golf classic, legislative affairs committee, etc.	Barbara Riddle President/CEO
Davis Chamber 450 S. Simmons Way, Ste. 220 Kaysville, UT 84037	801-593-2200 davischamberof commerce.com	500	\$250- \$10,000+	*	2001	Legislative Affairs Committee, Women in Business Committee, Leadership Institute program, Military Affairs Committee, monthly luncheons, networking groups, Lakesiders ambassador group and ribbon-cuttings, annual awards banquet, Business-to-Business Expo, Economic Summit, golf tournament, Taste of the Town, Board of Governors, etc.	Angie Osguthorpe President & CEO
Draper Area Chamber 160 E. Pioneer Road Draper, UT 84020	801-553-0928 draperchamber.com	500	\$195- \$1,360	\$100K- plus	1995	Business development, economic development, community enhancement, accelerated success, networking, advertising	William Rappleye, President/CEO
Heber Valley Chamber 475 N. Main St. Heber, UT 84032	435-654-3666 gohebertvalley.com	275	\$100-\$400	\$35K	2012	Press opportunities, discounts, referrals, advertising, workshops, networking, etc.	Dallin Koecher
Holladay Chamber P.O. Box 17263 Holladay, UT 84117	385-429-2921 holladaychamber.com	*	\$250+	*	2003	See Website	Jason Woodland President
Hurricane Valley Chamber 63 S. 100 W. Hurricane, UT 84737	435-635-3402 hvchamber.com	300	\$60-\$450	\$160K	1993	Business promotion-listed on HVCC website; business education and updates; free advertising on chamber website, FB page, newsletters, etc.; promotional opportunities; monthly luncheons; networking opportunities; referrals	Nic Lauritzen
Murray Area Chamber 5411 S. Vine St., Ste. 3B Murray, UT 84107	801-263-2632 murraychamber.org	*	\$300- \$5,000	*	1948	Advertising, marketing, brand development, strategic communications	Skyler Galt
Ogden-Weber Chamber 2380 Washington Blvd., Ste. 290 Ogden, UT 84401	801-621-8300 ogdenweberchamber.com	715	\$225+	*	1887	Business connections, information, operational savings, promotional opportunities, legislative connections, etc.	Chuck Leonhardt
Park City Chamber/Convention & Visitors Bureau 1850 Sidewinder Drive, Ste. 320 Park City, UT 84060	800-453-1360 visitparkcity.com	1,100+	Varies	*	1993	Exposure, website listings, referrals, communications, government affairs, events, professional development, etc.	Jennifer Wesselhoff President/CEO
Pleasant Grove-Lindon Chamber 70 S. 100 E. Pleasant Grove, UT 84062	801-922-4540 pglindonchamber.org	180	\$100- \$5,000	*	1921	Marketing, networking with local businesses, etc.	Eric Jensen CEO
Point of the Mountain Chamber 225 E. State St. Lehi, UT 84043	801-901-6664 thepointchamber.com	300	See Website	*	2010	Regional & local business networking, online visibility, advocate for cities, legislative issues, educational & training, motivational speakers, promotional with sponsorship opportunities	Mark Welcker President/CEO
Salt Lake Chamber 175 E. University Blvd., Ste. 600 SLC, UT 84111	801-364-3631 slchamber.com	*	\$500+	*	1887	Leadership programs, professional development, speakers bureau, advertising opportunities, sponsorship opportunities, certificates of origin	Derek Miller CEO
St. George Area Chamber 136 N. 100 E. St. George, UT 84770	435-628-1658 stgeorgechamber.com	1,048	\$375+	*	1920s	Advertising and marketing, business and professional services, commercial and residential services, etc.	Don Willie President/CEO
South Valley Chamber 9800 S. Monroe St., No. 806 Sandy, UT 84070	801-566-0344 southvalleychamber.com	417	\$500- \$15,000	\$700K	1999	Business Institute, KeyBank Business Accelerator Academy, Women in Business Network, Leadership South Valley, Young Entrepreneurs Academy, Silicon Slopes Sandy/Draper Chapter, executive forums, In the Know series, Titan Awards, Peak Awards, golf tournaments, Business After Hours	Jay Francis President/CEO Rob Brough Chairman
Spanish Fork Salem Area Chamber 67 E. 100 N. Spanish Fork, UT 84660	801-798-8352 spanishfork-chamber.com	*	\$150- \$7,500	\$87K	1883	Networking, marketing, promotions, etc.	Heather Youd President/CEO
Utah Valley Chamber 2696 N. University Ave., Ste. 220 Provo, UT 84604	385-482-2555 thechamber.org	350	See Website	\$500K	1985	The Utah Valley Chamber of Commerce is a member- driven organization whose mission is to build relationships, advocate principle-based public policy, and promote business and community prosperity.	Curtis Blair President/ CEO



