

From the Desk of Mike Webster

Three quarters of the year down and one to go. The year, so far, has been a challenge but I am very optimistic for Q4 and 2022. Bid activity has picked up and existing customers are beginning to cut loose PO's again. We have a lot to be optimistic about and thankful for.

I recently went through an exercise of examining our Vision, Mission and Core Values to ensure they are still relevant for M & S Flooring and the future direction of the company. I was thankful to realize they are still relevant, yet felt I needed to add clarity in some areas. I would like to share them with you:

MISSION: "To be BEST IN CLASS in the Commercial Flooring Industry". (*We have been diligently working on process improvements to establish a foundation which will allow us to reach this goal. We measure our success by utilizing customer satisfaction surveys and those who respond have noticed the improvements by providing us with top marks.*)

VISION: "So in everything, do to others what you would have them do to you." Matthew 12:7a (*I'm sure my mom expressed this to me very early in life, but my earliest memory of the "golden rule" was a sign in a doorway from first grade. It is still a timeless principle on how we should be conducting ourselves. In fact, in today's times of hostility, it may be more important than ever. We use this rule to gauge our conduct internally and externally. We cannot be best in class if we miss on this.*)

CORE VALUES: Micah 6:8

- **Act Justly:** *fairness in the access of opportunity and the condemnation of exploitation, inequality, and discrimination when discovered.*
- **Love Mercy:** *love that responds to human need in an unexpected or unmerited way.*
- **Walk Humbly:** *acknowledge that everything I am and have comes from God!*

These statements are in no way merely artwork on the walls of our conference room. We refer to them often when making decisions and they serve to protect us from making short sided decisions - decisions that feel right at the time but could cause harm in the future. If a decision does not align with these values, then it is wrong for M & S Flooring. The decisions filtered through these guidelines will serve all parties well and allow us to achieve "Best in Class" status.

Blessings,

