



INDUSTRY

R E S O U R C E G U I D E



PARTNERS IN PROSPERITY

Open, two-way communication is the foundation of relationships with Cleveland County industries. As a local business, you can expect regular site visits and check-ins as we work to understand your needs and how we can best serve you. This includes introductions with leaders in our network who influence Cleveland County's business climate, as well as making connections to resources at the local and state levels specific to your operations.

ASSISTANCE WE OFFER COMPANIES:

+ **Industrial Site Selection:** Our team works with new and expanding companies to identify potential properties in Cleveland County, NC that will meet their needs.

+ **Community Tours:** We welcome the opportunity to show companies what our community has to offer and will customize each tour based on the company's individual needs.

+ **Connections:** Through our robust network of partners, we can connect companies with all of the appropriate partners and resources that a company needs to be successful.

+ **Talent Attraction:** We offer companies valuable, unique, and creative talent attraction tools to ensure that their talent pipeline is sustainable and successful.

+ **Research Reports:** Utilizing JobsEQ software, our team can provide companies with the most updated data/analysis on demographics, industries, occupations, wages, and more.

+ **Existing Industry Support:** After a company locates their operations to Cleveland County, our team provides ongoing support and continuous engagement.



Kristin Reese
Executive Director



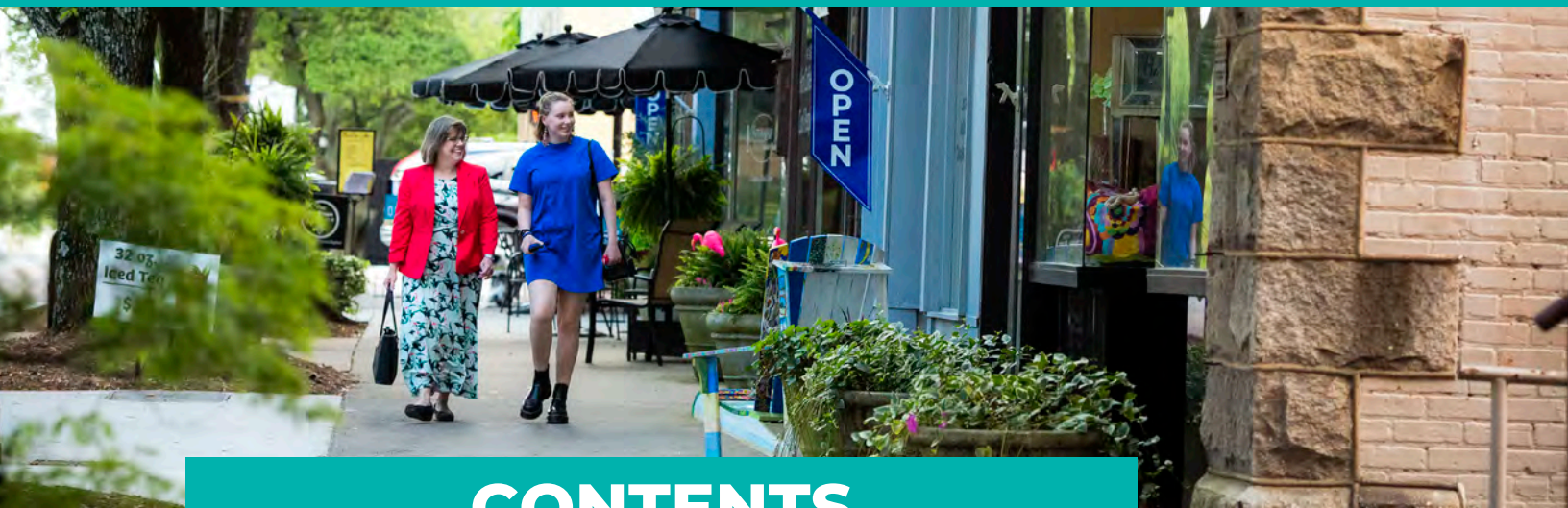
Beth Norman
Director of Existing
Industry Relations



1800 E Marion Street
Shelby, NC 28152
CCEDP.com
704.669.4701

SUPPORTING BUSINESSES FOR THE LONG HAUL

Creating sustainable and healthy communities means we support the entire economic development lifecycle – from attraction to expansion and everything in between. This guide contains resources and contacts for new and existing industries during all processes of the business lifecycle.



