



MLA

NEWS YOU CAN USE

Mid-America Lumbermens Association • P.O. Box 419264 • Kansas City, Missouri 64141-6264
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BULLETIN NO. 985

Summer 2011

November 10-11 in Kansas City

Annual Fall Fling - Is This The New Normal?

The “Fall Fling” is the Annual Meeting of MLA members. Thanks to members’ enthusiastic response, it keeps getting better. Both dealers and associate members appreciate the opportunity to mingle with one another and to exchange ideas. Again this year, we’ll have a casual yet highly informative and educational event that will be well worth your time. Mark your calendar today and plan to participate in this exciting event.

Schedule

Thursday, Nov. 10

- 8:30 a.m. - MLA Board Meeting, Marriott Country Club Plaza
- 5:30 p.m. - Member meet-and-greet reception
- 6:30 p.m. - Dine-around - Associate members will host small groups of retail members at local hot spots. Experience the best of Kansas City cuisine!

Friday, Nov. 11

- 7:30 a.m. - Breakfast and Annual Meeting - This is your opportunity to meet leaders from the National Association, hear an update of MLA activities, install and recognize the new MLA Board of Directors, and hear about special association programs.
- 9:00 a.m. - “Marketing and Selling to Remodeling Contractors” - Greg Stine
- 10:30 a.m. - “Management Boot Camp” - Bill Sharp
- Noon - Lunch sponsored by Federated Insurance.
- 1:30 p.m. - Adjourn

Hotel Information

Our headquarters hotel is the Kansas City Marriott Country Club Plaza. We were able to negotiate a very favorable rate of \$119 per night for a deluxe king. Reservations may be made by calling the hotel at 1-800-810-3708.

The hotel is located at: 4445 Main St., Kansas City, MO 64111.

Guests must call before the Oct. 19 cut-off date and request the “Mid-America Lumbermens Association rate.” On the cut-off date, rates will return to their regular level.

This is your chance to join colleagues and friends in a fun atmosphere for a quick get-away. This is a special event for members to have an informative and entertaining time with industry friends.

Registration Information

To attend all you need to do is register. There is a registration form included with this newsletter. Please return the registration form by Friday, Oct. 21. (You are responsible for your own hotel reservations, as needed, and transportation expenses.) ***There is no charge for members. (Nonmembers: \$225 per person.)***

Program details on next page

Call Your Association Hotline For Assistance With:

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“Marketing and Selling to Remodeling Contractors”

Making the most of the weak new-construction housing market

Not so long ago – 2005, 2006 and 2007 – new-home construction drove the building industry marketplace. During the peak of the housing boom, most of the attention was focused on the large production builder – with little or no attention paid to the remodeling contractor or small custom builders. Easy money was made catering to the production builder segment.



Well, times have changed. With a glut of foreclosed homes, unsold existing homes and little to no new construction expected for the next five years, new residential home building will remain a distant memory of better times. The new and real opportunity is represented by small to mid-size remodeling/renovation contractors and custom builders.

To compete for this moving-target market of smaller, nimble customers, lumberyards must understand how to effectively reach this unique audience of contractors. In this workshop you will gain a better insight of the small to mid-size remodeler/contractor and learn how to better align your business to meet their needs.

In this workshop, you'll learn:

- The changing demographics of the remodeler market place.
- Tips for creating value-added services specifically for remodeling contractors.
- The evolving role that technology plays in building relationships with these customers.
- Marketing techniques for reaching elusive cash-and-carry customers.
- Real-world examples from lumberyards succeeding in this new business environment.

About Greg Stine... Greg Stine is the founder and president of Polaris, a full-service marketing firm specializing in the development and execution of comprehensive marketing, branding and technology strategies. Stine is also a founder and development director for BuilderLink® -- an online platform used by contractors and lumberyards all over the U.S. With more than 20 years of experience and expertise in marketing, technology and business management,

Stine has in recent years focused his energy on helping organizations within the construction industry, in “green-tech” industries, and companies working in business-to-business environments.