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STAFFING & RECRUITING FIRMS

Ranked by Number of Utah Temporary Employees Assigned Per Week 2019



	Company Name Address	Phone Web	No. of Utah Temps Assigned Per Week	No. of Direct- Hire/Contract- Hire Assigned in 2019	No. of Utah Offices	No. of Offices Nationwide	Industries Served	Benefits Available	Local Executive(s)
1	Resource MFG/Prologistix 2115 S. 3600 W. West Valley City, UT 84119	801-265-1999 resourcemfg.com or prologistix.com	1,500	*	2	178	Manufacturing, distribution, call center	Better worklife, free education	Keri Golden- Samora
2	Spherion 204 E. 900 S., Ste. 101 SLC, UT 84111	801-519-5093 spherion.com/utah	1,300	*	5	200	Technology, light industrial, clerical/call center, professional	Medical	Ron Zarbock Owner
3	Synergy Staffing Partners 5578 S. Redwood Road, Ste. B Taylorsville, UT 84123	801-266-9675 synergystaffing4u.com	900	6	2	2	Light industrial, manufacturing, distribution, administrative clerical & professional direct-hire	Medical insurance	Megan Arnovick Kellie Robertson
4	Remedy Intelligent Staffing 525 W. 5300 S., Ste. 210 SLC, UT 84123	801-685-8100 remedystaffing.com	275	200	2	490+	Light industrial, heavy industrial, office, professional	Medical, dental, vision, better worklife skill training	John Gray
5	PrincePerelson & Assoc. 2180 S. 1300 E., Ste. 350 SLC, UT 84106	801-532-1000 perelson.com	225*	*	1	1	Nine practice areas of expertise focusing on accounting & finance, call center & customer service, creative & marketing, computer science & IT, human resources, legal, manufacturing & engineering, office and administrative and sales	Health benefits, PTO, 401(k)	Jill Perelson
6	Apex Staffing LLC 58 E. Cleveland Ave. SLC, UT 84115	801-328-9567 apexjobs.net	210	*	1	1	Construction, heavy & light industrial	Health insurance, 401(k)	Phil Boyer
7	Utah Employment Services 2292 S. Redwood Road SLC, UT 84119	801-978-0378 utahemploy.com	115	*	1	1	Trucking, manufacturing, recycling, electrical, painting, nutritional, meat	Insurance: health, dental, vision, term life, short- term disability and wellness/preventative	April Blessing
8	Smith Johnson Group 8899 S. 700 E., Suite 275 Sandy, UT 84107	801-984-4700 smithjohnson.com	50	25	1	1	Healthcare, government, religion	Medical, dental, retirement match, life insurance, long-term disability, PTO	Denis Johnson Neal Summers
9	Vital Signs Staffing LLC 3761 S. 700 E., Ste. 150 SLC, UT 84106	801-892-8300 vitalstaffs.com	50	10	1	1	Clerical, professional & medical staffing	Holiday & vacation pay	Bill & Shari Whitworth
10	Kelly Services 181 E. 5600 S., Ste. 140 SLC, UT 84107	801-266-0067 kellyservices.us	*	*	19*	*	Aerospace, contact center, light industrial, manufacturing, pharmaceutical, warehouse, distribution	Health, dental, short-term disability, holiday & vacation pay	*Tiffany Murphy
10	The Franklin Co. 655 E. 4500 S. Murray, UT 84107	801-261-3282 franklin-tech.com	Varies*	Varies*	1	3	Construction, mining, chemical, gas	Varies*	*



