

CONNECT → **GROW** → **IMPACT**



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Spread Joy, Shop Concord

We're partnering with Intown Concord and NBT Bank, N.A. to highlight local businesses and spread the word about shopping locally this holiday season. Learn more, submit a gift idea, and watch our videos at concordnhchamber.com/spread-joy-shop-concord. Help out by posting

on social media with

#SpreadJoyShopConcord.

Big changes to help us better serve our members in 2023

As the largest chamber of commerce in the state, we strive to provide the best service and benefits around to our incredible community of nearly 900 businesses and organizations. It can be difficult to find cutting edge solutions while still providing the warm personal service that we are known for. But in early 2023, we'll meet both of these goals by giving our members a major upgrade to our data system and website.

Imagine visiting a brand-new, mobile-friendly website, and easily navigating to your favorite Chamber resources. Picture yourself logging into an app to register for events or update your business info. Envision easily personalizing your Chamber communications, so you only receive emails from us about topics you're interested in. Imagine a stronger Chamber web presence, that simultaneously directs tourists to a robust website that shows off the beauty of the Capital Region, while sending local business owners directly to the resources they need.

We are beyond thrilled to share news of this upgrade with you. Some changes will come quickly—our website will launch soon, and your member login method will change right away. But other changes will happen over time, so that we can help our members transition easily. As with any major advancement, there will be some challenges, but we know the final result will be well worth the effort. Our entire staff will be

with you every step of the way, providing comprehensive instructions to help you and your colleagues through this change.

The first part of this upgrade includes transitioning to a new data system. This is our behind-the-scenes tool to manage our members and their memberships. For you, this step also comes with a brand-new member login system—available through a web browser or in an app. It's easy to create your account and update your password anytime. When you login, you'll have access to our Member Directory, will see upcoming events and can register for them, view and pay bills, and much, much more. Take a tour of this fantastic resource at bit.ly/InfoHubTour.

The Chamber will also get a boost to its public-facing resources. Our website will be redesigned with visitors in mind. If you are looking for tourism information, seeking restaurants, hotels, and things to do in the area, you'll quickly be directed to visitconcord-nh.com which will be revamped to include numerous resources, and referrals to our members. If you're an area professional, you'll be directed to our business resources. If you're a member, you'll find a link to all your go-to tools at the top of our home page. (Continued on page 3)

Thinking big on I-93 improvements

The deadline to come to a consensus on the final design for I-93 improvements through Bow and Concord is fast approaching. The City and NH DOT have been working closely to reach that consensus in a way that can meet the needs of the city, while improving driver safety, and eliminating the weekend logjams that have been getting worse over the years. After many years of delay, the recent influx of federal infrastructure dollars has moved this project to the front burner.

The Greater Concord Chamber of Commerce continues to stay engaged and has been weighing in for decades. The widening project has the potential to impact Concord in a very big way, and can be either very positive or detrimental to the city. The "Concord 2020" initiative (tagline, "Make no little plans") took a deep dive into this project, beginning in the late 1990s. Years later under the leadership of local architect Chris Carley, the Chamber conducted a community charette envisioning ways to improve Concord's image from I-93 through improved landscaping, strategically placed decorative fencing, creative use of lighting, and other (Continued on page 3)

WELCOME new members!

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LEGAL SHIELD Franklin, NH 03235 (603) 705-8246 team.williams@yahoo.com melissawilliams.wearelegalshield.com

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Connect with your Chamber community at events

Holiday Business After Hours with the Chamber and CYPN

Monday, December 12 from 5:30-7 p.m. **Grappone Conference Center,** 70 Constitution Ave. Concord













The Chamber and Concord Young Professionals Network (CYPN) are joining forces for their annual holiday networking party! December's Business After Hours takes place at the Grappone Conference Center, which will be sparkling with holiday décor and a special light display from The New England Holiday Light Co. The Duprey Companies will present a spread of festive treats for you to enjoy while networking. The best part? We're waiving the registration fee so that you can support the Capital Region Food Program with a monetary gift. We encourage you to get into the holiday spirit and continue the Chamber's tradition of supporting the CRFP's mission to reduce hunger in the greater Concord area. Learn more at concordnhchamber.com/key-events.



