



Bender Lumber is connected with several types of businesses that our owner, John Bender, may also have ownership. One of these businesses is All American Storage. This business serves those who might need temporary storage for special items, sometimes memorabilia of times gone by.

Recently an All American Storage customer had rent that was piling up. Years ago, this customer had worked with John. Knowing John was associated with Bender Lumber he called our Home Office to see if John could explain why he couldn't pay his storage bill by phone, using his card. Joanne, on speaking with this customer, felt she might be able to help him instead. She called All American Storage to find out what the problem was. It seemed a form needed signing before the card could be activated. She called the customer back to explain, and found that he was in a nursing home, not in a position, due to ill health, to go out and sign the paper. On her own time she went to All American Storage, picked up the form, took it to our customer, had him sign it and returned it to All American Storage.

We can see that Joanne fits into the Bender Lumber mode of going, out of our way to help someone.

Integrity is thought of highly at Bender Lumber. It is even one of our seven Core Values. Joanne has demonstrated a great understanding of what it means to work for Bender Lumber. Let's celebrate with her as she joins our Extra Mile club.

