



# Nailed It!

Pointed News for You

Southern Building Material Association

October 2009

This Month's newsletter is sponsored by Vann & Sheridan Attorneys, L. L. P. visit [www.southernbuilder.org](http://www.southernbuilder.org) for more info

Vann & Sheridan Attorneys at Law:  
Serving Construction Suppliers and Businesses with Their Legal Needs



SBMA's 2010 Building  
Products Buying Show

February 3-4

ShowPlace, High Point, NC

Building Again in 2010

## Mark Your Calendars! February 3-4, 2010

See enclosed schedule of events. We will have our popular Estimating Clinic by Casey Voorhes, a special seminar for Contractors and a dealer-contractor relationship panel discussion. At the close of the seminars, the show will open with a lunch and exhibitors showing what's new and what's green. (**Building Again in 2010**)

At the close of the show on Thursday, seminars will resume. Contact Kathy Wooley at 800.849.1503 for exhibit information.

Welcome Our New Members  
Remember, always call an associate first.

### HomeSphere, Inc.

Glenn Renner  
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Lakewood, CO 80401  
800.274.2632 Fax: 720.746.0448  
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Daylight Savings Time Ends November 1, 2009. Remember to "fall back" and turn your clocks back one hour.

**Siewers Lumber & Millwork Co., Richmond, VA** Celebrated their 125<sup>th</sup> Anniversary, Thursday, September 17, 2009 at their location in Richmond. Over 35 suppliers helped celebrate the occasion with displays and support. CONGRATULATIONS to everyone at Siewers!



Southern Building Material Association

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**From Our Members**



**PROGRESSIVE SOLUTIONS INC.  
CELEBRATES 20 YEARS OF SUCCESS**

Progressive Solutions Inc. (PSI), the fastest growing supplier of software systems for the forestry and lumber and building materials (LBM) industries, celebrated its 20<sup>th</sup> anniversary with the launch of a new logo. Renowned for its dedication to customer service and support, PSI also marked the occasion with the launch of a redesigned website that provides greater ease of use and faster service for its customers.

Founded in 1989, PSI has grown from a start-up to a recognized leader in the lumber building materials and wood products industry thanks, in large part to its commitment to product innovation, customer-focused management practices and employee development.

Today, PSI continues to enjoy consistent growth in earnings, market share and customer base, with more than 6000 users using PSI systems at more than 800 locations around the world. Supporting them are 125 employees in

Canada, the United States and the United Kingdom.

“There’s no question that 20 years, especially in the software industry, is an important milestone and a reflection of the hard work and dedication of all our employees,” said Len Williams, president and CEO of Progressive Solutions Inc. “What we’re most proud of however is just how far our products have come and how they’re helping our customers survive and thrive in a difficult economy.

The fact is, our products and our company are a reflection of the companies and people we serve. The feedback and requests we get from our users has played a tremendous role in the evolution of our software and we’re proud to share this celebration with them. If you look at our clients, you’ll see plenty of companies that have already celebrated their 100<sup>th</sup> anniversary. That type of long-term success comes from making intelligent and forward thinking business decisions. Like us, they plan to be successful for many decades to come and we’re proud that they see our Progressive Solutions software as one of the keys to their long-term success.”

For more information visit  
[www.progressive-solutions.com](http://www.progressive-solutions.com)

**Federated Named to 2009 Ward 50® Top Performers**

Federated Mutual and Federated Life Insurance Companies have been named to the 2009 Ward’s 50® list of top performing insurance companies. Federated is one of only two organizations that have had affiliated companies named to both the property-casualty and life-health Ward’s 50® group of companies every year since 2001.

Ward Group is a Cincinnati-based management consulting firm specializing in the

insurance industry. Each year, it reviews approximately 3,100 property and casualty companies and 800 life insurance companies. Ward then recognizes 50 companies that have achieved outstanding financial results in the areas of safety, consistency, and performance over a five-year period (currently 2004-2008).

### **Customer Service is Alive and Well at Federated Insurance**

Federated Insurance, your association's recommended insurance carrier, recently announced the results of their 2008 client Service Activities Report for the Client Contact Center.

Results showed that 98% of the 360,000 service calls received in 2008 were answered in 30 seconds or less by a "live voice." Over 80% of those requests were handled with the first call, requiring no additional follow-up. The Client Contact Center also received over 100,000 policy service requests by e-mail or fax. All told, over 1,800 client-related service requests were handled each business day for the 2008 calendar year.

Federated opened the Client Contact Center in 2000 as a way to assist their clients and marketing representatives handle routine policy requests. Today, the Client Contact Center is staffed by more than 55 licensed insurance agents who work with assigned regions across the nation. Policyholders of Federated Insurance are able to order certificates of insurance, confirm driver MVR eligibility, add or delete autos, order risk management and safety materials, and much more. Clients are also able to use the Client Contact Center to report property & liability and worker compensation claims to help ensure prompt claims service.

