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Business Resource Guide

Updated October 2020

Business Resource Guide

The mission of the Alamance Chamber is to enhance the welfare of business and to promote and stimulate economic vitality in the Alamance County area for the benefit of its members and the community. Support of the existing companies in Alamance County is a key component of the economic development activities of the Chamber. We hope this guide may help identify a resource, program or service that may help your business thrive in Alamance County.

For individual assistance or questions, contact:

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336-228-1338

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Economic Development Partnership of NC

The Economic Development Partnership of North Carolina has a focus on recruiting new business and supporting existing businesses in the state, connecting North Carolina companies with international markets and customers, and supporting small business start-ups. The EDPNC also houses the Visit NC Tourism department to market and support the state as a tourist destination.

The EDPNC website has extensive information and links to resources for industries in NC, relocation or expansion of a business, starting or growing a business, export assistance, incentives, economic and demographic research, and available sites and buildings.

15000 Weston Parkway
Cary, NC 27513-2118
919-447-7777

www.edpnc.com

Business Consulting

Alamance Community College, Small Business Center

Alamance Community College's Small Business Center is a state-funded initiative and is part of the NC Small Business Center Network. The center can assist business owners and entrepreneurs through counseling, workshops, and online resources. The center can help with marketing, financial planning, business modeling, expansion, starting or selling a business, and many more areas.

1247 Jimmie Kerr Road
Graham, NC
336-506-4311

www.alamancecc.edu/services-for-business-and-industry-site/small-business-center

Business Link North Carolina (BLNC)

Business Link North Carolina is a Division of the Economic Development Partnership of North Carolina. BLNC can help you start, grow and maintain your business in North Carolina. One-on-one consultations are available at no cost and can provide customized licensing information; employer and business structure forms; referrals to state agencies and state occupational licensing boards; local governments and federal agencies; and contacts for local, state and federal business services, programs and resources.

BLNC@edpnc.com

800-228-8443

<https://edpnc.com/start-or-grow-a-business/start-a-business/>

or

<http://www.blnc.gov/>

North Carolina Manufacturing Extension Partnership

The NC Manufacturing Extension Partnership is a public-private partnership, administered by the NCSU Industry Expansion Solutions. NCMEP offers directories and ways to connect with other NC manufacturing companies, solutions for improving your manufacturing company, workforce development, technology acceleration, growth, and supplier enhancement. NCMEP also coordinates *mfgCON*, NC's premier conference for manufacturing innovation, and MFG DAY, a celebration of modern manufacturing providing inspiration for a new generation of manufacturers.

Ncemp.org@gmail.com

919-513-6119

www.ncmep.org

North Carolina State University, Industry Expansion Solutions

NC State's Industry Expansion Solutions (IES) provides engineering-based expertise to help North Carolina companies grow and prosper. IES will collaborate with companies on process improvement, health and safety, professional development, instructional design, growth and innovation, resource development, strategic planning, and environment and energy.

Ken Hoover

Assistant Director of Client and Market Development, Piedmont Triad

ken_hoover@ncsu.edu

336-362-5170

www.ies.ncsu.edu/

Small Business & Technology Development Center (SBTDC)

The NC Small Business & Technology Development Center (SBTDC) provides services for existing small and mid-sized businesses, but also for those starting a new business. The SBTDC can address a range of issues to include planning, financial management, human resources, marketing and operations. Business Counselors are available for individual meetings.

1700 Martin Luther King Jr. Blvd., Suite 115

Chapel Hill, NC 27514

919-962-0389

<http://www.sbtfdc.org>

U.S. Chamber of Commerce Small Business Guide:

The U.S. Chamber of Commerce has compiled a resource page for Small Businesses. This page will be updated frequently with new resources to assist you and your business throughout the Coronavirus crisis.

