



Nailed It!

Pointed News for You

**BEST SHOW IN
SEVERAL YEARS.
JUST KEEPS
GETTING BETTER!**

Southern Building Material Association

March 2011



Jesse Martin Takes Haiti Medical Mission

Many of you helped Jesse Martin, Martin's Native Lumber, Dayton, Virginia, to join the International Medical Relief volunteers in Haiti. Jesse sent us an account of his trip. It is well written, descriptive and moving. "As the days went on our team became closer and closer. We fell into routines, completed our duties and provided much needed care to over 2,000 Haitians. We like to think that we did something for Haiti, we made a difference, but the truth be known Haiti did more for each of us than we could ever return through medical care. Some people say that we were just a drop in the bucket, that we didn't even touch the need there...to them I say that if we all make a drop we can soon fill a glass, then a

gallon, after a time we have a pool.

One of the hardest things I have ever done in my life was to leave our team at the airport. Never have I felt so close to people that I have known for such a short time. To all the members of our Haiti Mission Team, and to those who supported my mission I want to thank you from the bottom of my heart, because you have done more for my life than I can ever thank you for. Your part in this mission has made an impact in ways that you will never fully know. God bless you all.

Berlin G. Myers, Sr. to Retire as Mayor of Summerville *(What will they do?)*

After more than 40 years as Mayor of Summerville, South Carolina, Berlin G. Myers, Sr. will be retiring after the spring election. Summerville had close to 3,000 people when Mr. Myers took over. Today it is home to more than 45,000. Leslie Cantu of the Summerville Journal Scene, wrote "Children have grown up, gone away to college, and returned to begin families of their own, all while Myers steered the town through its ups and downs and the growing pains of a sleepy summer getaway."

Congratulations and best wishes Berlin. For you Clemson fans, look for him at the games this fall 😊.



From set up to Tear down - SBMA Show "Just keeps getting better"

Close to 900 people attended the Southern Building Material Association's annual Building Products Buying Show February 2-3, 2011, in High Point, North Carolina. No rain, no sleet, no snow, no threat of any. Booth Awards went to: Cornerstone Products for "Best Presentation of a New Product," Snavelly Forest Products for "Most Dramatic Product Presentation," ComplyAbility for "Best Single Booth Display," Diamond Hill Plywood for "Most Original Booth Display," and Sun Windows for "Most Professional Booth Display."

John Cook, Kleer Lumber and Mike Davis, Mountain Lumber, Boone NC won second place in the Sales Contest for \$250 each. Mike Poteat of Wolf and Frank Hyatt of Locust Lumber, Locust, NC, won the first place Sales Contest for \$500 each. Congratulations to all and thank you for participating.

Thanks to all of the exhibitors, sponsors and dealers who did so much to make this one of the most successful shows ever!

Daylight Savings starts March 13!

Set your clocks ahead one hour



From Our Members

TW Perry Enterprises, Inc. Named SBMA Dealer of the Year

The criteria for the Outstanding Dealer of the year are based on Community Involvement, involvement in industry related activities, contribution to SBMA and/or NLBMDA and overall business success and accomplishments. SBMA members cast their votes. This year, on February 2 at the opening of SBMA's annual Building Products Buying Show in High Point, North Carolina ***TW Perry Enterprises, Inc. was awarded SBMA's Outstanding Dealer of the Year award.***

TW Perry's recipe for success includes 5 principles:

- Running the company as a family venture, understanding that everyone has an opportunity and ability to drive improvement and could perhaps introduce the next great TW Perry employee as long as they themselves feel valued and respected.
- Running the company with an "upside down" organization chart...with customers and customer service teams always at the top.
- Working with the best and brightest minds in the vendor community and respecting the partnership opportunity that they offer as they work jointly to support the customer
- Conducting business with the utmost respect for the abilities of competitors and the individuals who work inside the walls, understanding that since TW Perry is a long-term, stable and growing business paths will cross those of customers many times.
- Most importantly...securing and continually earning the business of the best and brightest customers in the industry. They constantly re-dedicate themselves to the success of all while knowing that knowledgeable and innovative customers will help them improve.

TW Perry is active in their community being involved in the Yellow Ribbon Fund which helps injured service members while they recuperated; they support schools such as Holy Redeemer, George B Thomas Learning Academy, St John's Academy, Boy Scouts. They have participated in many other activities from Leukemia & Lymphoma Society to Annual Blood Drives to the Haiti Fund.