**Cox Industries** Ken Panitt  
Cox Industries sponsors 3<sup>rd</sup> Habitat for Humanity build in Orangeburg SC.

2009 will mark the third time Cox industries will sponsor a Habitat for Humanity build. This year, Cox is proud to partner with two local businesses; AMCO Construction and Home Builders Supply. The three companies will collaborate this fall to build a home for a deserving family in Orangeburg, SC. "Today's economic pressures and the stress of the

holiday season often distract us from the things that are truly important. Our communities pulling together to welcome a family to their new home, just in time for Christmas, is a truly powerful experience" Michael Johnson, Cox CEO.

### **For the Manager**

### **Builders to Address Design, Supply Chain Issues** *Home Channel News*

Purchasing agents from Beazer Homes, K. Hovnanian and Maracay Homes will address the ProDealer Industry Summit in Phoenix on Oct. 8, appearing at a panel discussion entitled "Engineering Value: Builders Explain the New Standards in Home Construction."

Tony Callahan, senior VP national purchasing, planning and design for Beazer Homes, and Mark Voetsch, VP purchasing and cost management processes, will discuss how their "value engineered" house will differ from what they built before the downturn -- and how it may affect their relationship with their suppliers. John Coleman, director of purchasing for Maracay Homes, will talk about the regional builder's "flex" design homes, a customer-centric model now being adopted by many builders.

The 45-minute session will include a question-and-answer period with audience members.

Jointly sponsored by the [National Lumber and Building Material Dealers Association \(NLBMDA\)](#) and Home Channel News, the ProDealer Industry Summit will be held Oct. 7 to 9 at the Arizona Biltmore. Political analyst Pat Buchanan will deliver the keynote address, and other featured speakers include Yelena Takhtamanova, a Federal Reserve economist; Michelle Desiderio, director of the Green Building Programs for the NAHB Research Center; and Stan Smith, a Gen Y expert from Deloitte Consulting.

## **Reminder: Direct Observation Rule Began 8/31/09** *J.J. Keller*

On July 30, 2009, U.S. DOT's Office of Drug & Alcohol Policy & Compliance (ODAPC) published a Final Rule in the *Federal Register* which restores mandatory direct observation (DO) collections for all return-to-duty and follow-up testing. This DO drug testing rule is applicable to return-to-duty, safety-sensitive transportation industry employees who have already failed or refused to take a prior drug test.

The start date for mandatory DO for return-to-duty and follow-up testing was August 31, 2009. All employees who go for return-to-duty and follow-up tests after this effective date must have their collections observed. This includes employees currently in follow-up testing programs who will still be in those programs on and after August 31.

Some employers and labor organizations may have entered into collective bargaining agreements that prohibit or limit the use of DO collections in return-to-duty and follow-up testing situations. When this final rule goes into effect, conducting all follow-up and return-to-duty testing using DO collections will be a requirement of federal law.

### **Vehicle inspection training and testing should be more than a 'discussion'** *J.J. Keller*

Many carriers claim that they train their drivers on vehicle inspections, but how many actually are? One common training method used to "train" drivers is to test the driver using a "CDL-style" pre-trip test. This involves having drivers point to items as they walk around the vehicle, and "talk" through what they would check. While this can be an effective means of verifying the driver's knowledge, it is neither training nor an effective test of the driver's ability to actually inspect a vehicle.

#### **Training**

Training involves imparting knowledge and/or skill into the student, and verifying that the new

knowledge and/or skill have led to a change in behavior. When teaching a skill, the accurate performance of the skill is the desired behavior. The problem with having drivers "talk" their way through a vehicle inspection is that all you are doing is verifying the cognitive knowledge the drivers have on vehicle inspections. You are not testing their skills.

The cognitive knowledge can be provided via a training module involving a video, a lecture, study material, and a test or quiz (to verify that the knowledge has been installed). However, because vehicle inspection is a skill, it is critical that a qualified instructor actually demonstrates or coaches the driver through the vehicle inspections. Notice the term "inspections." A driver needs to know how to conduct a pre-trip, an enroute inspection, and a post-trip/DVIR. All three inspections will need to be covered in both the knowledge and skills training portion of the program.

If the training is not done correctly, simple matters such as how to turn various lights on during an inspection, how to check slack adjusters (if you allow your drivers to do this), and how to check company specific equipment may remain a mystery to the new drivers.

#### **Testing**

To verify that the training has worked (or in the case of a veteran driver that the correct skills and habits are still in place), the driver will need to be tested. The vehicle inspection test should require the driver to put on their gloves and grab a tire gauge (as well as other tools as necessary). If a driver states "I'd gauge the tire," the examiner should immediately answer, "Go ahead, and tell me what the pressure is when you are done." To sum it up, whatever the driver says he or she would do, the examiner should make the driver do.

Do not be surprised if some drivers (even veteran ones) can give great "lip service" to a vehicle inspection, but when told to actually perform a task suddenly become unsure of what to do or simply cannot do the task.

## 'Attitude'

One reason to train and test on both knowledge and skill is that you are also trying to train an attitude. The attitude you are trying to impart is that inspections are important, must be done correctly, and must become part of the driver's routine. What message are you sending if your training and testing allows drivers to "talk through" vehicle inspections without ever actually doing one?