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Business Support Network

Cleveland County Economic Development Partnership

www.ccedp.com

www.charlottesbackyardnc.com

Kristin Reese, Executive Director,

kristin@ccedp.com, 704-300-9818

Beth Norman, Director of Existing Industry

Relations, beth@ccedp.com, 941-962-5242

Cleveland County Economic Development Partnership works up front and behind the scenes to provide a seamless, expedient, and confidential process for all businesses – from startups to Fortune 500 companies – looking to establish or expand their roots in Cleveland County. The CCEDP team promotes economic growth within Cleveland County through new business attraction, support of existing industry, building a world-class workforce, and collaboration with the community to build economic prosperity for all.

Cleveland County Chamber

www.clevelandchamber.org

Christine Cribb, christine@clevelandchamber.org, 704-487-8521

Since 1938, the mission of the Cleveland County Chamber is to strengthen Cleveland County businesses, promote economic development and enhance community vitality. The Chamber strives to make Cleveland County an economic leader in western North Carolina and to enhance our members' success through advocacy, member benefits, and services.

Cleveland County Cooperative Extension Service

<https://cleveland.ces.ncsu.edu/>

Greg Traywick, greg_traywick@ncsu.edu, 704-482-4365

Cleveland County office of the NC Cooperative Extension connects farmers, agribusinesses, and communities with vital research-based information and technology. Their specialists provide technical assistance, consulting, and programs in all areas of agriculture and safety.

Economic Development Partnership of North Carolina

www.edpnc.com

Melanie O'Connell Underwood,

melanie.underwood@edpnc.com, 980-256-0497

The Economic Development Partnership of North Carolina (EDPNC) provides a wide range of services to businesses throughout NC, including assisting company growth and relocation.

www.edpnc.com/start-or-grow-a-business/export-assistance/services/

EDPNC's International Trade Division provides financial and technical assistance for attending foreign trade shows, developing market entry strategies, helping determine appropriate pricing, and addressing other needs of doing business in foreign markets.

North Carolina Chamber

www.ncchamber.com

The NC Chamber is the leading business advocacy organization in North Carolina. The NC Chamber works in the legislative, regulatory, and political arenas to proactively drive positive change, ensuring that North Carolina is one of the best places in the world to do business.

Part 1 - ***A Stronger Workforce: The Business Case for Second-Chance Hiring - NC Chamber***

Part 2 - ***A Stronger Workforce: The Business Case for Second Chance Employment, Part 2 - NC Chamber***

North Carolina Department of Commerce

<https://www.nccommerce.com/>

Start a Business in North Carolina,
919-814-4600

The State of North Carolina offers a free information and referral service for anyone seeking to start a small business in North Carolina. The Small Business Advisors team offers you one-on-one phone consultations if you're interested in starting a business, if you're a small business owner in need of general support, or you're an entrepreneur interested in moving to North Carolina.

North Carolina Department of Labor-OSHA

1-800-625-2267

The N.C. Department of Labor's mission is to foster a safe, healthy, fair and productive North Carolina by; providing responsive, effective and efficient services, providing and encouraging quality education and training, administering consistently and fairly our regulatory mandates, and enhancing public confidence in the Department of Labor.

Starting a Business in NC
COVID 19 Plan

Safety & Health Training
Written Plans

Safety and Health Publications
Employer Responsibilities

Youth Employment Rules

Safety Awards Program

Safety Award Mailing List Registration

NC State University Industry Expansion Solutions

<https://www.ies.ncsu.edu/about/>

**Chris McGraw, chris_mcgraw@ncsu.edu,
828-329-3119**

Industry Expansion Solutions (IES) is the engineering-based, solutions-driven, client-focused unit of NC State University. A broad portfolio and deep industry expertise help organizations grow, innovate, and prosper. Extensive partnerships with business, industry, education, and government generate a unique culture of collaboration that provides access to cutting-edge expertise, research, and technology.

North Carolina Veteran's Business Association

www.ncvetbiz.org

NC VetBiz was formed to assist veterans, veteran professionals, and veteran business owners. A member-operated association of veteran professionals and business owners, NC VetBiz works to strengthen the veterans' business network in North Carolina.