“Management Boot Camp”

Things You Knew, but Just Forgot

Bill Sharp's workshops for managers have won the praise of major manufacturers, distributors and dealer associations because his programs are known for their fast pace, humor and easy-to-remember skills rather than psychological mumbo-jumbo and theory. Participants consistently say, “He knows me and my customers. He talks about real situations exactly like I see every day.” This program will be presented in three parts:

- Things managers can do to improve sales, gross margin, inventory turns, collect money faster and hold expenses in line.
- The six highest payoff things managers should monitor for increasing in-store sales.
- Personal behaviors managers can improve to motivate staff.

These are absolutely the key issues you need to consider as you plan for a successful 2012!

About Bill Sharp... Bill Sharp is one of the most respected training consultants in our industry and the only sales trainer ever to be simultaneously endorsed by both the National Lumber and Building Material Dealers Association (NLBMDA) and the North American Building Material Distributors Association (NBMDA). Bill travels coast-to-coast teaching selling skills programs for builders and remodelers... sponsored for them by their suppliers. He has twice been a featured speaker at the NAHB International Show. Bill was formerly a salesman, manager and sales trainer for three Fortune 500 companies. He has been on the faculty of the University of Missouri, Park University and William Jewell College. He has also been a guest lecturer at several others.



Fall Fling information is also posted on the MLA website at: http://www.themla.com/documents/2011_Fall_Fling_v2.pdf

Sept. 29 - Oct. 1 - Proceeds to Benefit the Arkansas Lumbermens Scholarship Fund
1st Annual Arkansas Trout Fishing Event

The Arkansas Lumbermens State Committee and MLA would like to invite all members involved with MLA to join us for the First Annual Trout Fishing Event in Cotter, Ark. We are excited to bring back to Arkansas one of the most talked about activities that has been in the planning for over a year. We will stay on our own private 15-acre campsite on the riverbanks of the White and Buffalo Rivers.



Float fishing and camping in the Arkansas Ozarks is an experience unlike that found anywhere else in the Western Hemisphere. It is a luxury outdoor living and fishing experience that never fails to satisfy that great American outdoor spirit.

Schedule

Thursday, Sept. 29

Reception and Dinner at Campsite.....5:30 p.m.

Friday, Sept. 30

Breakfast at Campsite..... 7:00 a.m.
 Trout Fishing..... 8:00 a.m. - Noon
 Shore Lunch..... Noon
 Trout Fishing..... 1:00 p.m. - 4:00 p.m.
 Reception and Dinner at Campsite.....5:30 p.m.

Saturday, Oct. 1

Breakfast at Campsite..... 7:00 a.m.

Campsite

According to Robert Uhler, MLA Regional Manager, the campsite at the Cotter Trout Dock is not your ordinary campground. "The tents that we will be sleeping in are the type with walls. Guests will be sleeping on folding aluminum military cots in sleeping bags lined with sheets. Pillows are provided. Cotter Trout Dock owns Smith Island; a 15-acre island in the middle of the White River in Arkansas. Smith Island is located about 14 miles downstream from the dock in Cotter, Ark. The island is located at the confluence of the White and Buffalo Rivers.

Fees include: All meals, fishing guide and boat, Arkansas fishing license and trout stamp, prizes, and camping accommodations.

The event will benefit the Arkansas Lumbermens State Committee Scholarship Fund, which funds scholarships for members' employees and children of employees from or going into the lumber industry.

Fees

The fee for members to attend is \$285 per person. Non-members can attend for \$395 per person. There are sponsorship opportunities available. For more information on sponsorship or general event details, please contact Robert Uhler, MLA Regional Manager, at 800-747-6529 or 816-561-5323.