Mike Moore, Owner and VP of Materials Management has served on the Board of SBMA since 2009 and on SBMA's Education Committee equally as long. TW Perry is a consistent attendee at our annual trade show and our summer conference.

Congratulations to everyone at TW Perry for an honor well deserved!

Diamond Hill Plywood Named SBMA Outstanding Supplier of the Year



On Wednesday, February 2, 2011, at SBMA's Annual Building Products Buying Show, Diamond Hill Plywood was awarded SBMA's Outstanding Supplier of the Year. Geary Sharber

and John Ramsey accepted the award. The criteria for this award are the same as for the Dealer of the Year. Community Involvement, involvement in industry related activities, contribution to SBMA and/or NLBMDA and overall business success and accomplishments.

Diamond Hill has been serving the building material dealers in the southeastern United States for over 60 years. Sherman Ramsey, founder of DHP in 1945 and his son Jack, had a vision to develop a successful wholesale distribution network that could meet the needs of the industrial and retail customers. They believed that by responding to customers' needs, their company would be successful. Today, the third generation of the Ramsey family, John and Jim Ramsey, having surrounded themselves with a core of talented professionals, leads the company with the same mutual respect as their grandfather and father, carrying on traditions maintaining and continually improving a strong self-sufficient company that customers throughout the South have come to trust.

"Diamond Hill has consistently been a loyal and dedicated supporter of the SBMA. They participate, with enthusiasm and with commitment, in the buying shows and other SBMA events. They are committed to the

Independent dealer and they bring creative ideas to bear in the fight against a difficult economy. They strive to understand our businesses as well as our customer's needs and they challenge themselves to develop solutions to those needs. They are quality people who run a professional and classy organization." Well said. Congratulations to everyone at Diamond Hill Plywood. Thanks for all you do.

ENAP, Inc. President/CEO Retires

After completing five years of service, Russell Kennedy has re tired as CEO and President of ENAP, Inc. He navigated ENAP through the last four years of recession. He is confident in the strength of the management team and in the capability of the ENAP staff. Until a replacement is selected, Steve Sallah, ENAP CFO will be acting Chief Operating Officer.

WorldNet Auctions

WorldNet Auctions recently joined the SBMA in an effort to assist members and associates with excess rolling stock. WorldNet has the ability to liquidate most any asset without transporting or relocating the asset.

Once contacted, a WorldNet representative will travel to wherever the item you are selling is located. After collecting the necessary information, photos, videos and your minimum selling price each item is placed in one of World Nets LIVE Internet auctions. These auctions are held twice each month and reach over 40,000 GLOBAL BUYERS that have been approved by World Net Inc.

WorldNet was referred to SBMA by Fred Whittle VP and COO of Buck Lumber and Building Supply. Mr. Whittle's recommendation came after Buck Lumber's "Excess rolling stock became cash nearly overnight". " World Net Auctions made this tedious process simple and quick".

If you have questions or want to learn more contact Michael Sweatman the asset recovery specialist for World Net Auctions. You can reach Mike at 843.532.1308 or michaelsweatman@att.net. You can also visit their website at www.worldnetauctionlive.com.

Pete Huffman, Tri-county Builders Supply, Died January 27, 2011

Pete Huffman, age 75, of Dale Road in Spruce Pine, North Carolina, went home to be with the Lord on Thursday, January 27th, 2011 at his home. Pete owned and operated Tri-County Builders Supply in Spruce Pine and attended Freedom Baptist Church. Pete was a US Army Veteran, having served in the Korean Conflict.

Memorial donations may be made to Hospice of Mitchell County, 236 Hospital Drive, Spruce Pine, NC 28777.

SBMA sends our thoughts and prayers to the friends and family of Pete Huffman.

NLBMDA

NLBMDA's Annual Legislative Conference March 14-16 in Washington

NLBMDA's Spring Meeting and Legislative Conference is scheduled for March 14-16 at the Washington Marriott in Washington, DC. Attendees will learn how to effectively communicate their positions on key issues to members of Congress, then meet with lawmakers and representatives of federal agencies.

Cindy Hartley will be setting up meetings with your congressmen to discuss NLBMDA's policy priorities. The meeting will culminate with a reception for members of Congress and their staffs on Capitol Hill.