<https://www.uschamber.com/co/small-business-coronavirus>

Environmental Resources

North Carolina Division of Environmental Quality

NC Division of Environmental Quality, Environmental Assistance & Customer Service center can work with local companies to enhance recycling and reduce waste, assist with environmental permitting, provide onsite energy and water use audits, provide assistance with financing and tax credits for recycling businesses, and connect with markets for reusable materials. Their services cover:

- Energy Efficiency
- Water Efficiency
- Recycling
- Solid Waste Reduction
- Zero Waste

1639 Mail Service Center, Raleigh, 27699-16391
877-623-6748

deq.nc.gov/about/divisions/environmental-assistance-customer-service

Export Assistance & Resources

Economic Development Partnership of NC, International Trade Division

The International Trade Division provides assistance to NC companies as they embark, or wish to expand into international markets. The International Trade Managers can assist with identifying markets, financing alternatives, trade show assistance, and a wide range of other services. See the website for individual contacts by industry

15000 Weston Parkway
Cary, NC 27513-2118
(919) 447-7777

<https://edpnc.com/start-or-grow-a-business/export-assistance/services/>

Foreign Trade Zones

Foreign Trade Zones, also known as a free trade zones, are geographically designated and secured areas that for legal purposes, are considered outside of US Customs territory. FTZ's can be used for duty deferral, exports, international returns, simplification of import/export procedures. North Carolina has four general purpose zones, and almost 20 active subzones used by individual companies. The zone for Alamance County is Foreign Trade Zone #230 and is administered by the Piedmont Triad Partnership.

Penny Whiteheart
Piedmont Triad Partnership
pwhiteheart@ptpnc.com
336-668-4556

<https://edpnc.com/incentives/foreign-trade-zones/>

North Carolina Department of Agriculture & Consumer Services, International Trade Office

The Department of Agricultural and Consumer Services has a goal to make international markets accessible to agricultural based operations in North Carolina. Services include training, market research, certification resources, international marketing expertise and sources of financial assistance.

Peter Thornton, Assistant Director

Peter.thornton@ncagr.gov

Export Help Line: 919-707-3102

2 W. Edenton Street, Room 411, Raleigh, NC 27601

www.ncagexports.com

North Carolina Department of Commerce, International Trade

The website for NC Department of Commerce, International Trade has an extensive list of links and resources for companies involved in, or interested in expanding into international markets. Topics covered include export regulations, financing, market research, business travel and culture, and shipping. The Economic Development Partnership of NC is under contract to be the lead in export assistance and marketing activities, but the NCDOC, International Trade division remains a resource for export and trade information.

<https://www.nccommerce.com/it/export-resources>

North Carolina Passport to Export, State Trade Expansion Program (STEP)

The State Trade Expansion Program is administered through the International Trade Division of the Economic Development Partnership of NC. STEP is designed to assist small businesses (under 500 employees) participate in international trade shows and trade missions.

Jen Vogelsberg

STEP Grant Manager

jen.vogelsberg@edpnc.com

15000 Weston Parkway, Cary, NC 27513-2118

(919) 447-7798

<https://www.nccommerce.com/it/export-resources/step-program>

Small Business & Technology Development Center, International Business Development

The SBTDC is North Carolina's City-State partner with the US Export-Import Bank. They have international business development specialists that have been trained as well as have direct experience in international business development. They can help with global business management, marketing, supply chain, networking and trade finance.

5 West Hargett St, Suite 600, Raleigh, NC 27601

(919) 715-7272 or (800) 258-0862 (NC only)

www.sbtfdc.org/programs/export/

Global Opportunities Center / Triad Rural Export Initiative

The Global Opportunities (GO) Center is a connecting hub that develops talent for growing exports and creating a global identity for our region. By creatively linking an extensive network of globally focused business, education, government and community partners, the GO Center is helping North Carolina to become a global region of the future.

<https://www.go-center.org/>

US Commercial Service, North Carolina

The US Commercial Services office in Greensboro is part of a network of export specialists in more than 100 cities in the US, and in over 80 countries worldwide. The organization is focused on helping US companies export. Trade professionals provide counseling and services to assist small and mid-sized US businesses export their products.

Stephanie Heckel, Director
Stephanie.Heckel@trade.gov

Greensboro U.S. Export Assistance Center
342 N. Elm St., Greensboro, NC 27401
Phone: 336-333-5345

<http://www.export.gov/northcarolina/>

US Department of Commerce, International Trade Administration

The ITA works to improve the competitiveness of US organizations at home and abroad. ITA has three business units:

- Global Markets – provides US firms with country specific export promotion services and market access advocacy
- Industry & Analysis – develops and executes international trade and investment policies
- Enforcement & Compliance – enforces US trade laws and compliance with trade agreements

There are several offices dedicated to specific industries, two of which have a particular interest for Alamance County industries:

- Office of Textiles & Apparel <http://otexa.trade.gov/>
- Office of Transportation & Machinery <http://www.trade.gov/td/otm/aero.asp>

www.trade.gov

Financing

Alamance Community Recovery Loan Program

The Chamber is proud to be a partner announcing a new Community Recovery Loan Program for local businesses. The program has a 4% fixed interest rate, no payments for the first six months, no fees, and an easy application. As a bonus, borrowers can request free technical assistance for their business to help set them on the best path to recovery.

