



Team,

We try really hard to live up to our “Core Values”. I will be the first to admit I often fall short but then get back up and dust myself off to try to be a better example of what they are. They are a goal for us all to strive for.

One of our Values is **Commitment**. Included in this description of Commitment is a quote from John Bender that states “People Who Do Whatever it Takes.” That is what makes Bender Lumber special to our customers. Often the extra things we do are looked over as if we are just doing our job and while that may be true in many instances it is how and with what attitude we perform that often matters.

Last weekend and while most of us were home and getting ready to start our weekend this value was being played out by two of our finest. Our customers “Hayes and Son” was given the opportunity to perform emergency board up in preparation for the protest turned into a riot. Our CSR Wes Beck and Driver Jeff Owens made two deliveries (Saturday and Sunday) of OSB to the “Hot Zone” in Indy for our customers. I like the fact that Wes went with Jeff as they did not know the situation that Jeff could be driving into. Wes’s instincts were correct in that they were in the middle of the storm of people exercising their right to protest. Looting and vandalism to soon follow.

As a special note: Jeff had just gotten married on Saturday morning and left his bride to make this delivery. Wow, I hope she is understanding and if so she is a keeper.

Thanks so much to this team for demonstrating our “Core Values to us. We all should strive to do as you did.