Seizing the silver lining: How the pandemic will transform the future of banking



Though coronavirus has impacted many Utahans and Utah businesses differently, none of us have remained unaffected by the disease nor by the economic ramifications of a global pandemic. As part of the foundations of our economy, the financial sector, particularly financial institutions like banks and credit unions, have faced intense changes as our culture reacts and adjusts to an unprecedented, and often precarious, economic landscape.



In addition to the changing parameters of banking in general, which, in many cases, has meant a full overhaul of in-person procedures, this year, financial institutions have encountered a dramatic shift in consumer behaviors. Along with necessary internal responses to the pandemic and the mandatory operational changes required for essential businesses to remain open, financial institutions also shoulder the collected burdens of our community as a whole.

Fluctuations in the way businesses and individuals prosper, employment rates, interest rates, financing needs, financial liquidity within the community and even the emotional components associated with finances, all end up on the doorstep of your financial institution. And, because of COVID-19, each of these extremely intimate things must be managed from behind a mask and from a distance of no less than six feet.

For many consumers of financial products, social distancing is the best-case scenario as more and more transactions are being fielded in the digital space. For those accustomed to a smiling face at a neighborhood credit union or a confident handshake from a local banker, the so-called “new normal” is a radical about-face from traditional banking practices, and, even post-pandemic, those changes are likely to be permanent.

So how will financial institutions answer the challenges presented by coronavirus and the resulting social shifts? As the World Health Organization encourages social distancing and contactless payment, many

believe the solution is an entirely digitized substitute for traditional, in-person transactions. But, although the world is constantly leaning toward new technology, this shift would turn classical banking on its ear and not all consumers are excited about compromising their in-person relationships with their financial institutions.

Overwhelmingly, digital advancements in the financial sector are a good thing. But there is a reason tech adoption numbers are lower for financial institutions when compared to other industries. Ultimately, finances are deeply personal and many people, both as individuals or as business owners, feel more confident managing their finances, assets and debts with a living, breathing, speaking, professional, human person.

The convenience of mobile banking, online bill pay, online transfers and the digitization of other similar financial transactions is incontestable; however, so is the need for mature and genuine relationships, especially with regard to managing one’s finances during major or critical life events. For this reason, the future of banking is not as simple as evolved technology. Instead, it must become a balanced hybrid of digital banking solutions and meaningful human relationships. Without the latter, the purpose of financial institutions is entirely negated.

As more of the world’s daily routines shift into the digital space, financial institutions are faced with an immediate and insanely complex three-part problem: 1. Developing

fully comprehensive and absolutely frictionless, start-to-finish digital pathways for every financial management product and resource, 2. Effectively disseminating that technology to an enormously broad consumer base that is both expectant and reluctant, and 3. Refining the personal and emotional aspects of financial relationships during and after the outbreak of COVID-19 in a way that affirms personal connection while often eliminating personal contact.

While it’s true that, strategically, financial institutions *must* create digital offerings in order to be relevant, and they *must* continue to invest in and improve upon that technology in order to be competitive, after much of the world shut down in response to COVID-19, and despite generally lower adoption rates for digital products, financial institutions had to make this shift, essentially overnight. Now, just a few months after the initial responses to COVID-19, financial institutions are strong-armed to undergo a full operational transformation that maintains brand visibility while satisfying both the digital and emotional needs of consumers.