Small Business Administration

www.sba.gov, **800-827-5722**

The Small Business Administration ("SBA") serves as a one-stop resource shop for businesses. The SBA provides guides for planning, launching, and managing a small business; identifies funding opportunities; guides businesses owners through federal contracting; and advocates on behalf of small business.

Small Business Center at Cleveland Community College

<https://www.clevelandcc.edu/for-entrepreneurs/>
**Steve Padgett, pagetts@clevelandcc.edu,
704-669-4146**

The Small Business Center focuses on assisting entrepreneurs in starting and operating a new business. Clients can take advantage of free, confidential, one-on-one business counseling services; resource and referral information for a variety of business needs; and free (or low-cost) business development seminars and classes.

Small Business and Technology Development Center

<https://sbtcdc.org/>

**Ron Elmore, relmore@sbtcdc.org,
828-345-0279, 704-904-7427**

SBTDC is a business advisory resource for growing and developing businesses, specifically existing small and mid-sized businesses. Highly skilled business counselors provide free industry-specific advice and counseling, including business planning, marketing, legal and human resources. The SBTDC offers services statewide from offices located on the campus of Appalachian State University.

United States Chamber of Commerce

www.uschamber.com

Talent Attraction & Retention

The U.S. Chamber of Commerce is the world's largest business organization and works to advocate for policies that help businesses create jobs and grow the economy.



Business & Tax Advisory Services

Gragg Financial

<https://www.graggfinancial.com/>

**Shane Smith, shane@graggfinancial.com,
704-482-2001**

Gragg Financials' mission is to reduce the stress and hassle of financial decisions by offering services including: investment advisory, financial planning, business advisory, and regulatory compliance.

Mountain BizWorks

<https://www.mountainbizworks.org/>

Mountain BizWorks provides business loans and coaching to emerging and established small businesses in Western North Carolina. With a focus on working with businesses unable to access financing from banks, as well as low-income, minority, women, and immigrant entrepreneurs.

[Click for Local Financial Institution options](#)

NC IDEA

<https://ncidea.org/for-entrepreneurs/>,
919-941-5600

NC IDEA's mission is to strengthen the economy of North Carolina through a strategic combination of grants and programs, deployed directly and through a network of partners, in furtherance of the vision to help people achieve their entrepreneurial.

Small Business Administration

www.sba.gov/funding-programs/
800-827-5722

The SBA works with lenders to provide loans to small businesses. The agency does not lend money directly to small business owners. Instead, it sets guidelines for loans made by its partnering lenders, community development organizations, and micro-lending institutions. The SBA reduces risk for lenders and makes it easier for them to access capital. That makes it easier for small businesses to get loans.



Financial Incentives

City of Shelby Gas and Electric Rebate Program City of Shelby Commercial and Industrial Lighting Rebate Program

<https://www.cityofshelby.com/departments/utilities/rebates>

**Cale Wright, cale.wright@cityofshelby.com,
704-669-2520**

Shelby Utilities offers rebates to current and new natural gas and electric customers, as well as building/developer, commercial, industrial accounts. The Commercial and Lighting program provides a rebate for businesses upgrading from fluorescent to LED lighting.

Cleveland County Small Business Development Grant

Sherry Lavender, sherry.lavender@clevelandcountync.gov, 704-484-4847

The Small Business Investment Grant Program provides a grant to businesses making new taxable investments between \$50,000-\$1,000,000. Those who qualify will receive a portion of taxes paid for three years.

Customized Training at Cleveland Community College

<https://clevelandcc.edu/customized-training/>
**Brandon Ruppe, ruppeb709@clevelandcc.edu,
704-669-4182**

The customized training program through the North Carolina Community College System provides education, training and support services for new, expanding and existing business and industry in North Carolina. The goal of the program is to foster and support job growth, technology investment, and productivity enhancement.