Economic Outlook

Friday, December 16 11:30 a.m. to 1 p.m. **Location TBD**

Join us for a forum on our regional economy, with insight on specific issues that affect the capital region. Our guest speaker from the Federal Reserve Bank of Boston will share an overview of how the past year's events have affected both the state and New England economy and what we can expect for the coming year. Gain insight on regional economic trends to help inform your business activity and join the conversation with other leaders in the area. This event is generously sponsored by Eversource Energy Services. Learn more and register online at concordnhchamber.com/key-events.

EVERSURCE

Leadership Greater Concord (LGC) Alumni Celebration

Tuesday, December 6 from 5:30-7 p.m. The Hotel Concord, 11 South Main Street, 3rd Floor • Complimentary for LGC alumni

It's an LGC alumni night of networking! Catch up with your #BestClassEver and enjoy delicious hors d'oeuvres from O Steaks & Seafood. Beverages will also be available for purchase at the bar. In addition to door prizes, a special prize will be given to the class with the most in attendance. This is a wonderful opportunity to support future program participation, connect with friends and colleagues, and usher in the Holiday Season with fellow alumni. Learn more and register at concordnhchamber.com/key-events.

Event Sponsors: Franklin Savings Bank; Mason + Rich, Professional Association; Merrimack County Savings Bank; Northeast Delta Dental

The LGC program is generously underwritten by Bangor Savings Bank and Unitil.



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Thinking big on I-93 improvements

(Continued from page 1) ideas. That initiative was dubbed "Concord's New Front Door". The City, the Chamber and many others have been participating in public forums hosted by NH DOT as new design iterations have emerged. The Merrimack River Greenway Trail has been incorporated into the plan. The right-of-way has been established, giving the city a much better idea of the possibilities for redevelopment of the "Opportunity Corridor", which includes the land between downtown Concord and the highway from Exit 12 to Exit 16. The full scope of the project includes improvements from Exit 1 on I-89 through I-93 North just past Exit 15, and extends down I-393 through Exit 1. The current plan pays particular attention to the many interchanges from Exit 12 through Exit 15. There are several dangerous "bob and weave" situations when entering or exiting I-93. Under the current design, the highway itself will go from four lanes to six lanes, with improved feeder lanes at the interchanges.

The Chamber Board of Directors received a preview of this project at a special meeting on August 9, which allowed the Chamber to share our goals for this major development and ask questions. The Chamber has consistently weighed in on three significant issues. These include:

- Meaningful access to the Merrimack River from downtown Concord.
- Improving Concord's image from I-93, making the city a more attractive stop for visitors.
- Improved way-finding and signage, directing travelers into Concord for shopping, dining, entertainment, etc.

At a public hearing on November 14, the City Council heard testimony from a number of groups and individuals, including the Chamber. A common thread was the desire to create a meaningful connection between downtown Concord and the river. A "deck" concept, which would provide both a green space as well as a bridge access over the highway to the river from downtown, has been discussed since the "Concord 2020" initiative. This has been done in other communities. It is an ambitious concept, but one which the Chamber believes should be fully vetted. The City Council has authorized the City Manager to seek requests for proposals from consultants regarding a feasibility analysis and potential design of the deck concept.

The DOT encourages businesses to stay informed and involved in this project, and share feedback during a short comment period. Permitting is slated to begin this year, and bridge improvements will begin soon (there are four red listed bridges within this project's boundaries). Major construction is slated to start in 2026.

There are still many details that need to be ironed out. As this project progresses, DOT and the City of Concord will host public meetings for community input. The Chamber will continue to stay engaged, advocating for businesses and community members who will be impacted by this project. One of our goals is to keep our members informed. You can learn more by monitoring the project website at **i93bowconcord.com**.

