



At Bender Lumber we empower our drivers with the ability to make quick, safe decisions while making changes during deliveries. This means, for safety reasons, they might need to bring a load back. After all safe options have been exhausted, rapid decisions need to be made. Our drivers are often our eyes on some tough situations.

An example of this “Bottom Up” approach was demonstrated last winter when Derek Imel (Madison Store) was making a delivery for Country Mark Log Homes. The weather and site conditions were not favorable as roads and drives were slick. Derek was determined to gently extradite his load for our loyal customers. This could not have happened without much consideration between Derek and our customers Ed Demaree and Brian Sparks. Between the three they carefully devised a plan and rendered the load safely and without incident.

Derek knows he is not under any time constraint when making deliveries. Our drivers are not harnessed by any GPS locator or tight time schedule. Asked to move a load? As long as it is safe we will. Wait till the contractor is ready? Within reason, for sure. Leave and come back? Yep! We will almost do anything for our loyal friends as long as it corresponds with our “Core Values.”

Like many of our drivers and warehouse staffs they are often unsung hero’s. Derek comes to work everyday, get’s right to it and is soon on his way serving our partners who are waiting on their load. That’s why Derek is our newest member of our exclusive **Extra Mile Club**. Congratulations Derek!