<http://www.alamancechamber.com/recovery-loan-program/>

Piedmont Triad Regional Council Business Investment Fund

The Piedmont Triad Regional Development Corporation's (PTRDC) Business Investment Fund is available to new small businesses or expanding existing businesses to stimulate business development, create employment opportunities, encourage community engagement, and improve living conditions for residents in eligible areas.

<https://www.ptrc.org/services/economic-development/business-investment-fund>

Small Business Administration

The US Small Business Administration has several loan programs, each with a specific purpose. A full description of the following programs can be found on the SBA website.

<https://www.sba.gov/loans-grants/see-what-sba-offers/sba-loan-programs>

- General Small Business Loans 7(a)
- Microloan Program
- Real Estate & Equipment Loans CDC/504

Small Business Credit Initiative

The NC Rural Center administers three programs under the Small Business Jobs Act of 2010:

- NC Capital Access Program – The program provides matching reserve funds for business loans that are just outside a lender's usual standards. Borrowers connect with their local lender to be considered for this program.
- NC Loan Participation Program – The program reduces a lender's risk by purchasing up to 15 percent of a loan.
- NC Fund of Funds Program – The program has invested in four venture capital and angel funds which then invest in NC companies.

<http://www.ncruralcenter.org/business-programs6/bizcap>

Incentives

North Carolina has a targeted, performance-based incentive programs. State level incentives include grants for job creation, infrastructure assistance, building reuse, transportation, workforce recruitment and screening, and tax exemptions.

www.edpnc.com/relocate-or-expand/incentives/

Local governments (Alamance County and its municipalities) each have their own policies on incentives. Each level of local government may, separately, consider and provide incentives which can include cash grants, but also utility upgrades/extensions and/or rate incentives, expedited regulatory processes, and/or various fee/charge waivers for site/building development costs. Typically, incentives are based on capital investment, job creation and average wages.

<http://www.choosealamance.com/incentives/>

Logistics & Shipping

Alamance Community College, Supply Chain Engineering & Logistics Training

Alamance Community College has partnered with the University of Tennessee Knoxville (Industrial and Systems Engineering) to offer a certificate in Supply Chain Engineering and Logistics. The certificates are broken down into three, 24-hour courses.

Alamance Community College
Corporate Education
336-506-4151

<https://www.alamancecc.edu/services-for-business-and-industry-site/corporate-and-workforce-training/course-schedule/>

APICS – Piedmont Triad Chapter

APICS is a professional association for supply chain operations. The international organization provides research, education and certification programs for the industry. The local chapter provides local workshops, a career center, and connections to benefits at the national and international levels.

Piedmont Triad Chapter of APICS, Inc.
Post Office Box 19432
Greensboro NC 27419-9432
info@triadapics.org

www.TriadAPICS.org

Guilford Technical Community College

To meet needs of logistics, manufacturing and distribution companies located in the Piedmont Triad Area, Guilford Technical Community College (GTCC) has developed an Associates in Applied Science degree in Global Logistics & Distribution Management (69 hours). Also, a Supply Chain Management Certificate (16-hours).

<http://degreeprograms.gtcc.edu/global-logistics-technology/>

North Carolina Center for Global Logistics

The North Carolina Center for Global Logistics is a collaborative effort between community colleges, universities, and industry partners. The center has a mission to support the development of a workforce in the transportation and logistics profession, through education classes, certifications, and workforce development that meets the needs of both manufacturing and logistics companies. The NCCGL will also provide logistics-focused advisory services to assist companies in their business development including research and policy legislation.