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SUNFLOWER SHOOTOUT XXIII – Making New Memories With Old Friends

The annual gathering of dealers and their suppliers was once again held this summer at Highlands Country Club, in Hutchinson Kan. – a great facility in the heart of Kansas. Ray Mueller, golf chairman, Clark Lumber Do-it-Center, Herington, and golf pro/owner Kelly Jensen put on a fantastic tournament. The weather in the morning was a bit brisk, but by mid-morning we were all in full spirits and you could hear the shouts and laughter that follow this group wherever it goes.

The team of Tony Jantz, Bryan Lee, Ed and Jed Tennison walked off with top honors this year with the lowest score of 60 (12 under par). To the dismay of Larry Lewis, West-fall GMC, no one hit a hole-in-one on the par 3 - 7th hole. Justin Pekarek, Federated Insurance, won the Neal Denno Memorial Long Drive contest to start the morning. Even though Art Brown retired this year, the ever-present “Suds

Squad” of volunteers continued in his honor and was very diligent in providing the much-needed refreshments to the many golfers.

An outstanding barbecue buffet was enjoyed by all the grateful and hungry golfers during the awards ceremony at the 19th hole. At the end of it all, most who participated probably didn't care what they shot or if they won much of anything. It was just good to once again get together and enjoy the day away from the office and rekindle old friendships and start some new ones. A special thanks goes out to all of the Associate members that turned out and sponsored this event. Without their support, this event would not be possible.



1st Place in 1st Flight: Bryan Lee, Tony Jantz, Ed Tennison and Jed Tennison.



2nd Place in 1st Flight: Chris Cleaver, Mark Borchers, John Duncan, and Robert Uhler.



1st Place in 2nd Flight: Mike Thurman, Keith Jansen, Chris O'Shea, and Jim Fisher.



2nd Place in 2nd Flight: Justin Pekarek, Chad Evans, Kevin Rasure, and Rusty Berry.

Thanks to Sunflower Shootout Sponsors

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Golfers relaxing at the reception after the tournament.

Thanks to all participants and sponsors of this year's Kansas Sunflower Shootout.

Supervisor Training for DOT

Several members have contacted the Association office regarding faxes they received from various "compliance" trainers indicating the need for drug and alcohol awareness training for anyone who supervises drivers. These companies cite the Federal Motor Carrier Regulations that state, "Each employer shall ensure that all persons designated to supervise drivers receive at least 60 minutes of training on alcohol misuse and 60 minutes of training on drug use." (49 CFR Part 382.603). This training is required, but you don't need to pay \$149 or even \$99 for the training.

It is available FREE, ONLINE through the Drug-Free Work Place Alliance. Just go to:

<http://www.ndwa.org/training.php>

Our thanks to Mike Harp, with Corporate Safety Compliance, for this timely information. If you have questions, need to certify drivers or learn more about DOT compliance, contact Mike at 316-201-6750.

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Help LuDPAC Build Good Government

The Lumber Dealers Political Action Committee (LuDPAC), the political action committee of the National Lumber and Building Material Dealers Association (NLBMDA), has important information to share with you about our political and legislative issues and activities. However, your written permission is needed before we can send this information. This in no way obligates you to contribute to LuDPAC. Simply sign your name for each year below and return the form. Sign all five years for your convenience!

PLEASE FILL OUT THE INFORMATION BELOW. PLEASE PRINT CLEARLY.

COMPANY NAME	
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YOUR NAME	
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EMAIL	PHONE NUMBER

Yes, I authorize LuDPAC to communicate with my company regarding LuDPAC's political activities. I understand that my company may only grant prior approval to one trade association per calendar year. I also understand that submission of this completed prior approval form does not obligate me or anyone else in my company to make a contribution. Prior approval is granted for the following years (federal law requires a signature for each year):

2011
2012
2013
2014
2015

PLEASE COMPLETE AND RETURN THIS FORM TO LUDPAC BY FAX OR MAIL.