Duke Energy

<https://www.duke-energy.com/Partner-With-Us/Economic-Development/The-Carolinas/Rates-and-Incentives> -
Tammy Whaley, Tammy.Whaley@duke-energy.com, 704-995-4084

Sustainable Solutions Information Commercial Lighting Rebates

Duke Energy offers economic development incentives for new and expanding companies including:

- **Economic Development Rider (EC):** Provides new, large, qualified customers a discounted power rate for four years of operation (1,000-kilowatt (kW) minimum load). Requires \$500,000 capital investment or 75 new employees per 1,000 KW load.
- **Economic Development Rider (ER):** Provides new, large, qualified customers who occupy an existing building a 50% discount on power for one year (500-kW minimum load). Requires \$200,000 capital investment or 35 new employees per 500 KW load.
- **Carolinas Investment Fund (CIF):** Special fund that can be used to supplement a county's incentive package for a project or to support site readiness and industrial park development.

Economic Development Partnership of North Carolina

www.edpnc.com/incentives/manufacturing-tax-exemption/

North Carolina allows manufacturers to claim an exemption on their taxes for performing certain aspects of business including:

- Machinery and Equipment Sales and Use Tax
- Electricity, Fuel & Natural Gas, Sales and Use Tax
- Raw Materials, Sales and Use Tax
- Inventory, Property Tax Exclusion

EDPNC State Trade Expansion Program (STEP)

<https://edpnc.com/STEP>

Designed to help small businesses in North Carolina fund costs associated with international trade. Qualifying exporters are eligible for up to \$24,000 in reimbursements for business building activities.

North Carolina Department of Commerce

<https://edpnc.com/why-north-carolina/incentives/>

North Carolina's targeted, performance-based incentive programs help companies that are locating and doing business in North Carolina by lessening the tax burden and lowering overall costs to the company.

Did You Know?

Cleveland County Economic Development Partnership works with regional partners to attract new businesses, support existing industries, and promote economic opportunity for all.



Workforce Development & Talent Attraction

Apprenticeship Cleveland County

<https://www.clevelandcc.edu/job-skills/apprenticeship/>

Amy Dulin, dulin@clevelandcc.edu, 704-669-4420

Apprenticeship Cleveland County is a combination of on-the-job training and practical classroom instruction that prepares participants for high-skilled careers with local industry partners. Apprenticeship programs are sponsored by a local employer where the Apprentice will benefit from paid employment and on-the-job training while earning national certifications from Cleveland Community College.

Customized Training at Cleveland Community College

**<https://clevelandcc.edu/customized-training/>
Brandon Ruppe, ruppeb709@clevelandcc.edu,
704-669-4182**

Customized Training at Cleveland Community College provides education, training, and support services for new and existing industries in Cleveland County. Specialize in working with your industry to identify short and long-term training needs, then develop customized training specific to your strategic business plan. The goal is to help your business succeed by supporting three key aspects of your company's well-being: job growth, technology investment, and productivity enhancement.

Foothills Workforce Development

<https://foothillsregion.org/workforce-development/>

David Lee, dlee@foothillsregion.org, 828-351-2361

The Foothills Workforce Development Board offers On-the-Job Training (OTJ) and incumbent training options for employers who agree to hire eligible customers. Employers can use these talent solutions when their employees have identified skills gaps. In exchange for training that employee and giving him/her the opportunity to work, the employer may be reimbursed a percentage of the trainee's wages for a specified training period. Foothills Workforce Development also helps conduct individual hiring events & job fairs.

Handshake

<https://joinhandshake.com/employers/>

Handshake is the only all-in-one early talent recruiting platform connecting you to 9M+ students and alumni across 90% of the top educational institutions in the US (and growing).

NC Works Centers

<https://www.ncworks.gov/>

Will Caldwell, Career Planning, Training and Job Placement Services, william.caldwell@nccommerce.com, 704-480-5414

Janie Rollins, Reentry Specialist, janie.rollins@nccommerce.com, 704-639-7529 x204

Jennifer Drum, Career Advisor – Veterans, jennifer.drum@nccommerce.com, 704-480-5414 x203

NCWorks is North Carolina's workforce system. Both NCWorks staff and the website can help job seekers search for jobs, create resumes, and find education and training; employers can find candidates, post jobs, and search labor market information.



