



Mostly an **Extra Mile** award is about how we excell, taking care of our customers. Most do not know Bender Lumber stands out in how we serve each other as well. We feel if we serve each other well it sets the tone in how we might serve our clientele. We have even found serving others inspires us.

The winter months can be slow in a lumber yard setting. Snow, rain and cold all slow the construction process down. It is our time to do those things to make our store a little better before the spring. Store Managers often take on “in house” projects.

This winter and after Chad Doughty, Bloominton store manager shared his goal of replacing several floor coverings in offices, counter salesman James McGovern raised his hand. James a former self-employed remodeling contractor volunteered to steer the flooring project. James with help from other associates had the specialized expertise to see it through.

We count on our employees to step up and James has. The flooring looks great and offices are more comfortable for our employees.

Our fifth “**Core Value**”, service is something we think of often: How to do a better job? What it looks like in our role? Obseving others like James helps clarify what “**Service**” at Bender Lumber should look like.



BENDER LUMBER CORE VALUES

SAFETY
RESPECT
COMMITMENT
INTEGRITY
SERVICE
PRIDE
INNOVATION