This major development will reshape Concord and impact the city for decades. The Chamber is excited to help businesses be a part of this planning process, and help key leaders make decisions that will make a lasting mark on New Hampshire's capital city.

Big changes to help us better serve our members in 2023

(Continued from page 1) Maybe you've noticed our new tagline: Connect, Grow, Impact. Our new website and many of our member resources will reflect these three goals—to support business owners in every stage of their development. From establishing yourself in the Capital Region, expanding your business, and giving back to the community as a business leader, we will tailor your Chamber experience to meet your unique professional goals. These major system upgrades will help you take advantage of the member benefits that speak to you, and offer new opportunities to connect with the community, grow your business, and impact New Hampshire's Capital Region.

Stay tuned for more updates on this exciting project. We can't wait to make this transition with you, and are available anytime at (603) 224-2508 and <code>info@concordnhchamber.com</code> to answer your questions. Keep your eye out for our emails and e-newsletters, so that you can receive important notices about these upgrades. Let us know if you don't receive those communications, and we'll make sure you're signed up and receiving all the essential info. And follow us on social media to receive tips, tricks and exciting announcements.

Funding for restaurants Learn more about receiving reimbursement awards up to \$15,000 at goferr.nh.gov/covid-expenditures/local-restaurant-infrastructure-investment-program.

THANK YOU

for renewing your memberships!

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THANK YOU

for renewing your memberships!

Continued from page 3

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T-Mobile

The Car Doctors

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Waltham Pest Services

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Woodside School

The Works Bakery Café/Bagel Works

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visitconcord-nh.com

Read our latest tourism blogs

channels to see what's new in our capital city.

Have you ever been thrifting in Concord? Looking for great

sushi? Our tourism website highlights Concord's natural beauty, delicious food, unique shops, and more to tourists and new residents. Check out the website and social media

Photo credit: Lilise Designer Resale

Connections at our 103rd Annual Meeting & Citizen of the Year event

Thank you to Merrimack County Savings Bank, our many generous event sponsors, and over 200 area business leaders celebrated Ellen Groh, 2022 Citizen of the Year, at our signature event on November 2. It was a special night, with touching remarks from our distinguished award recipient. Read an article about Ellen's community impact at concordnhchamber.com/ blog.





GCG congratulates its colleague, Caroline Leonard



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BUSINESS FOCUS: New mandatory workplace poster

By Laura Raymond, McLane Middleton

We've all seen them before: large laminated posters, filled with paragraphs of tiny text, usually hung in the break room or kitchen when a business first opens and then never looked at again. Although often overlooked, these posters serve critical functions for both employers and employees: they fulfill the requirement for employers to advise employees of their rights under state and federal employment law.

Many state and federal agencies publish workplace posters, and one of the most important is the Equal **Employment Opportunity Commission** (EEOC). The EEOC is the government agency responsible for enforcing federal laws that make it illegal to discriminate against an applicant or employee based on race, color, national origin, religion, sex, age, disability, or genetic information. Until recently, the poster advising employees of their EEO-protected rights, entitled "Equal Employment Opportunity Is the Law," looked like all the others: complicated legal jargon in small text and big paragraphs.

However, on October 20, 2022, the EEOC published a new poster entitled "Know Your Rights." This new poster replaces "Equal Employment Opportunity Is the Law." The purpose of the updated poster is to inform

of the updated poster is to inform

287 Main Street
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Christmas

For the month of December, we will be open Monday-Saturday, 9am-7pm. We will be closing Saturday, December 24 at 7pm and will reopen Wednesday, February 1st.

Open House Saturdays December 3, 10, 17, 24 9am - 9pm employees of their rights to be free from unlawful workplace harassment and discrimination under federal law. All employers subject to federal EEO laws must display "Know Your Rights" on their premises in a conspicuous place. The EEOC encourages employers to post it online as well. An exclusively digital posting of "Know Your Rights" is permissible, but only if the employer does not have a physical site or its employees do not come into the office regularly.