That’s a tall order, but it’s not hopeless. COVID-19 has accelerated the need for digital change, but it did not *create* the consumer desire for digital alternatives, rather, it made them mandatory. When viewed through that lens, the urgency of devising effective solutions to COVID-19 restrictions could serve as a unique and timely opportunity for financial institutions to establish even greater intimacy with their consumers.

As coronavirus reduces foot traffic for common transactions, it creates space for two things: 1. Stronger connections between consumers and their financial institutions during major life events, and, 2. An opportunity for financial institutions to integrate more meaningfully into the online environ-

ments of consumers. In other words, COVID-19 has provided a rare opportunity for credit unions and banks to turn on a dime and embed themselves into the lives, habits and digital gathering spaces of consumers who are now *more willing than ever* to adopt and incorporate digital products.

Amid the calamity of COVID-19, the social response to the pandemic makes room for a new kind of relationship-building within the financial industry. Banks and credit unions now have a route away from potentially antiquated processes and toward a new system that maintains consumer trust while also aligning more closely with modern values and expectations. Instead of allowing coronavirus to push consumers *out* of personal relationships with financial institutions, banks and credit unions can use this upset to reinforce community bonds. By becoming an embedded part of consumers’ digital lives, financial institutions have a surprising new opportunity to fulfill their essential purpose (to grow the financial health of their consumers and communities) on a much grander scale.

Coronavirus has pulled the rug out from under all of us, but although the financial industry is fraught with numbers, gains, losses and projections of worth, financial institutions are full of *people*, and those people can respond to the pandemic with an ironically personal transformation of our traditional banking industry. Digitization of services is *not* a fleeting trend and will be an integral piece of banking going forward, but human connection isn’t a fleeting trend either. Smart financial institutions will use digital solutions as a bridge to stronger relationships — both during and after the pandemic.

Mallory Merrill is a content creator at University Federal Credit Union in Salt Lake City. A graduate of the University of Utah, she has worked with content and digital marketing for more than 12 years.



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How about something more than a balloon or a silly card?

Away from the workplace, we're isolated from our coworkers, so let's put some heart into celebrating special occasions

How do you make an impact on an employee, a coworker or a client when you never see them because of isolation brought on by a pandemic? How do you celebrate a birthday, anniversary, or console someone who has lost a loved one when you can't give them a hug or even a handshake?

We've all had to forfeit celebrations and traditions in the workplace this year and it isn't over yet. The days of birthday potlucks and cake in the breakroom or rowdy holiday office parties are most certainly further away than expected. Some offices and businesses are so barren in this new remote world that gathering or even passing around a card isn't even be possible. So how do we reach out to our network in times like these?

More than ever, the hardworking and steadfast employees and colleagues that are supporting all operations and commerce during these unprecedented times need to be seen and feel valued. Teams are strengthening and becoming more efficient, adjusting and redefining business. Many people are now working from home virtually and have little or no direct contact with clientele.

Because of all this change, momentous occasions are so important. They lift people up in an insulated world and remind them of the community, the people and businesses around them. Whether you are an employer reaching out to your staff or a business reminding your clients that you are not going anywhere, never underestimate the power of adding a personal touch to your sentiment.

For a holiday or anniversary, and especially for a difficult time in a colleague's life, send them something wonderful with thought. Try to steer away from reaching for the go-to mass-produced boxed chocolates or the tins of caramel corn. Make sure to avoid an empty-feeling e-card or social media post, and whatever you do, just don't share your message for these occasions in a text or email.

These are different times that call for deeper meaning and intention behind the gift you are giving. To take this extra care will go a long way. Send a houseplant, an orchid or surprise them with a beautiful bouquet of fresh flowers. Having something delivered to their door instead of shipped feels more personal.

