

TULSA REGIONAL CHAMBER

THE CHAMBER REPORT



COVID-19



RESPONSE
EDITION

CHAMBER RESPONDS TO COVID-19



Mike Neal
President & CEO

Welcome to the latest edition of the Tulsa Regional Chamber's newsmagazine, The Chamber Report. Normally in these pages we bring you - our members, partners, and investors - updates on our work across our strategic initiatives of economic development, regional tourism, government affairs and community development.

As you'll see in this edition, we've modified our normal format in response to the COVID-19 pandemic. We want to share with you what each initiative within our Chamber is doing to support the business community during this critical time.

Much of what we are doing is in direct response to a survey we conducted in mid-March. This survey collected information on pressing pandemic-induced challenges from Chamber members and non-members. The survey also included a Spanish-language translation that was distributed to the Hispanic business community.

We received 412 responses, including 50 in Spanish. The majority of responses came from member companies and small businesses across industries such as professional services, retail, nonprofit and manufacturing.

The respondents reported experiencing substantial impact in the form of customer and revenue losses, store closures and business interruptions. Major concerns are further cash flow woes, concerns for employees' health, safety, financial position and ability to maintain productivity.

An important part of the survey was asking respondents how the Chamber can be of greatest value during this time. We heard a strong desire for the Chamber to advocate for the needs of local businesses in the form of financial assistance and support at the local, state and federal level.

Respondents also asked the Chamber to serve as a credible source of accurate information, to provide updates as they happen, and to provide how-to interpretation of the resources available.

Finally, survey respondents wanted the Chamber to champion and promote local business. Hispanic-owned businesses also asked for our leadership in providing information and resources in Spanish.

Fortunately, a common theme expressed by respondents is a resiliency that, despite the troubling present, the Tulsa regional business community is poised to leverage available resources and support to survive in the short term and thrive in the long term. An opportunity clearly exists for the Chamber to continue its service to the business community amid economic uncertainty. Rest assured, we are doing just that. As you'll read on the pages that follow, every part of our organization continues working hard on behalf of the regional business community, and that will never change, now or in the future.

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NEW MEMBERS



MEMBERSHIP & RESOURCE DEVELOPMENT



Allison Walden
Senior Vice President
Resource Development

It's heartbreaking to hear the stories of how COVID-19 has impacted companies across our region. From closures to lost revenue to a sudden halt in foot traffic, virtually no organization has been spared. This pandemic affects the businesses and livelihoods of our colleagues and friends, people with whom we have decades-long relationships.

First and foremost, we at the Chamber are here to help. We're focused on being responsive to the needs of area companies and connecting them with the resources they need to weather the storm. In March, our team personally reached out to every member company to see how we could be of service. We're a one-stop-shop for our members and available at any time to help them solve problems.

Businesses of all sizes are impacted by this pandemic, but small businesses are among the hardest hit. Shortly after the U.S. Small Business Administration (SBA) announced disaster loans for companies affected by COVID-19, the Chamber's Tulsa Small Business Connection hosted a conference call for members with the SBA's Oklahoma division. If your business needs financial assistance, SBA loans should be your first step. As the situation progresses, we'll look for additional opportunities to work with the SBA.

In order to prioritize the immediate needs of our member companies, we're exploring creative fundraising solutions to ensure the Chamber can continue to be a valuable resource to you and your company. We need your investment now more than ever, so if you are in a position to continue supporting our mission, I ask that you please do so.

Supporting local businesses is more critical than ever - these companies are foundational to northeast Oklahoma communities. I urge you to support your fellow business owners in any way you can, and know that we at the Chamber are doing the same.



GOVERNMENT AFFAIRS



Elizabeth Osburn
Senior Vice President
Government Affairs

The seemingly hourly updates from local, state and federal leaders are demanding, even for us. The Chamber's government affairs team is entirely focused on sifting through these updates to empower business-owners with the best-available information.

On March 27, President Trump signed into law the Coronavirus Aid, Relief and Economic Security (CARES) Act. This \$2 trillion relief package is a lifeline to businesses and the largest federal intervention ever to help stabilize the economy.