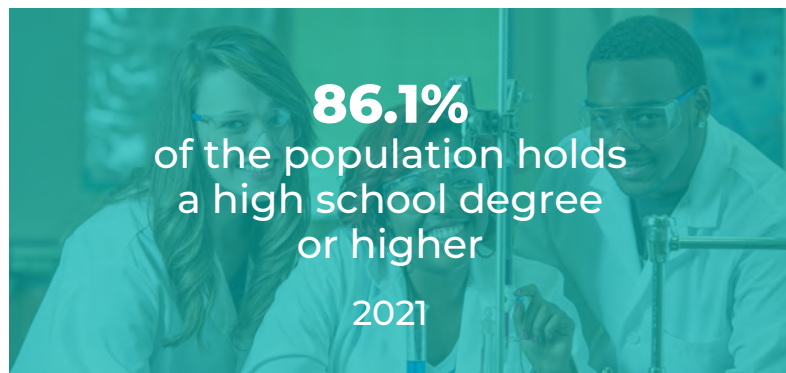
Employment & Hiring

Click for [Local Employment Agencies](#)

US Chamber of Commerce America Works

<https://www.uschamber.com/major-initiative/america-works-initiative>

America is facing a double-dose of workforce challenges: There are too many people without jobs. And there are too many jobs without people to fill them. The result: Too many businesses that can't grow, compete, and thrive. And too many workers who can't realize their American dreams. Through the America Works Initiative, the US Chamber is working to solve these issues by helping employers across the country develop and discover the talent they need.





Regulations, Permits & Zoning

County and City Zoning & Permitting

Local zoning departments should be your first stop when choosing a site for your new or expanding business. Zoning departments work to protect the character of communities by regulating the mix of uses within an area and how structures relate to one another.

Cleveland County

https://www.clevelandcounty.com/main/departments/planning_and_mapping/zoning_services.php
Chris Martin, chris.martin@clevelandcountync.gov, 980-484-4947

City of Shelby

<https://www.cityofshelby.com/departments/planning-development-services>
Walt Scharer, walt.scharer@cityofshelby.com, 704-484-6829

City of Shelby Business Resource Guide:

<https://www.cityofshelby.com/home/showpublisheddocument/8029/637586565373770000>

City of Kings Mountain

<https://www.cityofkm.com/153/Code-Enforcement>
Clint Houser, clint.houser@cityofkm.com, 704-734-4599

Town of Boiling Springs

<https://www.boilingspringsnc.net/161/Planning-Zoning>
Justin Longino, justin.longino@boilingspringsnc.net, 704-434-2357

North Carolina Department of Environmental Quality

Air Quality Division

Bruce Ingle, bruce.ingle@ncdenr.gov, (704)-235-2226

The Air Quality Division has the regulatory responsibility of issuing permits, inspecting air pollutant emission sources, conducting ambient air monitoring, and investigating complaints.

Division of Waste Management has the regulatory responsibility of permitting, compliance auditing, and regulation of the following programs:

Brownfields Program

Joselyn Harriger, joselyn.harriger@ncdenr.gov, 704-235-2195

Dry-Cleaning Solvent Cleanup Act Program

Neshonda Cobbs, neshonda.cobbs@ncdenr.gov, 704-663-1699

Underground Storage Tanks Section Corrective Action Branch

Ron Taraban, ron.taraban@ncdenr.gov, 704-235-2167

Solid Waste Section Field Operations Branch

Deborah Aja, deborah.aja@ncdenr.gov, 828-296-4702

Inactive Hazardous Sites Branch

George Adams, george.adams@ncdenr.gov, 704-663-1699

Water Quality Division

Corey Basinger, corey.basinger@ncdenr.gov, 704-235-2194

Water Quality Division has regulatory authority to ensure both groundwater and surface water quality are protected.



Local Vendors and Service Providers

Construction

General Contractors:

Beam Construction
Justin Boheler
601 E Main St
Cherryville, NC 28021
704-435-3206

Hoke Enterprises
Ray Hoke
2550 Blacksburg Rd
Grover, NC 28073
704-482-0003

TC Strickland Construction
2245 Kings Rd Ste 2
Shelby, NC 28150
704-482-3031

Engineering Firm:

TGS Engineering
Leonard Fletcher
201 W Marion St
Shelby, NC 28150
704-476-8003
lfletcher@tgsengineers.com

Concrete Contractors:

Blue Dot Redi Mix
Kris Clayton
1111 Airport Rd
Shelby, NC 28152
704-487-6747
kclayton@bluedotreadimix.com