Let's be honest: A gift ordered Amazon is a little less "feel-good." Have it delivered locally — it's a way to reach out to someone and surprise them, and you can still send it from the comfort of your home or office. Shopping for these sentimental gifts in the local community will help struggling businesses and will certainly ensure that your gift feels less generic and much more personal.

For larger companies that have virtual meetings and town hall forums, brand the event and send each participant the same gift that can be staged in their screen: a poinsettia for each person during the holidays or flowers in your company colors for a product launch or rebrand — or even just a momentous

staff meeting. If it is someone's birthday, anyone on your Zoom call will know if they have a colorful gift from you behind them.

When filming a video for a class or online channel, remember how important the background is. Your audience will be looking. Make sure there is something of interest, like a white orchid or lucky bamboo for good fortune. Send your team something fun and personalized. Many local companies are safely and efficiently delivering their products door-to-door and do not forget to ask if they will add your company logo to the gift. A lot of delivery businesses will accommodate your brand or message with the delivery.

Many people are confined to their home spaces and may be isolated from others. Whether someone has just moved into a home or has been there for many years, a new houseplant will lift anyone's spirit. Do not be afraid to go big! Send a tree, or a large cactus. It is a conversation piece, a project, a challenge, (sometimes they become part of the family) and it changes a space into a healthy, oxygenated environment. It is proven that being in and around nature is good for health and wellness. So, while you may not be able to reach out and visit someone, receiving something green will have many benefits. If a houseplant is enough to cause someone more panic and stress than good, consider sending a wreath or dried flower arrangement. There is a wreath for every season, and nothing feels more celebratory.

The best kind of gift is one that is not expected, so try to be unique in not only the gift, but the timing. A surprise bouquet for a hard-working administrator or front-line worker that you know could make a world of difference to them. The best times to recognize someone is when they are not expecting it or when they need that boost of confidence. Do not wait for a special occasion to just let the people on your team know how much they are valued. Buy them a gift card to a local store or send flowers to their house over the weekend. Many local stores will send a gift card right to someone's door with your sentiment in the card.

Think about the gestures and gifts of the season and of special occasions that really mean something, and this year, send those gifts. There is so much happening on our screens at the office and at home, that now more than ever there is such value in sending something tangible and thoughtful. While we cannot go visit everyone and celebrate their accomplishments and ours, there is a way as businesses, employers and entrepreneurs that everyone can effectively show their community how much they care.

As the business community in Utah takes care of one another during this time, remember to give your clients and employees that thought and go the extra mile for them as they have for you. Making these contacts is networking, it is advertising and it is thinking about and considering the business community around you and staying connected in the ways that are still possible. These are small impacts that can be made and that will have a lasting impression during difficult times. The return on investment is immeasurable, because this year especially, "it's the thought that counts."

Aja Macheel is the sales manager at Salt Lake City's Cactus & Tropicals, a plant, accessories and gift company in Salt Lake City that also provides plant-care services to commercial and residential clients. She is an interiorscape design specialist with 20 years' horticultural experience in Utah, Hawaii and the Pacific Northwest.