One of the most important provisions of the CARES Act is the Paycheck Protection Program, which authorizes low-interest loans to help businesses retain staff and remain solvent. Under this section, any business or 501(c)(3) with fewer than 500 employees could receive a maximum of \$10 million to help keep up with payroll, rent, utilities, mortgage interest or any other debt incurred before Feb. 15.

If a business keeps all staff on payroll and doesn't reduce standard pay below 75% of what was paid the prior year, any portion of the loan used for qualified costs in the 8 weeks following the issuing of the loan will be completely forgiven.

These loans will be expedited and accessible through any existing small business lender, who can authorize the loan without receiving SBA approval. All payments on principal, interest and fees will automatically defer for 6 months, and the forgiven portion of the loan will not count toward the business' taxable income. Any portion of the loan not forgiven will be carried forward as a traditional loan up to 10 years with a maximum interest of 4%.

Additional programs to assist employers include direct relief for some of Tulsa's largest employers, recovery rebates that provide cash to individual families, expanded unemployment insurance and the suspension of penalties for withdrawals on retirement accounts.

Please consider us a direct resource to answer questions and help navigate these loans and other federal aid programs. We are in nearly constant contact with Oklahoma's federal delegation, the governor's staff, the mayor's office, regional mayors and city managers, and other public entities. We look forward to helping you navigate this situation and are confident our region will persevere.

BUSINESS SUPPORT SERIES 2

REMOTE WORKING

Our Business Support Series will feature regular, public conference calls on timely topics relevant to the community's COVID-19 response. You can listen to them at tulsachamber.com/covid19

Debbie Cowan, Williams | Aaron Bolzle, Tulsa Remote



"We take for granted that everyone knows about Slack, Trello, Zoom, Meet, etc. For companies that aren't as technologically focused, it's important to understand that there are free services available that are very easy to use."

- Chase Stokes

"Continue to make jokes and connect with teammates on a personal level. Loneliness will kill motivation so fast."

- Trae Sjogren



"Don't get in the habit of abbreviated writing."

- Kate Birch

"Take a shower, get dressed as if you're actually going to the office. Don't sit in your bed for video meetings."

- Anne Perry



"Use video as much as possible. Being able to see someone's gestures and body language helps with communicating."

- Chris Miles

BUSINESS SUPPORT SERIES 3

BUSINESS SURVIVAL SKILLS

Our Business Support Series will feature regular, public conference calls on timely topics relevant to the community's COVID-19 response. You can listen to them at tulsachamber.com/covid19

Rose Washington, TEDC Creative Capital
Tim Kreatschman, Ernst & Young

1 Ask your bank for a deferment on existing loans of at least three months

2 Ask large suppliers for extended terms and grace on accounts payable

3 Eliminate all nonessential expenses; cut what you can live without

4 Maintain constant contact with clients, suppliers and creditors

5 Stay connected with your team via virtual platforms

6 Reset and evaluate revenues, expenses, cash flow, debt and forecasts



ECONOMIC DEVELOPMENT



William P. Murphy, CEcD, EDFP
Senior Vice President
Economic Development

Collaboration has always been, and will continue to be, at the core of the Tulsa's Future regional economic development partnership. The Chamber remains committed to our region's economic prosperity, which is why now, more than ever, we must work with area businesses, regional partners and investors to move northeast Oklahoma forward.

In the short-term, our team is working with employers large and small to respond to the immediate needs of businesses. We're in continuous communication with the City of Tulsa, the State of Oklahoma, the Department of Commerce and other key stakeholders. We realize this is a time of change, which is why in the coming weeks and months we will reinvent how we offer our services based on these new economic realities. This will have long-term impacts on the regional economy, and while it's too early to know exactly what those may be, we know we will work through this together. As we see how this situation unfolds, we will again reassess our offerings to ensure we're providing the highest quality of support to our clients and partners.

Our staff is ready and willing to assist the business community for as long as necessary. By working together, we'll get through this difficult time, and northeast Oklahoma will continue to prosper.



Rue Ramsey
Vice President of Workforce
and Talent Strategies

This is a challenging time for students, employers and schools. We are being forced to drastically shift the way we work, learn and operate. While strategies and tactics may shift, our focus on developing and deploying the region's talent remains the same. We will continue to partner with school districts on career exploration and experiential learning initiatives, collaborate with colleges and universities on graduate retention, provide vital resources to businesses, and support our skilled workforce – many of whom are now looking for jobs.