Lumber Dealers Political Action Committee (LuDPAC)

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Fall Fling 2011

Make this the year you
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Is This the New Normal?

November 10-11, 2011

KC Marriott Country Club Plaza, 4445 Main St., Kansas City 64111



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REGISTER NOW!

Who will attend?

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4. _____

FAX NOW TO: 816-561-1249

Please indicate which events you plan to attend:

Registrant: _____ 1 2 3 4

Board Meeting

Reception/Dinner

Breakfast meeting

Seminars

Lunch

Please complete and return no later than Wednesday, October 19, to:

MLA
PO Box 419264
Kansas City, MO 64141-6264
OR Fax to: 816-561-1249

Hotel reservations must be made by Wednesday, October 19, to get the lowest rate.

Summary of Obama Jobs Proposal

Below is a summary from the White House of what President Obama proposed as part of the “American Jobs Act.” We will work to get you more details as they become available. While some in the Administration had wanted a return of Home Star as part of the proposal, that doesn’t appear to have happened.

1) Tax Cuts to Help America’s Small Businesses Grow:

- Cutting the payroll tax in half for 98% of businesses: The President’s plan will cut in half the taxes paid by businesses on their first \$5 million in payroll, targeting the benefit to the 98 percent of firms that have payroll below this threshold.
- A complete payroll tax holiday for added workers or increased wages: The President’s plan will completely eliminate payroll taxes for firms that increase their payroll by adding new workers or increasing the wages of their current workers. (The benefit is capped at the first \$50 million in payroll increases.)
- Extending 100% expensing into 2012: This continues an effective incentive for new investment.
- Reforms and regulatory reductions to help entrepreneurs and small businesses access capital.

2) Putting Workers Back on the Job While Modernizing and Rebuilding America:

- A “Returning Heroes” hiring tax credit for veterans: This provides tax credits from \$5,600 to \$9,600 to encourage the hiring of unemployed veterans.
- Preventing up to 280,000 teacher layoffs, while keeping cops and fire fighters on the job.
- Modernizing at least 35,000 public schools across the country, supporting new science labs, Internet-ready class rooms and renovations at schools across the country, in rural and urban areas.
- Immediate investments in infrastructure and a bipartisan National Infrastructure Bank, modernizing our roads, rail, airports and waterways while putting hundreds of thousands of workers back on the job.

- A New “Project Rebuild,” which will put people to work rehabilitating homes, businesses and communities, leveraging private capital and scaling land banks and other public-private collaborations.
- Expanding access to high-speed wireless as part of a plan for freeing up the nation’s spectrum.

3) Pathways Back to Work:

- The most innovative reform to the unemployment insurance program in 40 years: As part of an extension of unemployment insurance to prevent 5 million Americans looking for work from losing their benefits, the President’s plan includes innovative work-based reforms to prevent layoffs and give states greater flexibility to use UI funds to best support job-seekers, including:
 - √ Work Sharing: UI for workers whose employers choose work-sharing over layoffs.
 - √ A new “Bridge to Work” Program: The plan builds on and improves innovative state programs where those displaced take temporary voluntary work or pursue on-the-job training.
 - √ Innovative Entrepreneurship and Wage Insurance Programs: States will also be empowered to implement wage insurance to help reemploy older workers and programs that make it easier for unemployed workers to start their own businesses.
- A \$4,000 tax credit to employers for hiring long-term unemployed workers.

Continued on page 12



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Telephone Suicide

By Bill Lee, BillLeeOnline.com

What your employees say to your customers over the telephone says volumes about what your company is like to do business with. If you or any of your employees are still using any of the following “no-nos” when you speak to someone over the phone, you should continue reading this article.

1. (Brr-ing) XYZ Supply.
2. Who’s calling?
3. What’s this call in reference to?
4. He’s not in yet.
5. May I take a message?
6. Please hold (click)
7. Can I help you?
8. What’s your number?
9. I don’t know.
10. I don’t know if he’ll be in today or not.