To register call Cindy Hartley at 800.966.4202 or you can register on line at www.dealer.org.

Safety

Risk Management Strategies *Federated Insurance Impaired Drivers*

Most of us think of impaired drivers as those who are under the influence of drugs or alcohol. The National Highway Traffic Safety Administration (NHTSA) reported alcohol-impaired driving was involved in 32 percent of traffic fatalities, translating to 11,773 alcohol-impaired driving fatalities in 2008.

However, a driver doesn't have to be legally drunk to be "impaired." Other factors may be

just as dangerous and these impairments are as alarming as alcohol consumption.

- Blood-alcohol at lower levels
- Medications
- Drowsiness
- Cell phones and other distractions

Medications

Most of us have probably driven under the influence of drugs without realizing it. Many common prescription and over-the-counter medications may cause adverse effects such as slowed reactions, sleepiness, nervousness, or agitation—especially during the initial course of treatment. It's important to heed warning labels on all medications and be aware of the hazards of driving while taking them



Drowsiness

Drowsy driving is an increasing factor in accidents. Fatigue and sleepiness may be the result of not getting enough sleep, interrupted sleep, shift work, or untreated sleep disorders such as sleep apnea and narcolepsy. The combination of sleepiness and even a small amount of alcohol compound the adverse effect on psychomotor skills. One study showed that drivers with a low level of alcohol were four times more likely to stray off the road after four hours of sleep than after eight hours of sleep.



Cell phones

Studies also show that talking on a cell phone while driving can be more dangerous than being drunk behind the wheel. Results of a British study showed that drivers' reaction times averaged 30 percent slower when talking on a hand-held phone compared to being drunk and nearly 50 percent slower than under normal driving conditions. Drivers were less able to maintain a constant speed and keep a safe distance from the car in front.

Help your employees understand the dangers of impaired driving.

Updated Compliance Directives Provides Enforcement Guidance on PPEs *J.J. Keller*

Employers gain insight into agency interpretations, enforcement procedures. OSHA just released an updated compliance directive, CPL.02-01-050 Enforcement Guidance for Personal Protective Equipment in General Industry, which instructs enforcement personnel on both the agency's interpretations of PPE standards and the procedures for enforcing them.

Prompted by numerous revisions to the PPE standards including a final rule for employer payment for personal protective equipment and a fine rule to revise the PPE standards based on National Consensus standards, this updated instruction makes the following changes, effective February 10, 2011:

- Clarification on what type of PPE employers must provide at no cost, when employers must pay for PPE, or for replacement PPE, and when employers are not required to pay for PPE.
- Clarification of the PPE payment requirements for PPE worn off the jobsite, for PPE that must remain at the jobsite, and for employee-owned PPE.
- Enforcement policies that reflect court and review commission decisions concerning PPE.
- Guidance that allows employers to use PPE constructed in accordance with the most recent national consensus standards.
- Hazardous waste operations and emergency response

For the Manager

Coming: More audits of employers' I-9 eligibility forms for foreign workers.

Found in a Kiplinger Newsletter by Richard Heath

Immigration and Customs Enforcement will step up the number of routine checkups it makes to ensure that employers are toeing the line when hiring immigrants. Last year, ICE levied fines totaling nearly \$7 million for violations auditors found... **some solely for paperwork mess-ups, with no undocumented workers discovered.**

Self-audits can save employers' necks. ICE gives just three days' notice to employers before an inspection, so staying on top of paperwork is critical. Also, problems with immigration red tape could spark other regulatory checks, compounding employers' woes. The feds figure that an employer that's careless about compliance in one legal arena is likely to fall short in other areas as well. So employers could wind up with a battalion of federal regulators on their case.

A Credit Report that is *Really* Free

The Horn February 2011

The Fair Credit Reporting Act (FCRA) requires each of the nationwide consumer reporting companies- Equifax, Experian, and TransUnion – to provide you with a free copy of your credit report, at your request, once every 12 months.

You can order your free annual credit report on the Internet at www.annualcreditreport.com. By telephone 1-877-322-8228, or by completing the Annual Credit Report Request Form and mailing it to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. (You can get a copy of the request form from the Federal Trade Commission at www.ftc.gov.)