We're curating and disseminating workforce resources and identifying topics for the Chamber's Business Support Series to help employers navigate through this uncertainty. Additionally, we're providing consistent, valuable information to the Chamber's HR professionals and key stakeholders through the creation of an electronic newsletter. During a time of information overload, this newsletter will condense and share relevant, timely information.

The best thing we can do is work together, and we will continue to partner with area schools, colleges and universities to help them adjust to a new learning environment.

BUSINESS SUPPORT SERIES 4

LEADERSHIP NOW

Our Business Support Series will feature regular, public conference calls on timely topics relevant to the community's COVID-19 response. You can listen to them at tulsachamber.com/covid19.

Wally Schmader, Exceptional Leaders Lab
Bill Fournet, The Persimmon Group

3 LINES OF THINKING TO HELP FRAME DECISIONS AND ACTIONS FOR LEADERS

Are you validating your decisions with solid data points?

How are you managing short-term decisions with an opportunity to re-assess and adjust?

What changes will likely result in long-term impacts on your organization?

6 KEYS TO LEADING IN CRISIS



Be decisive



Preserve liquidity



Organize your war room



Be innovative with people-decisions



Humanize your communication



Prepare for the big bounce-back



REGIONAL TOURISM



Ray Hoyt
Senior Vice President
Regional Tourism

The impact of COVID-19 on Tulsa's tourism industry is devastating. Our hotels, restaurants, event venues and other local tourism partners are watching foot traffic come to a complete halt as this pandemic continues.

Thankfully, the CARES Act brings a much-needed ray of light to an otherwise gloomy forecast for the industry.

Helping our partners navigate this legislation – and how they can take action – is one of many steps our team is taking right now. In partnership with the Chamber's government affairs team, we assembled a tourism guide to the CARES Act that spells out exactly how our industry can leverage this economic relief package.

Our team is focused on being kind and helpful. We are sharing as much information as we can about ways to support local organizations during Tulsa's "Safer at Home" order. From takeout meals to virtual museum tours to livestreamed performances by local musicians, we continue to promote our region's arts and attractions on social media.

We are also working with our clients to emphasize the postponement, rather than cancellation, of events scheduled through the spring. We are focused on maintaining as much economic impact for our city in 2020 as scheduling allows. As one example, we partnered with the team at IRONMAN to postpone the Tulsa triathlon until a safer date, successfully retaining that \$10 million contract and economic windfall.

Finally, our team is selling the future. While postponements take place, we're stretching our timelines ahead and booking as much as possible. Tulsa's tourism outlook is strong, and we're working overtime to best position our city for success when the pandemic subsides.

We are here to talk to any Chamber member and tourism partner, anytime, about anything our team can do to support your organization. These are uncharted waters, and we're braving them together.



COMMUNITY DEVELOPMENT



Kuma Roberts
Vice President of Diversity,
Equity & Inclusion

Connectivity is a hallmark of the Chamber's efforts to promote diversity, equity and inclusion (DEI). In responding to the COVID-19 crisis, these issues are as important as ever. As the Chamber's coalition of companies and nonprofit partners committed to DEI, Mosaic is shifting strategies to stay connected to employers, prioritize equity and demonstrate inclusivity.

Our priorities include providing resources and information to employers on cultivating inclusion and fostering community connectivity. Mosaic has created an anti-stigma statement to help our members recognize that, as pervasive as the COVID-19 pandemic is, bias and stigma are also threats to our community. We wish to reduce, prevent and respond to stigma brought about by COVID-19 and its spread.

We've moved our monthly meetings to virtual gatherings in order to stay connected to our members while continuing to feature engaging content and interactive discussion. We'll continue to provide relevant and timely resources on DEI as it relates to inclusive workplaces, equitable engagement with employees, and fact-based information about COVID-19 and its impact.

While pivoting to adapt to our current situation, Mosaic's mission and values remain the same. DEI continues to be a competitive advantage, no matter the circumstances.



Andrea Pemberton
TYPROS Executive Director

TYPROS is showing resilience and innovation during the COVID-19 pandemic. We're maintaining our focus on attracting and retaining young talent to Tulsa, but we've pivoted strategies to offer support to our community during this particularly difficult time.