The primary update on the new EEOC poster is the use of more straightforward language and formatting, designed to easily inform employees of their rights and of the avenues available to them to redress grievances. "Know Your Rights" replaces long paragraphs of text with a series of questions and bullet point answers to simplify the law for employees. It also provides a QR code that employees can scan for immediate access to information, including how to submit a charge of discrimination or request assistance from the EEOC.

Additionally, the EEOC incorporated information from the its supplement of the "EEO Is the Law" poster into "Know Your Rights" to advise employees that sexual orientation and gender identity are protected categories, and that applicants and employees are protected when inquiring about, disclosing, or discussing their compensation, the compensation of other employees and applicants, and efforts to unionize. While the general substantive rights protected federal and state laws have not changed, the EEOC has packaged them in a more employeefriendly way with "Know Your Rights."

See your ad here!

Our newsletters are mailed directly to 1,200 of the area's top professionals. Call Gabe at (603) 224-2508 to learn more.

Employers should review the new poster and hang it as soon as possible. Although the



EEOC has not provided a specific deadline for displaying the new poster, it has advised that "[e]mployers should remove the old poster and display the new one within a reasonable amount of time." Failure to comply may result in a fine of \$569 for each separate offense. Employers should also take this opportunity to ensure they have all other required posters displayed. Should an inspector from a government agency arrive at your doorstep, they will no doubt seek to confirm the company's compliance with any applicable posting requirements. The Department of Labor's website provides a comprehensive list of posters required under federal law. For state and local posting requirements, employers should take care to conform any applicable obligations. Employers with questions or concerns about "Know Your Rights" or its requirements should reach out to their business attorney to discuss further.

Laura Raymond is an associate in the Litigation Department, where she represents clients in a variety of civil, commercial, employment, and probate matters.

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BUSINESS FOCUS: Why businesses should invest in veterans

By Joe Hannon, Granite State College

I'm proud to serve as an academic advisor to military affiliated students at Granite State College, the adult-serving college within the University of New Hampshire. I've met with and advised many veterans, active-duty soldiers, and National Guard members. As an Army veteran myself, it is a privilege to support service members and fellow veterans as they prepare for what's next in their professional lives.

Veterans bring tremendous value to the workplace. I've seen the skills and qualities they possess daily as I help them achieve their academic goals and advance their careers.

While individual aptitude and interest will always vary, military service, on-the-job military training, and professional military education consistently instill core qualities that are invaluable to the workplace. I've found that veterans aren't always well-prepared to describe how their experience can help a business succeed. Still, the technical and non-technical skills these individuals possess are exceptional and will make a positive impact on your team.

Here are some of the qualities veterans can bring to businesses across a variety of industries and environments.

Leadership

Leadership is the linchpin for all the valuable qualities veterans bring to the table. Strong leadership is emphasized throughout every facet of military training, and it happens at all levels in an organization. Veterans understand that

being a great leader, whether in the field or in the office, requires a well-rounded array of strong values and skills. They understand that leading by example is pivotal to effectively influencing and motivating others.

Teamwork

Teamwork is one of the most important elements of military life. Veterans understand that a mission's success depends on team success rather than individual success, and that this requires a collaborative approach with clear communication. With this team-centric approach, veterans recognize when other team members are struggling and know how to step up to support them.

Work Ethic

Veterans uphold a sense of duty for the task at hand and take pride in their accomplishments. Organization and discipline are key, but they also know how to stay motivated and take initiative. Veterans also understand the importance of doing the right thing even when no one is watching. Their values can encourage a strong work ethic throughout the entire team.

Core Values

Veterans live by a strong code of ethics and believe respect to be of the utmost importance. They understand that respect is a two-way street, and that it's essential for developing a sense of trust with their team. In the field, service members have to trust that their teammates will have their backs in challenging or dangerous situations.

This level of trust also requires a significant degree of personal accountability and integrity.

These core values are also very important in the workplace. The most successful companies operate under clearly defined core values, with a team that understands the importance of upholding them.

