

Greetings,

I attended a national conference of Commercial Flooring Contractors in Dallas a few weeks back and was reminded that the flooring industry is a great industry, filled with wonderful people. The challenges we face are vast due to the shortages of raw materials, price of oil (which most of our products derive from) and freight. We are facing unprecedented price increase on a monthly basis and have no ability to lock in freight quotes. For example, two years ago, the cost to ship a container from China was \$4,000. That price is now in the upper \$20,000 range and is still going up. My hope is that having open conversations with our customers will allow us to work through this together and avoid losing money on issues outside of our control.

We are working closely with our suppliers to receive materials in a timely fashion and meet the installation schedules. We pride ourselves on always respecting the basis of design and not switching out products for our own advantage. However, availability is key, and in the event a product is not available, we may be forced to introduce other manufacturers materials. We will only do this after allowing the original manufacturer the opportunity to supply product for the project. The customer is the focus, and we will need to do everything we can to satisfy the customer.

We feel very good about our labor force and are gauging our bids for future projects based on ability to adequately staff them. Our commitment to our customers is to always hit your installation schedules, yet we realize there may be the occasional gap in staffing. If this happens, my commitment to you is, you will receive a call from our installation department to explain our situation and our plan on getting caught up as quickly as possible. We pride ourselves on not missing completion dates and fully intend to maintain this as one of our top priorities of customer service.

In closing, there are many stories about “being kind to others” finding their way into our media. I fully agree with this notion. I would like to add, what I believe, is the foundation of kindness. I Corinthians 13 is known by many as the “Love Chapter” in the Bible. When we love others, we ARE being kind to them.

I Corinthians 13: 4-8a “Love is patient, love is kind. It does not envy, it does not boast, it is not proud. It does not dishonor others, it is not self-seeking, it is not easily angered, it keeps no record of wrongs. Love does not delight in evil but rejoices with the truth. It always protects, always trusts, always hopes, always perseveres. LOVE NEVER FAILS.”

I hope we can apply these truths to our lives with the outcome being how we treat others.

Blessings,

Mike