OFFICE PLANT SERVICE PROVIDERS

Ranked by Number of Utah Employees

	Company Name Address	Phone Web	No. of Utah Employees	No. of Utah Locations	No. of Utah Accounts	Year Est.	Services	Local Executive
1	Cactus & Tropicals 2735 S. 2000 E. SLC, UT 84109	801-485-2542 cactusandtropicals.com	140	2	900	1975	Design, plants, floral, events, container gardens, holiday, interiorscape services	Scott Pynes
2	Paradise Palm Interior Plantscapes & Indoor Garden Store 307 E. 300 S. SLC, UT 84111	801-582-3212 paradisepalm.com	11	1	200+	1977	Plantcare services, sales, retail, living walls, design	John Mueller
3	Plant Jungle 2194 E. Fort Union Blvd. SLC, UT 84121	801-453-9500 plantjungle.com	10	1	75+	1998	Live plants, silk/faux plants, plant walls, moss walls, patioscapes & retail store	Bonnie Dallimore
4	Intermountain Plant Works 1842 W. Research Way, No. 70 West Valley City, UT 84119	801-268-1771 intermountainplantworks.com	7	1	150	1976	Interior plant design, installation, maintenance, living walls and special event rentals	Rick Klass Roseann Formaro
5	Foliage Inc. 740 W. 1700 S. SLC, UT 84104	801-474-0300 foliageutah.com	6-8	1	100+	2001	Design, installation & maintenance of interior plants	Julie Ward
6	Wasatch Greenscapes 3267 E. 3300 S., Ste. 513 SLC, UT 84109	801-648-2650 wasatchgreenscapes.com	3*	1	55*	2014	Interior plant maintenance for home & office	Alexander Spencer
7	Plant Gallery 3240 S. 2300 E. SLC, UT 84109	801-792-5206 plantgallerytropicalplants @facebook.com	2	1	40	1979	Office plant maintenance, sales, consulting	Steve Long



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MORALE

from page F1

X and millennials all have distinct viewpoints, work styles, communication styles and values.

Managing a diverse workforce, especially during a pandemic, can be challenging, because each employee needs a little something different. It can also be encouraging, particularly when you focus on the strengths that each generation brings to the table — their unique ways of analyzing problems, tackling challenges and approaching projects.

Ask employees how they like to be motivated and communicated to, listen to their answers, observe their work habits and routines, and, of course, embrace their differences and support their needs.

3. Promote flexibility and encourage self-care.

The pandemic has presented a

number of new work-life challenges. Many employees are working from home, as are their spouses, and their children are doing schoolwork online. The typical 8-to-5 day has become increasingly difficult and many employees find it challenging to balance work, children, home school, lunch and more.

Flexibility goes a long way in helping employees offset the demands of work. Many employees enjoy being able to do their jobs at a different time. For example, some now work in the evening, after they've helped their child with school during the day. Others work earlier in the morning, to get a head start before needing to help an elderly family member.

Too often, employees take care of everyone else's needs, and forget to take care of themselves at the end of the day. Make sure your employees are taking time to get the care they need. For example, Bank of Utah has instituted Lunch and Learns, live video chats featuring information on

stress management, breathing techniques and even chair yoga demonstrations. The videos are recorded and can be viewed anytime.

4. Celebrate successes and give thanks.

This year hasn't offered many opportunities to be celebratory. It's been a trying, exhausting year, but find something to praise. Hitting any milestone, small or big, during a pandemic is worthy of celebration — think of the dedication employees have shown to make that happen.

If employee appreciation days or weeks get derailed, find new ways to show thanks, such as hosting virtual contests or games. You might consider talent shows, costume contests, "Jeopardy" games and more, just to give employees an opportunity to stop for a minute, to have fun, to interact with one another, and to say thank you.

Start a gratitude email series and ask employees to share good news, then share out that good news. It's an uplifting, easy way to spread positivity.