Kathleen Patterson
Associate Director
kapatterson@gtcc.edu
336.334.4822 ext. 57012

<http://www.nccgl.com/>

Military Connections

Hire Heroes USA

Companies often find great benefit in recruiting veterans to join their workforce. Hire Heroes is a national organization, with an office located in Raleigh, NC. Their services are provided at no cost to transitioning US military member, veteran or spouse. A company can connect with Hire Heroes to be an Employment Partner and post jobs and perform resume searches for a fee.

www.hireheroesusa.org

North Carolina Military Business Center

The NC Military Business Center is an entity within the NC Community College System. The mission of the NCMBC is to leverage military and other federal business opportunities to expand the economy, grow jobs and improve the quality of life in NC. The NCMBC connects companies to current government contracting opportunities both through direct contacts and an online matching service, Match Force. The NCMBC also houses employment programs to help companies connect with highly skilled, transitioning military personnel, their family members, and veterans.

North Carolina Military Business Center
PO Box 1748, Fayetteville, NC 28303
(Contact information for the business development team members can be found on the website.)

www.ncmbc.us
www.MatchForce.org

Tax Credits & Exemptions

Historic Preservation Tax Credits

There are tax credits available at the federal and state level for the rehabilitation and reuse of historic structures. Different schedules and requirements are applicable to income and non-income producing properties. For full details, visit the website below.

www.hpo.ncdcr.gov/tchome.htm

Manufacturing Exemptions

North Carolina offers sales and use tax exemptions for manufacturing machinery and equipment, electricity, fuel and natural gas for manufacturing facilities, and raw material for manufacturing, and inventories.

<https://edpnc.com/incentives/manufacturing-tax-exemption/>

Recycling Tax Credits

North Carolina has a tax exemption program for manufacturing companies in which equipment and facilities used exclusively for recycling may be exempt from NC taxes. The program is coordinated through the NC Division of Environmental Quality. Full details can be found on the website below.

<http://deq.nc.gov/about/divisions/waste-management/solid-waste-section/tax-certification-program>

Workforce, Training and Human Resources

Alamance Community College

For more than 50 years, the community college system in NC has provided customized training solutions to companies in the state. Alamance Community College provides training through both a customized training program and through their open enrollment courses. Training can range from technical skills for a particular industry to soft skills for management. Training is customized for individual company needs, and if a company is expanding, there may be grant or other funding opportunities to cover the costs.

1247 Jimmie Kerr Road
Graham NC
336-506-4151

<https://www.alamancecc.edu/services-for-business-and-industry-site/corporate-and-workforce-training/customized-training/>

Capital Associated Industries (CAI)

Capital Associated Industries (CAI) is a membership organization to support human resources compliance and people development in North Carolina. Membership benefits include advice and resolution for compliance and operational issues; connections to peer groups; survey data on wages, healthcare, policies and benefits; and various training programs, both online and in person.

7817 National Service Road, Suite 509
Airpark West, Building #5
Greensboro, NC 27409
336-668-7746

www.capital.org

In addition to their usual support for employers, CAI has added a "Recovery Command Center" for content specific to the Coronavirus and impacts on human resources.

<https://www.capital.org/s/coronavirus>

Career Accelerator Program, Apprenticeship Consortium

The Career Accelerator Program (CAP), a formal, four-year apprenticeship program in Alamance County is a consortium of the following companies: Engineered Controls, International, Fairystone Fabrics, GKN Driveline, Glen Raven, Jabil Packaging Solutions, Sandvik, and Technical Precision Plastics. CAP partners with the Alamance Burlington School System, Alamance Community College and the Alamance Chamber to recruit and train local talent.

These seven companies joined together as they see a need to train a new generation of workers for highly skilled manufacturing jobs. Students are recruited from the local school system as juniors and seniors. If selected, they will work at the company, while finishing their high school education, and pursuing an Associate of Applied Sciences degree in Mechatronics Engineering Technology at Alamance Community College.

www.AlamanceCAP.com

Centers for Disease Control and Prevention, Services for Businesses

The Centers for Disease Control have shared strategies and recommendations for employers as they respond to COVID-19.