Do the words your customers hear when they call your company make them want to call one of your competitors the next time they need to place an order or when they need information about products or services your company provides? Today, more than ever, the telephone is one of your company’s key lifelines. The first words that flow through its wires can lasso – or lose – the customer who calls your business.

“Hundreds of millions of dollars are leaking through phone wires just because of the way callers are treated,” says Nancy Friedman, president of Telephone Doctor, a St. Louis-based firm that counsels businesses on telephone courtesy. “Most owners and managers try to employ good people and teach them the basic tasks,” says Friedman. But after showing new-hires around the company, they’ll often say, “Oh, by the way, here’s the telephone.”

Surprising new information is coming to light that even common phrases such as, “Who’s calling,” “He’s not in,” or “Can I take a message?” are losing customers.

Everyone in the company needs training. “If you want a healthy bottom line, you must train any employee allowed near a phone to think and talk like an expert in sales,” says Friedman. Every time the phone rings, it’s a sales opportunity or a business opportunity – won or lost by the way the caller is treated.

Here are some high-impact phrases you and your employees can start using immediately on the phone to smoke out and snare new customers. They’re taken from the latest research and information offered by the top telephone skills companies in the world.

Average: (Brr-ing) XYZ Supply. This is Susan speaking.
Better: (Brr-ing) Good morning, You’ve reached XYZ Supply. And this is Susan.

The human brain needs several seconds to accustom itself to a new situation – even a voice on the phone. A phenomenon psychologists call “brain clutter” occurs when anyone hears a new voice. So, if you want callers to remember the name of your company, you should first use a buffer phrase like, “Good Morning,” or “Good Afternoon.” Most importantly, and no matter how busy you are, the voice quality of the person answering the phone should reflect, “We’re glad you called.”

The advantage of saying, “And this is Susan,” rather than “Susan speaking” is because callers tend to remember the last word they hear, so you want customers to remember “Susan” when they need help, not “speaking.”

Continued on page next page



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Bill Lee's Tips (cont.)

Average: "Who's calling?"

Better: "Of course, I'll ring his office. May I tell him who he'll be speaking to?"

At least this way, the caller feels welcome. Few callers even realize that they've been screened when the name request comes after, "I'll ring his office."

If the person prefers not to take the call, the person answering the phone should come back with a phrase like, "I just discovered that Mr. Smith isn't available just now. My name is Joan, his assistant. I work closely with Mr. Smith. Is there any way I might be able to help you?" The caller never knows he/she was screened.

Average: "He's not in."

Better: "Ms. Wilson is at lunch. She's expected to be back at 2 p.m."

The key is to be precise. Tell the caller where Ms. Wilson is and when she's expected back. When you give specifics, it communicates both credibility and a desire to help.

Suggestion: When Mr. Smith leaves the office, he must remember to let the appropriate people know when we will return.

Average: "May I take a message?"

Better: "Mr. Smith is in a sales meeting until 4:30. If you'll give me your name, I'll see that he gets your message the minute he gets out. What's the best time to reach you?"

When a caller hears, "May I take a message," the usual response is, "No, that's okay, I'll call back"...but will they? If it's a new customer, they probably won't. The three-step request above sounds less threatening to callers than, "Who is calling?" It also shows concern and gives the customer the sense that you are sincerely interested in their business.

Equally good: "My name is Joan. Although Mr. Smith is not in right now, I work closely with him. Is it possible that I might be able to help you or direct you to someone who can?"

Whenever possible, have the person answering the telephone begin the process of at least attempting to satisfy the customer. A big mistake many employees make is in not attempting to answer the caller's questions even though the caller's target is not in.

Average: Please hold. (Click). Please precedes a request, not a command.

Better: "Are you able to hold?" Be sure to wait for the caller to answer. It's always a good idea to try to give the caller some idea how long they are likely to be on hold. Thirty seconds? One minute? If they agree, they've made a commitment. If you find you're going to be longer, be sure to come back and check with the caller.