Concrete Specialties

Joy Fortenberry
1609 N Post Rd
Shelby, NC 28150
704-487-8557

Electrical Contractor:

IMA Contractors
Lee Glenn
2409 S Post Rd
Shelby, NC 28152
704-473-9744
leeglenn@imacontractors.com

Click for Real Estate Companies

Industrial Hygiene and Occupational Health & Safety

Ergonomics Evaluations by NC State
(919) 515-2052

SRP Turn-Key Environmental, Health & Safety Services
Aaron Long, PE
625 Huntsman Court
Gastonia, NC 28054
704-853-0800
Along@srpenvironmental.net

Steen & Associates
Nancy Steen
2802 Rockford Rd # 1
Shelby, NC 28152
704-434-9173

The EI Group | Environmental, Health and Safety Solutions
Adam Underwood, Sr. VP, aunderwood@ei1.com
Felicia Nielsen, fnielsen@ei1.com
201 McCullough Drive, Suite 150
Charlotte, NC 28262
(704) 593-1640

Office Supplies, Resources & Maintenance

Vending Services:

Canteen Vending Services

1516 W Main Street
Forest City, NC 28043
800-776-6134

Office Supplies:

Berry Business Solutions

Tony Berry
410 S Post Rd
Shelby, NC 28150
704-482-4006
tberry@berrybusinessmachines.com

Webb Chemical & Paper

Derek Webb
2500 W Dixon Blvd
Shelby, NC 28152
704-482-7359
derek@webbchemicalandpaper.com

Kennedy Office

Chris Mabry
704-735-7415
mabry@kennedyoffice.com

[Click for Janitorial Services](#)

[Click for Landscaping](#)

Printers:

Westmoreland Printers

Wes Westmoreland
2020 E Dixon Blvd
Shelby, NC 28152
704-482-9100
wes@westmorelandprinters.com

Special Event Resources

Tent and Party Rentals:

Got You Covered

Lloyd Williams
114 College Aven
Shelby, NC 28152
704-692-4576

Event Space:

LeGrand Center

Molly McKinney
1800 E Marion St
Shelby, NC 28152
704-669-4700
molly@thelegrandcenter.com

Caterers:

133 West

133 W Mountain St
Kings Mountain, NC 28086
704-750-4100

Bistro 214

214-A S Lafayette St
Shelby, NC 28150
704-750-4100

Crazy Chinese Girl Catering

1347 E Marion St
Shelby, NC 28150
704-472-4169

Dressing on the Side

103 Trade St
Shelby, NC 28150
704-473-1754

Jo's Florist

127 Pine Hollow
Grover, NC 28073
704-482-1887

Pfeiffer Café and Confections

116 E Warren St
Shelby, NC 28150
704-481-7285

Pleasant City Wood Fired Grille

233 S Lafayette St
Shelby, NC 28150
704-487-0016

Taste of the Town

510 W Grover St
Shelby, NC 28150
704-600-6256

The Dutch Broad Cafe

219 Old Main St, Suite 5
Cliffside, NC 28024
828-657-0049

Toscanos Bistro

5 East Marion St
Shelby, NC 28150
980-404-0896

Recycling:

Industrial Waste Recover (including pallets)

Pallet Repair

NC Recycling Directory

Waste Trader

Zero Waste

Waste Reduction:

Berry Container Service

1250 Linwood Dr
Kinga Mountain, NC 28086
704-734-8382

Republic Services

Jonathan Stanley
1160 Airport Rd
Shelby, NC 28150
704-482-7916

Stanljo@republicservices.com

Waste Reduction Partners

www.wastereductionpartners.org

Waste Reduction Partners helps organizations save money with efficiency techniques to improve environmental and energy management. Their highly experienced volunteer engineers, scientists, architects, and staff continue to provide clients with innovative cost saving strategies and resources to meet their goals during these trying times. Consulting services are non-regulatory and provided at no cost to the client, supported through government and utility-sponsored grants.

#4 Micropolitan

Cleveland County ranks #4 on Site Selection Magazine's 2016, 2017, & 2018 lists of "Top Micropolitans in the U.S."



#1 for Manufacturing

North Carolina ranks #1 on on Chief Executive's 2017 list of "Top 10 States for Manufacturing"



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