We continue to gather young professionals from diverse backgrounds and skillsets, but now we're doing it virtually. Our members are engaged in ongoing initiatives such as Get On Board, our nonprofit board service training program, and we've also launched new initiatives like TYPROS Take Out Nights to support local small businesses and the TYPROS Community Hour to livestream discussions with community leaders. Our members are also hard at work planning future events such as All Access, our premiere vertical networking event; Evolve 2020, a young professionals summit geared towards networking and professional development; and Boomtown, our annual awards gala celebrating leaders in our community.

The TYPROS Foundation is accepting applications for its COVID-19 Community Action Micro-Grants, which offer up to \$500 to Tulsans who have innovative ideas to support our community during this time. Our Business Development Crew is preparing to launch the next installment of Bring it to Tulsa, our business attraction campaign that successfully recruited Uber and Trader Joe's. For this campaign, we're targeting Task Rabbit, an online platform that connects people with "taskers" to help with gig-work. We hope this platform will provide additional income for people who lost their job or were furloughed due to COVID-19.

Young professionals are uniquely positioned to make an impact during this pandemic, and TYPROS continues to support the efforts of our members to make Tulsa a better place for us all to live, work and play.

NEW MEMBERS

January/February 2020

BOARD OF ADVISORS

SILVER LEVEL

Becco Contractors, Inc.

P.O. Box 9159
Tulsa, OK 74157
(918) 445-4936
beccousa.com
General contractor, highways and roads.

Exterran Energy Solutions

20602 E. 81st St.
Broken Arrow, OK 74014
(918) 251-8571
exterran.com
Provides full-service, turnkey midstream infrastructure solutions to customers in the hydrocarbon region.

Fleming Construction Group

5405 S. 125th E. Ave.
Tulsa, OK 74146
(918) 627-7800
flemingconstructiongroup.com
General contractor, construction manager, roofing contractor, and steel erection services.

BRONZE LEVEL

Laredo Petroleum, Inc.

15 W. 6th St.
Tulsa, OK 74119
(918) 513-4570
laredopetro.com
Acquisition, exploration and development of oil and natural gas properties, as well as midstream and marketing services.

Standley Systems

9300 Broken Arrow Expressway, Ste. C
Tulsa, OK 74145
(918) 834-3333
standleys.com
Provides copiers, laser printers, document management solutions and document scanning software.

505 Architects, LLC.

1631 S. Delaware Ave.
Tulsa, OK 74104
(918) 605-5303
505architects.com
Architecture, interior design and planning.

The Audio Planet

8211 E. Regal Blvd., Ste. 100-103
Tulsa, OK 74103
(323) 304-0825
theaudioplanet.com
Audio and music for television, film and live events.

Black Rock Construction Management

4717 S. Mingo Rd., Ste. H
Tulsa, OK 74116
(918) 271-5071
blackrockbuild.com
Commercial construction management company with more than 40 years combined experience.

Bryde

2409 E. Admiral Blvd.
Tulsa, OK 74110
(918) 221-6800
shopbryde.com
A modern, experience-based bridal shop carrying a curated selection of independent designers located in historic Kendall Whittier.

Coldwater Creek

1722 Utica Square
Tulsa, OK 74114
coldwatercreek.com
Creates merchandise to wear and enjoy, from clothing, accessories, jewelry and footwear to home accents and gifts.

Convergint Technologies

8315 E. 11th St.
Bixby, OK 74008
(918) 622-1829
convergint.com
Global, service-based technology integrator specializing in security, communication and fire/life safety systems.

Cullen Investigations

1717 S. Cheyenne Ave.
Tulsa, OK 74119
(918) 693-1633
culleninvestigations.com
Full-service investigation and consulting company focusing on corporate security and background checks.

Del Taco

9637 E. 71st St.
Tulsa, OK 74133
(539) 367-1595
deltaco.com
Tex-Mex restaurant that also offers burgers, fries and shakes.

Diamond Agency

10026 S. Mingo Rd.
Tulsa, OK 74133
(561) 289-1809
allstate.com
Insurance agency.

Expert Ready

3840 S. 103rd E. Ave.
Tulsa, OK 74146
(918) 514-3211
expertready.com
Software builder for growing businesses that value automating processes.