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

Also available is a guide from the Department of Health and Human Service and OSHA for “Guidance on Preparing Workplaces for COVID-19”

<https://www.osha.gov/Publications/OSHA3990.pdf>

Cone Health – Employer Services

Cone Health provides many services for local employers. Knowing healthy minds and bodies make for better employees, Cone Health offers services to include:

- Occupational Health Care – injury treatment, pre-employment exams, onsite clinics
- Corporate Wellness Services – lunch and learn programs, fitness classes, ergonomic assessments and biometric screenings
- Employee Assistance Counseling Program – counseling services to address personal issues and workplace conflicts
- Travel Medicine – addressing issues to help employees stay well during trips abroad

www.conehealth.com/services/employee-health-wellness/

Economic Development Partnership, Summary of Workforce Support

A quality workforce is a key component for a company to thrive. The Economic Development Partnership has a webpage dedicated to summarizing a variety of workforce training and development resources available to NC companies. Many of these organizations or programs are listed here in this guide, but the link below provides a thorough summary for reference.

www.edpnc.com/incentives/workforce-training-and-development/

Goodwill Industries

Triad Goodwill (Goodwill Industries of Central North Carolina, Inc.), a 501(c)(3) non-profit leader, promotes the value of work by providing career development services, skills training and work opportunities for people with employment needs. In the past year, Triad Goodwill served 16,954 people in the community and helped place 3,378 workers in competitive employment with 549 employers.

Triad Goodwill
1235 S. Eugene St., Greensboro, NC 27406
336-275-9801
<https://ilovegoodwill.org/train>

Burlington Career Center
3740 S. Church St.
Burlington, NC 27215
336-417-5990

Incumbent Workforce Development Program

NC Works administers a grant program to assist qualified companies train current workers. Additional training increases an employee's skill level, and can boost a business' competitiveness. Grants may be used to cover the costs such as training courses, online training, software and instructor travel.

www.nccommerce.com/workforce/businesses/ncworks-incumbent-worker-training-grants

NC Works, Online & Career Center

North Carolina's NC Works is a one-stop resource for both employer and job seekers. An extensive website allows job seekers to search for jobs, create resumes, find education and training, and have access to a number of job related resources and services. Employers can post jobs, search for candidates and access labor market information. In addition to all of the benefits and information the website provides, NC Works has a local Career Center in Alamance County. Staff are available to assist with any of the above mentioned needs, as well as offering services such as on site job fairs for a single employer, locations for interviews, and candidate screenings.

Alamance County NC Works Career Center
2640 S. Columbine Lane
Burlington, NC27215
Phone: (336)570-6800

ncworks.2300@nccommerce.com

www.ncworks.gov

www.edpnc.com/incentives/workforce-training-and-development/

NC Works Apprenticeship

NC Works Apprenticeship works with employers to train workers through an apprenticeship. Employers register with NC Works Apprenticeship and develop a specific training program for both classroom and on the job training to meet the company needs. NC Works Apprenticeship also coordinates the NC Apprenticeship Conference typically held in the fall where employers can learn more from peers in the program, requirements and opportunities to develop their own talent.

www.nccommerce.com/wf/businesses/apprenticeship

On the Job Training

On the Job Training grants are available to companies meeting certain requirements. Companies can be reimbursed up to 50% of the employees' wages paid during the set training period. On the Job training funds are managed through the local Workforce Development Board.

Regional Partnership Workforce Development Board
221 S. Fayetteville Street
Asheboro, NC 27204
336-629-5141

<http://www.regionalpartnershipwdb.org/>

Vocational Rehabilitation Services

The NC Division of Vocational Rehabilitation Services (Vocational Rehab) provides assistance to people with disabilities, including employment services. One of the goals of Vocational Rehab is to help their clients find and keep a job. They work with the client and company to develop an employment plan, prepare resumes, and find job leads with an end target of successful employment. Vocational Rehab counselors stay in contact as needed

2615 Alamance Rd. Burlington, NC
(336) 570-6855 / 1-800-570-7668
dvr.web.C2100@dhhs.nc.gov

<http://www.ncdhhs.gov/divisions/dvrs>

OSHA On-Site Consultation

OSHA offers an On-Site Consultation for small and medium sized businesses to assist in identification of workplace hazards, compliance with OSHA Standards, and in establishing injury and illness prevention programs. This consultation is free and confidential and separate from enforcement; consultation does not result in penalties or citations.

North Carolina office:
Bureau of Consultative Services; NC Department of Labor
1101 Mail Service Center
Raleigh, NC 27699
919-807-2905

<https://www.osha.gov/dcsp/smallbusiness/consult.html>

office 336 / 228 1338

fax 336 / 228 1330

email info@alamancechamber.com

601 S. Lexington Ave. / PO Box 450 / Burlington, NC 27215

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