On-hold messages: An informative on-hold message will make the time the caller is on hold seem to pass faster.

Average: "What's your number?" This question is subconsciously invasive and tends to insult a regular customer or acquaintance of the company.

Better: "...And your number?" Although this is the same question with only a slight twist, Friedman says it's important to make asking for the number just part of the conversational flow and not a new interrogation.

Average: "I don't know." There is no excuse for anyone who represents your company to say, "I don't know" - ever! Except for sensitive or financial data, the person answering the phone should have access to any information a prospective customer might want to be able to transfer the caller to someone who does.

Better: "That's a good question. Let me try to find out for you. Do you have a minute to hold or shall I call you back?"

Callers hate to hear, "I don't know." But they love to hear compliments. "That's a good question" compliments the caller for their intelligent curiosity. The fact that you don't know the answer to their question gets buried in their inner smile.

If you're looking for a topic for an upcoming company training session, consider spending some quality time on effective telephone etiquette.

Federated Named to 2011 Ward 50® Top Performers

Federated Mutual Insurance Company and Federated Life Insurance Company have again been named to the 2011 Ward's 50 lists of top performing insurance companies. Federated is one of only two organizations that has 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 consulting firm specializing in the insurance industry. It reviews approximately 3,000 property and casualty companies and 800 life insurance companies each year.



Announcing

Lead-Safe Training – Now Available Online

The Mid-America Lumbermens Association is proud to team with ComplyAbility to bring you – AND YOUR CUSTOMERS – EPA mandated **Lead-Safe Work Practices training online!**

Who is covered? Painters, Remodelers, Renovators, Contractors, Plumbers, Electricians, Roofers...

All must be “RRP Certified” and use Lead-Safe Work Practices when working in child-occupied facilities or homes built before 1978. To become RRP Certified, individuals doing work that disturbs lead-based paint **MUST** be licensed and take an “RRP” Class from an Accredited Training Provider!

The course consists of six (6) hours of online and two (2) hours of “hands-on” training.

MLA members promote this online training to customers that are impacted by the rule and also schedule a “hands-on” class with ComplyAbility.

The regular online price is \$195 per person. **Your customer’s cost (because you are an MLA member) is just \$175.** Instruct customers to use the MLA Promotional Code: **MLAAO** when registering to receive the MLA discount.

Now you (and/or customers) can take mandated Lead-Safe Work Practices training when it’s convenient.

- No sitting in uncomfortable chairs, in stuffy rooms, daydreaming or thinking about what must be done when returning to work.
- Students learn in a non-stressful environment because they have control over the training experience.
- **No taking time away from their business and no lost income as a result.**
- Instant access to training manuals, required forms, brochures (*Renovate Right* pamphlet that must be distributed to home owners, etc.),
- Plus permanent access to these materials.
- There are many additional benefits to online training!

Impacted Individuals Must Act Now to Avoid Stiff Financial Penalties!

All of the forms, manuals and other materials are accessible via the ComplyAbility LeadSafeOnline system...Licensed Firm & Renovator Application, Training Verification Record, RRP Rule Handbook, On-the-Job Training Verification Form, and more.

Register @ www.leadsoffline.com or call 1-800-708-6460.

Summary of Obama Jobs Proposal - cont.

- Prohibiting employers from discriminating against unemployed workers when hiring.
- Expanding job opportunities for low-income youth and adults through a fund for successful approaches for subsidized employment, innovative training programs and summer/year-round jobs for youth.

4) Tax Relief for American Workers and Families:

- Cutting payroll taxes in half for 160 million workers next year: The President's plan will expand the payroll tax cut passed last year to cut workers payroll taxes in half in 2012 – providing \$1,500 tax cut to the typical American Family, without negatively impacting the Social Security Trust Fund.
- Allowing more Americans to refinance their mortgages at today's near 4 percent interest rates, which can put more than \$2,000 a year in a family's pocket.