### Spotting existing drivers that need help

Some carriers have developed methods to track how their drivers are doing when it comes to inspections. Here are some of the more common and unusual (but effective) ones.

- Compare the driver's "yard DVIR" or "shop work request" to what the technician working on the vehicle discovers. If the vehicle had major problems that the driver failed to report, the driver is a candidate for retraining.
- Watch on-the-road and unscheduled repairs. If a driver is continually turning up as needing vehicle repairs for serious problems (never minor ones), consider the driver a candidate for retraining.
- Set up surveillance at driver gathering spots (such as company fuel stops) and observe driver inspections. If a driver is completing his or her work day the driver should be inspecting the vehicle and completing a DVIR. If the driver is starting the workday, a pre-trip should be conducted. If the driver just did a "stop" (for fuel or food) the driver should do an enroute inspection before rolling again. Obviously, if the driver did not do the inspection(s), consider the driver a candidate for retraining.
- Place notes on the vehicles in locations where a driver conducting a thorough inspection would find them. The notes can be "call for your prize" or gift certificates that need to be redeemed through the company. Once the notes are in place, track how long it takes the drivers to call.

When conducting retraining, remember to follow the principle that vehicle inspections require both knowledge and skill, and train and test accordingly.

## Safety

### New Employees Face More Risks

*Federated Insurance LACN The Lumber Log, September 2009*

Did you know that according to the U.S. Bureau of Labor Statistics, approximately thirty-five percent of workers injured on the job have been with their employer for less than twelve months?

Why are new workers more likely to be hurt? One reason is new employees are often unaware of how they can be injured in the workplace. They may not understand how to safely perform the job, and especially what not to do.

Employers may not include safety in new employee orientation out of a belief that "common sense" will keep workers from committing unsafe acts. Unfortunately, a lack of knowledge-not a lack of common sense- is more often the problem. Including safety training in employee orientation can help your employees gain the knowledge they need to avoid injury.

#### Some important tips:

- Explain safety rules before assigning jobs. Employees are more likely to follow rules if they understand the reasons for them. Give each employee a copy of the rules for future reference.
- Encourage employees to ask questions if they don't understand what they are being asked to do.
- Point out workplace hazards and discuss how to avoid injury, including what not to do.
- Make sure employees understand never to operate machines unless trained and authorized to do so.
- Explain how lockout devices prevent injuries, and why not to remove them.

Knowledge and effective communication are the keys to accident prevention. Always encourage discussion-it promotes understanding. Put these principles to work

and give your employees the tools they need to work safely!

Federated Insurance is endorsed by SBMA for property & casualty needs.

## Health Update

### Stretching Made Easy

*American Institute for Cancer Research ILBMDA*

Stretching is important, especially if you've been sitting at a desk all day. It benefits your muscles and blood circulation and helps to relax your muscles after doing another physical activity like walking. Thirty minutes of moderate physical activity such as brisk walking helps reduce cancer risk, according to AICR's Second Expert Report.

One way to ease into some healthy stretches is by using props for stability and comfort. Common objects like a belt or straight-backed chairs can all be used effectively, even at the office.

When you do these stretches, remember not to go beyond the point where you can no longer comfortably inhale or exhale, or to where you feel any pain. Be sure to ask your doctor about these stretching exercises before doing them on your own. Also, when you are trying to stretch further, don't bounce or rock your body into the position, as this may cause injury.

**Seated Forward Bend with Belt;** This exercise can be done seated on the floor or on a straight-backed chair facing another straight-backed chair next to the wall. Place your right foot on the chair facing you so that your right leg is straight. Flex your right foot and place the center of the belt around the ball of the foot, gently pulling the ends toward you. Keep your leg straight and bend forward as you pull. Feel the stretch behind your knee. With each exhalation, try to bend a little further forward, always keeping your right leg as straight as possible. After five breaths, change legs and repeat the stretch.

**Arm and Back Stretch** Sit on a straight-backed chair. Holding a belt (or rolled up towel) in the right hand, inhale and extend the right arm upwards letting the belt dangle behind you. Exhale and bend the right arm at the elbow. Push the left shoulder back as you

reach around to grasp the end of the belt with your left hand. Inch hands closer together while holding the strap and keeping your spine straight. Do not crunch your head and neck forward. Take five breaths and switch arms. If you practice this exercise, your hands should gradually be able to come closer to each other in back of you.



**Thigh Stretch** Sit in a straight-backed chair with your back straight. Cross your right ankle over your left knee. Lean forward, keeping your back straight, until you feel a stretch in your right thigh. Hold for 30 seconds. Release and

lower right leg, then repeat with left leg. Repeat each side 3 times.

**Foot and Ankle Stretch** Stand in back of a straight-backed chair with your hands lightly resting on the top for balance. In bare feet or wearing rubber-soled shoes, gently rise up on your toes and hold for 5-10 seconds. Slowly lower yourself down. With your weight on your heels, lift the balls of your feet off the floor, raising your toes. Hold for 5-10 seconds. Repeat these stretches 10 times, twice each day.

**Happy Halloween!**