5. Breathe.

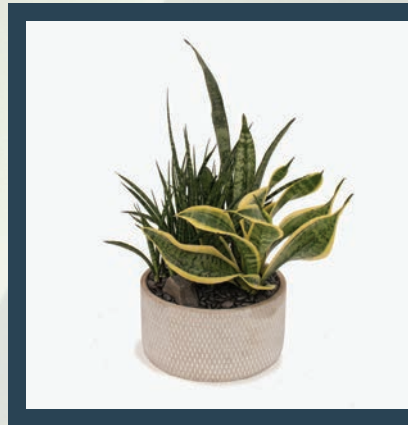
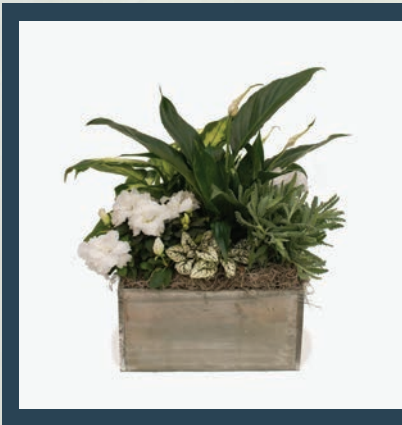
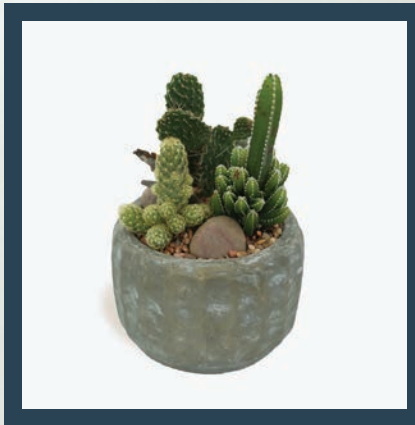
That's easier said than done this year for HR professionals and employees. However, stop for a moment. Hit pause. Take a deep breath in and slowly let it out. Things are going to get better over time and you're doing your best to keep your people happy, healthy and safe.

The pressure to remain operable — and profitable — has been immense in 2020. Business owners have felt it. Their employees have felt it. Investing in healthiness and techniques that will help you manage through these times is a must. And just remember: Nurturing a positive work culture goes a long way in retaining satisfied, productive employees — in normal times and during a pandemic.

Shawn Choate is the vice president of human resources at the Bank of Utah in Salt Lake City. She is also the legislative director for the Utah affiliate of the Society for Human Resource Management and has worked in human resources for over 20 years.

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COMMERCIAL PRINTERS

Ranked by Number of Utah Full-Time Employees



	Company Name Address	Phone Web	Gross Utah Sales 2019	No. of Utah Full-Time Employees	Year Est.	Services	Top Executive(s)
1	Hudson Printing Co. 241 W. 1700 S. SLC, UT 84115	801-486-4611 hudsonprinting.com	\$30M	155	1909	High-quality, high-volume, service-oriented commercial printer	Paul Hudson Steve Furlong
2	Peczuh Printing Co. Inc. 355 E. 100 S. Price, UT 84501	435-637-0256 peczuh.com	\$31M*	145*	1962	Print communications, packaging, mailing, fulfillment	Frank Peczuh Timothy Peczuh Owners
3	VLCM 852 E. Arrowhead Lane SLC, UT 84107	800-817-1504 vlcmtech.com	\$110M*	125	1983	Technology solutions provider	Rich Linton CEO/Owner Mike Linton EVP/General Manager
4	Liberty Press LLC 1180 N. Mountain Springs Parkway Springville, UT 84663	801-853-5353 libertypress.com	*	100	1978	Commercial printing	Mark D. Oldham
5	Sun Print Solutions 2105 W. Printers Row West Valley City, UT 84119	801-972-6120 sunprintsolutions.com	\$20M	86	1941	Commercial printing, digital printing, direct mail, packaging	Sara Deneau Jennifer Burrell
6	NorthStar Printing UBN Printing Services 131 W. 2050 N. Spanish Fork, UT 84660	801-798-7261 nsprinting.net	*	65	1996	Full-service, volume print shop, offset printing	Neal Foster Owner
7	Transcript Bulletin Publishing Co. 58 N. Main St. Tooele, UT 84074	435-882-0050 tooeleonline.com	\$3.65M	36	1894	Printing, publishing, banners & design	Perry Dunn Clayton Dunn Curtis Dunn, Bruce Dunn Scott Dunn
8	Bell Printing and Design 901 E. Highway 193 Layton, UT 84040	801-771-1500 bellprinting.com	\$5M	33*	1979	Full-service offset & digital printer, with complete bindery solutions. Single- to full- color printing available as well as design.	Mike Williams General Manager
9	Carr Printing Co. Inc. 580 W. 100 N., P.O. Box 888 Bountiful, UT 84011	801-295-2321 carrprinting.com	\$1.6M	13	1890	Full-color print, bindery & mailing services	Lloyd B. Carr President
10	Signature Press 155 N. Redwood Rd., No. 2754 SLC, UT 84054	801-295-7009 sigpress.net	*	15	1994	Full-service commercial printer, apparel provider and swag producer	Rick Johnson
11	DUMAC Printing UBN Printing Services 2837 S. 600 W. SLC, UT 84115	801-328-8748 dumac.net	*	14	1953	Offset and digital printing, bindery, full- service mail house with addressing and inserting machines, mailing list acquisition and database management, fulfillment and marketing plan consulting	Stephanie Oberlin
12	Utah Bank Note Co. Inc. UBN Printing Services 4100 S. West Temple SLC, UT 84107	801-262-0074 ubnprint.com	*	*	1935	General commercial printing, business forms, NCR forms	Rob Pannier