Fully Paid-For as Part of President's Long Term Deficit Reduction Plan:

To ensure that the American Jobs Act is fully paid for, the President will call on the Joint Committee to come up with additional deficit reductions necessary to pay for the Act and still meet its deficit target. The President will, in the coming days, release a detailed plan that will show how we can do that while achieving the additional deficit reduction necessary to meet the President's broader goal of stabilizing our debt as a share of the economy.

Source: Ben Gann, NLBMDA, September 9, 2011

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October is Fire Prevention Month

Fire Prevention Week

Fire Prevention Week was established to remember the Great Chicago Fire, which began on Oct. 8, 1871 and destroyed most of the city by the next day. Because the fire did most of its damage on Oct. 9, Fire Prevention Week always occurs in the week of Oct. 9th. Over the years, the commemoration has evolved into the longest-running public health and safety campaign in the country.

Fire remains a major risk to businesses and prevention is the best defense. However, some fires are not preventable so your business should be prepared just in case.

Do you have a fire escape plan? Do employees know where the fire extinguishers are and how to use them? Are smoke alarms installed and functioning properly? Do all employees know what to do in the case of a fire?

How to Set Up A Basic Fire Escape Plan:

- Prepare and post maps for the entire floor area. Label all windows, doors, and stairways for each room.
- Decide on the two best exits from each room or area.
- Use black arrows to show normal exits through halls or stairways; colored arrows to show alternate routes. Include rooftops, if accessible.
- Try your escape routes. Are they realistic and practical for emergency use?
- Test windows. Can employees or customers easily unlock open and exit through them? If not, place tools nearby.
- Designate a meeting place outside, preferably the front of the building.
- Appoint leaders to direct exiting and account for employees and customers.
- Hold fire drills every six months and evaluate results to improve procedures.
- Adapt this plan for any offsite buildings.

Source: Federated Insurance, MLA
endorsed insurance provider.



EPA Publishes Final Rule

Attention multi-family property owners/managers, painters, contractors and other members of the regulated community: EPA has published the final rule for the Lead Renovation, Repair and Painting Rule (LRRP) in the August 5, 2011 edition of the Federal Register. The changes made to the LRRP go into effect on October 4, 2011.

The good news is: EPA will not require clearance and dust-wipe testing. There are several changes that will directly affect your job sites:

- Certified Renovators may collect a paint chip from the components to be disturbed for laboratory analysis. This is an alternative to performing an EPA recognized test kit. EPA will be publishing guidance on how previously certified renovators will be able to receive training on this option.
- Vertical containment or equivalent extra precautions in containing the work area must be used on exterior renovations performed within 10 feet of the property line. By incorporating the phrase “or equivalent extra precautions,” EPA is allowing contractors to use the technique that best suits the situation. EPA is also allowing the use of less than 10 feet (for exteriors) and less than 6 feet (for interiors) of plastic sheeting or other impermeable material to be placed on the ground/floor if used in conjunction with a vertical containment.
- EPA is clarifying the prohibited practices as they apply to all painted surfaces, not just “lead-based paint.” To do this, EPA replaced the term “lead-based paint” with “painted surfaces” and added “painted surfaces” to the definitions within the regulation.
- HEPA vacuums must now be operated in accordance with manufacturer’s instructions.
- EPA is clarifying that the on-the-job training required to be provided by the certified renovator refers to only those lead-safe work practices required by the LRRP.
- The recordkeeping and post-renovation reporting requirements are modified to include paint chip sampling results similar to the previous requirements of recognized test kits.

As you can see, these changes are relatively minor, allowing the certified renovator and renovation firms to stay in compliance with the regulation without a significant change to their business practices. Please don’t hesitate to contact Robert Uhler at 816-561-5323 or ruhler@swassn.com with questions or concerns.

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