Monthly Leadership Brief

September 2012

A communication tool to help ProBuild managers cascade important information to employees

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LEADERSHIP BRIEF REMINDERS

The Leadership Brief should be used as a guide for cascading information to employees. Please use the feedback form at the bottom of this page to let us know how we can improve this tool to better suit your needs.

HUMAN RESOURCES NEWS

Customer Service and Management Training Courses Now Available

Continuing education and training are important to the professional development of our employees and to the success of our company. As a reminder, the Learning and Development team offers two courses covering valuable customer service and management skills. The courses include:

- *ProSERVE* – ProSERVE is customer service training available to all locations. HR absorbs all costs for this an instructor-led, four hour session. To schedule ProSERVE training in your location, contact **Emma Parenteau**.
- *ProPEL* – The Learning and Development team is planning the next dates for popular ProPEL Frontline Leadership Training in Denver. ProPEL is designed for and open to ProBuild managers who want to increase their leadership skills and knowledge. Please contact **Emma Parenteau**, training coordinator, at 303-262-2580 for upcoming dates and to reserve your spot.

POLICIES & PROCEDURES

Updated Code of Conduct

The updated ProBuild Code of Content is now available on ProNET in the **Policies & Procedures** section. **Click here** to view it now.

Drug & Alcohol Policy Update

The goal of this policy is to establish and promote a safe, efficient, and productive working environment for all ProBuild employees by providing a workplace and workforce free from drugs, alcohol, and controlled substances. This policy applies to all employees at all locations and covers the following topics:

- Drug-Free Workplace
- Fit for Duty
- Drug Testing
- DOT Requirements

All policies can be found in the Policies & Procedures section of ProNET. **Click here** to read the full Drug & Alcohol Policy on ProNET.

Mobile Device Policy

This policy ensures all ProBuild motor vehicle operators promote a safe working and driving environment. The policy applies to all employees operating a motor vehicle for ProBuild company-related business, whether the vehicle is DOT or non-DOT regulated. The policy covers the following topics:

- Operators of Commercial Motor Vehicles and Equipment;
- Operators of non-DOT Regulated Vehicles;
- The allowable usages for Personal Electronic Devices, which include, but are not limited to, laptops, iPads, PDAs, tablets, smart phones, cellular telephones, and pagers.

Click here to read the full Mobile Device Use Policy on ProNET.

Pcard and OOP Expense Reimbursement Policy Update

This policy outlines Pcard and Out Of Pocket (OOP) eligibility, use, and roles to assist employees with making, managing, and monitoring approved business and travel expenses. This policy applies to all employees and covers the following topics:

- Pcard eligibility and usage
- OOP User eligibility and usage
- Cardholders and OOP User roles
- Approver roles
- Pcard support roles

Click here to read the full Pcard & OOP Expense Reimbursement Policy on ProNET.

LEGAL NEWS

Procuring General Business or Contractors Licenses

As a reminder, the ProBuild Legal Department will assist all stores in procuring either a general business license or a contractor license on your behalf. Please contact **Leanne Wollenweber** at 303-262-2527 with questions regarding any of the following:

- To procure a general business or contractor license
- To terminate an existing license
- To determine whether you need a particular license (for example, due to a change in operations)

Pease see the **Legal tab** on ProNET for a current and complete list of all ProBuild store licenses currently maintained by the Legal Department, organized by store, type and expiration date.

ENVIRONMENTAL HEALTH AND SAFETY NEWS

October Safety Focus: Fire Protection Safety

As a ProBuild leader, it is up to you educate your employees and ensure they are following proper safety procedures. This month's feature is fire protection safety in the workplace and the home. To learn more about fire protection safety and **print the October toolbox**, visit the **EHS ProNET page.**

IT NEWS

Email Purge Project Underway

IT has kicked off a project to permanently delete all email on the network that is more than a year old. Any employee who wishes to retain older email messages must take action to save them.

For more information, please refer to the **Internal Bulletin** from John Huber dated Sept. 10, 2012. This message includes a timeline for the three phases of the purge and a link to a Job Aid with instructions for saving older messages to your hard drive. If you have any questions about the process, please contact the ProBuild Service Desk:

- Online: Submit a ticket via the Support Portal
- Phone: 1-888-PBH-1HLP (1-888-724-1457)
- Email: **ITSupport@probuild.com**

ECONOMIC AND HOUSING UPDATES

Below are snapshots of the economic and housing updates from the beginning of September 2012. To see the full report, click **here.**

- **Employment:** Employment numbers were mixed this month. A total of 96,000 jobs were added during August, below analyst's expectations of 125,000. However, the unemployment rate fell to 8.1 percent from 8.3 percent last month. Most of this decrease was not a result of increasing employment – but rather people giving up the search for employment and leaving the labor force. Construction employment was virtually unchanged since last month, and remains less than 0.5 percent above last year's level. Unlike total

employment, which has increased 1.4 percent over the past year, construction employment continues to lag, with an annual increase of 0.3 percent.

- **Gross Domestic Product:** GDP estimates for the second quarter of 2012 were raised from 1.5 percent to 1.7 percent. This compares with 2.0 percent last quarter and 1.3 percent last year. The final revision for the second quarter of 2012 will be released on Sept. 27.
- **Private Residential Construction:** Private Residential Construction during July was $264.62 billion, reflecting a decrease of 1.6 percent from last month, but a 19.0 percent increase over last year's level of $222.42 billion. While experiencing a decline compare to last month, this is the 12th consecutive month with increasing numbers on a year-over-year basis.
- **Consumer Confidence:** Consumer confidence during August fell 4.8 points to the current 60.6, well below expectations of 66.0 and the lowest level since November of 2011. The decrease was in the "Future Expectations" portion which fell 7.9 points to 70.5. The "Present Situation" portion remained virtually unchanged at 45.8.
- **Housing Affordability:** Housing affordability increased for the first time in five months, rising to 182.0 from 179.7. As a reminder, this value indicates that a family earning the median family income has 182.0 percent of the income necessary to qualify for a conventional loan covering 80 percent of a median priced existing single family home. By region, affordability ranges from a low of 147.2 in the West to a high of 219.0 in the Midwest. The Northeast came in at 156.3, while the South's index was 188.9.

LOCAL INFORMATION (TO BE ADDED BY GM)

When using this document as a guide for cascading communications, be sure to include any information that's relevant to your location. Examples include:

- Employee recognition
- Local accomplishments
- Birthdays/company anniversaries

How effective was this communication?

- 3 = Very Effective. It provides a.) the right information, b.) at the right time, c.) in a user-friendly format.
- 2 = Effective. It meets two of the three criteria
- 1 = Limited effectiveness. It meets one of the criteria
- 0 = Ineffective. It doesn't meet any of the criteria
- Other = I have comments.