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KNOWLEDGE:

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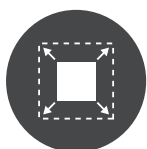
ACCOUNTABILITY/MANAGEMENT:

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OFFICE FURNITURE DEALERS

Ranked by 2019 Total Revenue



	Company Name Address	Phone Web	Total Revenue 2019	No. of Utah Employees	No. of Utah Offices	Products & Services	Local Executive(s)
1	Henriksen/Butler 249 S. 400 E. SLC, UT 84111	801-363-5881 hbdg.com	\$104M	143	2	Furniture and accessories, specialty storage, flooring, prefabricated interior construction, project management, design services, installation and warranty	David Colling CEO Paige Wright President
2	Midwest Commercial Interiors 987 S. West Temple SLC, UT 84101	801-359-7681 mwciutah.com	\$48.7M	81	1	Interior design, commercial furniture & finishes	Sean Wright President Marshall Tate CEO
3	Interior Solutions 522 S. 400 W. SLC, UT 84101	801-531-7538 interiorsolutions.net	\$25M*	50*	*	Interior design, office furniture installation, storage systems projects and creation of specialized work environments	Amanda Wallace
4	OFS Interiors 4753 Holladay Blvd. Holladay, UT 84117	801-974-1970 ofsinteriors.com	\$5M*	15	1	Architectural & interior design, office furniture, installation	Jonas Persch Owner/President
5	Wholesale Office Furniture 8100 S. 1300 W. West Jordan, UT 84088	801-792-0806 wholesaleoffices.com	\$2.4M	6	1	New & used office furniture	Jacob DeKlerk John DeKlerk Robert DeKlerk
6	Wood Revival Desk Co. 2502 S. 3270 W. SLC, UT 84119	801-972-4224 woodrevival.com	\$360K	7	1	Custom office furniture	Charles Hastings
7	CCG 358 S. Rio Grande St., Ste. 100 SLC, UT 84101	801-359-6622 ccgslc.com	*	72*	1	Office furniture, interior design, architectural walls, raised access flooring	Carmelle Jensen CEO/President
8	Main Street Office Furniture 3965 S. State St. SLC, UT 84107	801-685-8448 mainstreetof.com	*	21	1	Office furniture sales, installation, space planning & design	Evelyn Tonge Ron Israelson
9	MBI Business Designs 750 S. 200 W. SLC, UT 84101	801-322-0444 mbibusinessdesigns.com	*	11	1	Commercial furniture & space plan design	Rob Graham President
10	Strive Workplace Solutions 1101 E. Cambridge Circle, No. 3 Layton, UT 84047	801-773-2512 striveoffice.com	*	16	2	Office suites, desks, credenzas, bookcases, chairs, systems, sit-stand, office supplies, janitorial supplies, personal protection products, promotional products, custom printing	Lance Wolfley



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