GLö Best Western Tulsa East Route 66

18705 E. Admiral Pl.
Catoosa, OK 74015
(918) 739-4100
bestwesterndevelopers.com/portfolio/glo.php
Hotel.

Holberton School Tulsa

15 N. Cheyenne Ave.
Tulsa, OK 74103
(918) 392-5530
holbertonschool.com/campus_life/tulsa
New type of software engineering school with "no teachers, no lectures."

Lindsey House

601 S. Elgin Ave.
Tulsa, OK 74120
(918) 933-5222
lindseyhouse.org
Provides long-term shelter and supportive services to women caring for children as they transition from homelessness, learn important life skills and regain the confidence to become self-sufficient.

MST Manufacturing, LLC

2205 E. L Anderson Blvd.
Claremore, OK 74017
(918) 800-1930
mstmfg.com
Specializes in CNC machining with state-of-the-art equipment, including 5-axis milling machines.

New American Energy

1305 E. 15th St.
Tulsa, OK 74114
(918) 625-1289
newamenergy.com
A multi-strategy energy and sustainability investment manager co-located in Tulsa and New York.

Oklahoma Indian Gaming Association

4 NE 10th St., #436
Oklahoma City, OK 73104
(405) 818-7462
oiga.org
Nonprofit organization representing organizations, tribes and businesses engaged in tribal gaming enterprises from around Oklahoma.

NEW MEMBERS

January/February 2020

OptionOne

4150 S. Harvard Ave., Ste. G3
Tulsa, OK 74135
(405) 458-4848
myoptionone.com
Pharmacy providing home and alternate-site infusion therapies through a comprehensive clinical approach to patient care.

Ozment Agency

4717 S. Mingo Rd., Ste. E
Tulsa, OK 74146
(918) 747-0024
ozmentagency.com
Retirement and insurance services.

The Prime Group

4527 E. 31st St.
Tulsa, OK 74135
(918) 742-6226
primerecruiting.com
Staffing agency for industrial, factory and manufacturing positions.

Roofscapes Exteriors, LLC

15010 S. Grant St.
Bixby, OK 74008
(918) 364-7663
roofscapesexteriors.com
Residential and commercial roofing.

The Root Coworking, LLC.

110 S. Harvard Ave., Ste. 250
Tulsa, OK 74120
(918) 845-0042
therootcoworking.com
Creative coworking space for everyone, from entrepreneurs to startups and small businesses to freelancers.

The Scholl Center

3105 S. Harvard Ave.
Tulsa, OK 74135
(918) 508-7603
theschollcenter.com
Audiology and speech pathology.

Scooter's Coffee

6079 S. Memorial Dr.
Tulsa, OK 74145
(918) 221-5393
scooterscoffee.com
Coffee drive-thru.

Seeking Sitters

32 S. Lewis Ave.
Tulsa, OK 74104
(918) 749-3588
seekingsitters.com
Babysitter referral service.

TalentWave

10524 S. 91st East Ave.
Tulsa, OK 74133
(918) 683-0342
talentwave.com
Supports mid-size to large enterprise clients across a diverse spectrum of industries around the globe.

Ted's Café Escondido (Tulsa Hills & Broken Arrow locations)

7848 South Olympia Avenue West
Tulsa, OK 74132
(918) 301-8337
tedscape.com
Mexican restaurant with a fondness for freshness and a made-from-scratch mentality.

Tulsa Monument

7035 E. 41st St.
Tulsa, OK 74145
(918) 583-2641
simemorials.com
Manufacturer of stone and marble monuments.

Tulsa Cardiovascular Center of Excellence

11912 S. Norwood Ave.
Tulsa, OK 74137
(918) 943-5303
tulsacardiovascularcenter.com
Minimally invasive treatments and procedures.

Tulsa Rig Iron

457 W. 151st St.
Kiefer, OK 74041
(918) 321-3330
tulsarigiron.com
Manufacturer of oilfield and pipeline installation products.

Twenty Twenty Eyecare

7408 S. Yale Ave.
Tulsa, OK 74136
(918) 794-6700
2020tulsa.com
Dedicated to providing superior, comprehensive eye care for all ages through the use of the latest technology.

VIP Voice Services

P.O. Box 1117
Coweta, OK 74120
(918) 279-7001
vipvoiceservices.com
VOIP, carrier services, internet and equipment services.