Hannon

Invest in Veterans

When veterans enter the civilian workforce, they do so with a set of valuable qualities and skills that make them exemplary professionals. Within any industry, the unique qualities that veterans bring to the table—leadership, teamwork, and work ethic—are essential for building and maintaining a strong foundation for any thriving company.

Joe Hannon is a military-focused Academic Advisor at Granite State College and a veteran of the U.S. Army. Joe graduated from Granite State College in 2010 with a B.A. in Individualized Studies and is now enrolled in the Master's in International Criminal Law and Justice (LL.M.) program at UNH's Franklin Pierce School of Law.

To learn more about Granite State College, visit granite.edu.

Granite State College

Granite State College
25 Hall Street, Concord, NH 03301
(603) 228-3000
joe.hannon@granite.edu
granite.edu



Small group networking begins January 12

We're gearing up for our spring Chamber Connections program! This business development meet-up creates lasting connections between participants by giving individuals the chance to connect in a small group setting. If you are looking to build your networking skills or get to know your Chamber community better, this is the perfect place to get started. The program includes opportunities to present an overview of your business to the room of 14-18 participants and guest speakers. Learn more and sign up now by reaching out to Gabe at membership@concordnhchamber.com.

BUSINESS FOCUS:

Workers' compensation insurance requirements

HOW SMALL BUSINESS OWNERS CAN AVOID NON-COMPLIANCE

By Callan E. Sullivan, Esq., Cleveland, Waters and Bass, P.A.

Small business owners often call our firm in a panic after receiving a letter from the Department of Labor indicating that they have failed to demonstrate proof of a workers' compensation insurance policy pursuant to RSA 281-A:5. We frequently hear that small business owners are not aware that workers' compensation insurance could be required at all in the context of a small business with only a few employees. The vast majority of states in New England, including New Hampshire, Maine, Massachusetts, and Rhode Island require workers' compensation insurance coverage if the business has one or more employee. This type of insurance protects injured employees and immunizes employers from lawsuits for civil liability when an employee is injured at a workplace even if it was as a result of the employer's negligence.

The first step is to respond to a letter from the Department of Labor, even if the business owner believes they received the letter in error. There are significant penalties assessed to businesses that fail to obtain workers' compensation insurance if required to by the statute, including, a civil penalty or fine of up to \$2,500 and a fine of up to \$100 per

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employee per day of non-compliance.

The second step is to determine, ideally through the help of an attorney familiar with the workers' compensation statute, whether the employer is in fact required to obtain coverage. RSA 281-A:5 states that the obligation to provide workers' compensation coverage is triggered by the fact that there is at least one employee (full or part-time). The presumption is that anyone performing services for pay for an employer is an employee, but that presumption may be rebutted if the employer demonstrates that the individual meets all the criteria outlined in RSA 281-A:2, VI(A-G), which would make the individual an independent contractor and exempt from the definition of "employee." These criteria include, but are not limited to, situations when the individual sets their own work hours or schedule, hires their own assistants or employees, obtains a federal EIN, holds themselves out as in business for themselves, and is not required to work exclusively for the business in question. Employers should review the criteria for independent contractors with an attorney before deciding that they are exempt from the requirement for workers' compensation insurance on that basis.

Pursuant to RSA 281-A:2, VIII, corporations or LLCs that have no more than three executive officers or members, and no other employees, are not required to provide workers' compensation insurance. If, however, during the life of the corporation or LLC, a fourth member or executive officer joins, that fourth person is counted as an "employee" and then workers' compensation insurance is required.

Small business owners should be aware that once they receive a letter from the Department of Labor or become aware that they should have obtained workers' compensation insurance, it is vital to become compliant immediately. The fines are assessed



for each day of non-compliance but more importantly, if an employee is injured as a result of a compensable claim, and the employer should have had workers' compensation insurance, the employer is no longer immune from civil liability and is exposed to potential lawsuits it could have otherwise avoided with proper coverage.