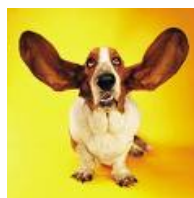
When you order, you will provide your name, address, Social Security Number and date of birth. To verify your identity, you may need to provide some information that only you would know, like the amount of your monthly mortgage payment or some other payment that could be on your credit report.

Be aware that while the government requires credit agencies to give you a FREE copy of your REPORT, your credit SCORE is NOT FREE and each of the credit agencies will sell you their calculation of the FICO Credit Score for a small fee (about \$8) along with your order for the free credit report.

Key Techniques for Active Listening

The Horn, February 2011

Let the following list serve as a reminder, and use it to reinforce your commitment to become an engaged listener and master communicator:



- **Face the speaker.** Let your body language show your attentiveness. Sit up straight or lean forward slightly.
- **Maintain eye contact.** In most cultures, that shows your respect and interest. What if you are unsure whether you are speaking to a person whose culture regards eye contact differently? In every case, let the person's comfort level guide you. If the person seems disconcerted or offended by a direct gaze, focus on the face, not the eyes.
- **Minimize distractions.** Eliminate external distractions by turning off your cell phone., closing your email program and so on. Limit internal distractions, too, by constantly refocusing your attention on the speaker instead of beginning to formulate your response while the person is still speaking.

What New Employees Need to Know

As the boss of a new worker, you may play a limited or broad role in the person's orientation. The one thing you must do is to make sure that the new employee receives the following information:

- The department's vision, values and objectives
- The position's responsibilities, priorities, standards, and expectations.
- Departmental operations and how the new employee's position fits into the big picture.
- The team's contributions to the organization's operations and goals.
- The roles played by other employees in the department.
- Lists of co-workers and information about their jobs and roles.
- Descriptions of key personnel and leaders from other departments.
- Instructions and access codes for using Internet, email, voice mail and portal systems.
- Key policies that affect daily operations, including pay practices, promotions and raises, sick leave and time off, breaks, work hours, safety, dress code and Internet usage.
- Performance review systems as well as training opportunities and programs.
- Contact information – names and extensions or email addresses-for colleagues who can answer frequently asked questions.

Bottom line: Present the new employee with the tools necessary to build team bonds, to learn and to be productive.

Adapted from: Be the Boss Your Employees Deserve

Regional Associations Join forces to Address Product Liability Concerns

SBMA has partnered with six state and regional building products associations: Florida Building Material Association, Northwest Lumber Association, Illinois Lumber and Material Dealers Association, Kentucky Building Material Association, Western Building Material Association, Construction Suppliers Association – in the formation of the Building Product Retailers Alliance (BPRA).

With the mission of benefiting companies doing business in the building supply channel by developing services and products that make them more effective, efficient and less prone to liability. The first job of the alliance was to find a partner to administer a product verification program to substantiate manufacturer's claims, particularly with products being promoted as "green." ("green-washing" is considered by many to be the next great frontier for product liability claims.)

The goal was met when BPRA signed a partnership agreement with Intertek. The world's largest third party certification firm, and already carrying out such services for major U.S. retailers, Intertek has the experience and facilities to operate a comprehensive, building product validation program, including:

- Product testing when necessary
- Verification at point of manufacture – including Asia, Europe and South America;
- Quality control if required

The program is named Claim Check and will validate the product attribute claims of structural and non-structural building products. The verification process for a product line includes insuring that test results are by a recognized laboratory, are applicable to the attribute claim and are current. Or, in the absence of valid test results, actually performing product attribute testing.

Once a product is validated, it will be listed on an online database that can be accessed by wholesalers, retailers – and their customers – building designers and

consumers. In addition, for specification submittal and other purposes, certificates of verification can be downloaded from the site.

For manufacturers, the value of Claim Check is that it gives them one hoop of due diligence to jump through, not the multiple hoops they have to jump through to satisfy various distributors. It also protects them from unfair competition and cheap imitations.

For retailers and wholesalers, it means less risk of liability at no additional cost. Also, by being able to differentiate superior from inferior products, they can have confidence in introducing customers to new building

This year July has 5 Fridays, 5 Saturdays and 5 Sundays. This apparently happens once every 823 years.

USE WHAT YOU GOT – Extra days people traditionally make purchases.

Plan now to out-sell your competition. Plan now to differentiate your business from the competition.

Retailers combine private sales with sales to the general public. Wholesalers and Manufacturers help your dealers plan and execute promotions.

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