Callan Sullivan, Esq. is a director at Cleveland, Waters and Bass, P.A. focusing her practice on litigation matters, including criminal defense, workers' compensation, personal injury, and general civil litigation.

Cleveland, Waters and Bass, P.A. is a preeminent law firm widely recognized for its statewide practice. The firm's practice areas include business and employment law, real estate, trusts and estates, commercial litigation, personal injury law and criminal law.

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ATTORNEYS AT LAW

Cleveland, Waters and Bass, P.A.
Two Capital Plaza, 5th Floor
PO Box 1137
Concord, NH 03302-1137
(603) 224-7761
sullivanc@cwbpa.com
cwbpa.com

Visitor Center Art Gallery

You'll fall in love with Nicki French's photographs on display in the Capital Region Visitor Center at 49 South Main Street, Concord. This lovely exhibit features images of meaningful objects and flowers, and is presented by New Hampshire Art Association. We are open Monday-Friday from 8:30 a.m. to 5 p.m.

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Students gain work experience

This year's Orthopedic Technology Career Pathways kick off event was hosted by the Chamber, NHTI-Concord's



Community College and Concord Orthopaedics at HRKNSScowork. The event connected high school students to professionals at Concord Orthopaedics, Dartmouth Hitchcock Clinics Concord and Concord Hospital. Visit concordnhchamber.com/news to learn more.

MEETING CALENDAR December

Chamber Connections (Fall)

Dec. 1 (Thurs) 7:30am

Creative Concord Committee Dec. 6 (Tue) 8:30am

Leadership Greater Concord Alumni Event Dec. 6 (Tue) 5:30 pm The Hotel Concord

LGC Steering Committee Dec. 7 (Wed) 8 am Zoom

Ambassadors Committee Dec. 7 (Wed) 4pm

Holiday Business After Hours with Chamber and Concord Young Professionals (CYPN) Dec. 12 (Mon) 5:30pm Grappone Conference

Leadership Greater Concord Session Day Dec. 14 (Wed)

Criminal Justice

Executive Committee Dec. 14 (Wed) 8am 700m

Chamber Connections Dec. 15 (Thurs) 7:30am

CASL Steering Committee Dec. 16 (Fri) 8am

Monthly Forum: **Economic Update** Dec. 16 (Fri) 11:30 a.m.

Snow Policy

Location TBD

If Concord Schools are delayed or closed as a result of inclement weather, all morning committee meetings (unless virtual) are cancelled. Staff will be in touch to reschedule.

January

Creative Concord Committee Jan. 3 (Tue) 8:30am 700m

LGC Steering Committee Jan. 4 (Wed) 8 am

Chamber Connections (Fall) Jan. 5 (Thurs) 7:30am

Business After Hours at The Draft Sports Bar &

Concord Casino Jan. 10 (Tue) 5:30pm

Leadership Greater Concord Session Day Jan. 11 (Wed) Communications & the Media

Executive Committee Jan. 11 (Wed) 8am

Monthly Forum: 2023 Legislative Preview Jan. 12 (Thurs) 11:30am Holiday Inn

Chamber Connections (Spring) Jan. 12 (Thurs) 4pm

Concord Young Professionals Network

(CYPN) Networking Jan. 18 (Wed) 5:30pm Bank of NH Stage

Chamber Connections (Fall) Jan. 19 (Thurs) 7:30am

Board of Directors Jan. 19 (Thurs) 8am

CASL Steering Committee Jan. 20 (Fri) 8am

CYPN Steering Committee Jan. 23 (Mon) 3pm

Meet Your Chamber Jan. 25 (Wed) 12-1pm

Chamber Connections (Spring)

Jan. 26 (Thurs) 4pm

Encourage local high school sophomores to apply to CASL

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Concord, NH Permit No. 512

Capital Area Student Leadership (CASL) is accepting applications through December 12. Students will explore career opportunities by connecting with local leaders and develop real-world skills. Visit our website to learn more.

Sign up for events at concordnhchamber.com/key-events.

Contact Us

(603) 224-2508 info@concordnhchamber.com

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