



**2016**

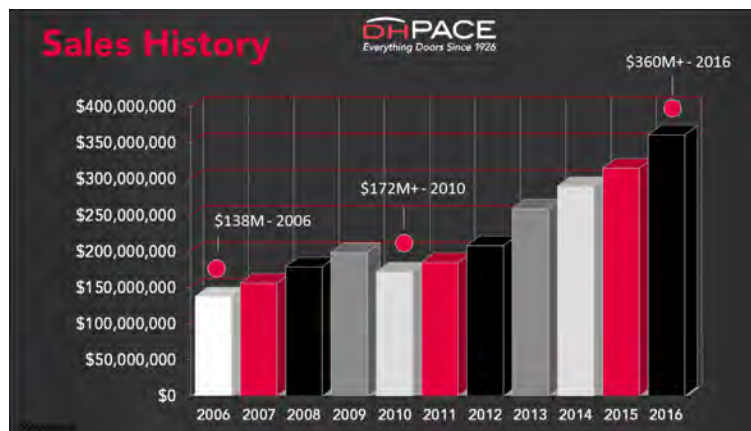
**CORPORATE REPORT**

According to the Bureau of Economic Analysis, real gross domestic product (GDP) for the United States grew by 1.6 percent in 2016, as compared to 2.6 percent in 2015 and 2.4 percent in 2014. Many experts predict relatively weak overall economic growth for the foreseeable future as central banks begin to raise interest rates slowly, international tensions continue to rise, the war on terrorism grinds on and cybercrime emerges as a significant threat. Despite these uncertainties, overall construction activity is strong and customer investments in security, safety and productivity related areas continue to be robust.

We are pleased to report DH Pace Company sales increased in 2016 by \$45 million, or 14 percent, to \$360 million. In 2016, we continued to make investments to improve our long-term competitive position in the marketplace. These new investments included:

## HIRING

In 2016, we added 248 net new employees to the organization, to end the year at 1,689. Over the past 10 years, we have doubled the total size of the workforce by adding 866 net new jobs. As we have grown, we have also increased our overall productivity as demonstrated by the doubling of invoiced sales over just the past six years.



## CAPITAL EXPENDITURES

In 2016, we purchased 163 new vehicles to upgrade and expand our fleet to more than 900 vehicles. Our software upgrade project is on track with a phased implementation process planned over the next several years. This new platform will enhance our mobility, user interface, reporting and e-commerce capabilities.



## FACILITY IMPROVEMENTS

In 2016, we completed a 20,196 square foot expansion and remodel of the home office in Olathe, Kansas that included a new state-of-the-art showroom and training facility. We also expanded the Santa Fe, New Mexico facility to accommodate future growth and greater operating efficiencies. In St. Louis, Missouri and Atlanta, Georgia new satellite facilities were leased and are currently being remodeled with occupancy scheduled for mid-2017. In Oklahoma City, Oklahoma the Company relocated its operations into a new stand-alone building built

to support their growing businesses. A similar project in Bloomington, Illinois is scheduled for completion in 2017.

## NEW LOCATIONS

In 2016, we launched operations in the following five new metropolitan areas to extend our geographical coverage and better serve our customers: Des Moines, Iowa; Charlotte, North Carolina; Dallas, Texas; Greenville, South Carolina and Asheville, North Carolina. We now operate in 32 markets across the continental United States with plans to open additional locations in the future. Our National Accounts business, which is active in all 50 states, continues to grow and serve customers from coast-to-coast.

We are proud to be a privately-held, family-owned business, committed to serving our customers, being a great place to work and supporting our local communities. We are very thankful for the blessings we have received and remain optimistic that the best days for our Company and our country lie ahead of us.

May God bless you and your loved ones throughout the year. ■

Rex E. Newcomer  
Chief Executive Officer

# MISSION AND VALUES

## OUR MISSION

TO ENHANCE LIVES BY IMPROVING THE SAFETY, CONVENIENCE AND PRODUCTIVITY OF THE BUILDINGS WHERE WE ALL LIVE, WORK AND PLAY.



## OUR VALUES

### RESPECT

Treating everyone we encounter with consideration

### SERVICE

Building relationships, discovering needs and providing superior solutions

### INTEGRITY

Honest and ethical behavior in everything we say and do

### EXCELLENCE

Continuous improvement through learning, sharing, teamwork and a common purpose

## OUR COMMITMENTS

### OUR COMMITMENTS IN ACTION

- **BEING A GREAT PLACE TO WORK**  
Sustaining an exciting, challenging and rewarding environment for all employees
- **GROWING A SUPERIOR REPUTATION**  
For service, value, training and professionalism throughout the marketplace
- **DELIVERING LEADING INDUSTRY EXPERTISE**  
On all of the core products, services and programs we offer to our customers
- **BUILDING FORTRESS FINANCIAL STRENGTH**  
To fund our vision for the future and withstand uncertain economic times
- **ENCOURAGING SOCIAL RESPONSIBILITY**  
To support the communities we serve, protect the environment we share and enable a better future for all

## LIVING OUR VALUES - LEADING BY EXAMPLE

At DH Pace, translating the mission, values and commitments into action is the cornerstone of our business. "Living our Values" and "Leading by Example" represents the Company's commitment to consistently making a meaningful difference in the lives of people by supporting the communities we serve to strengthen them, investing in our employees' professional growth and serving our customers as a trusted partner.

**SUPPORTING OUR COMMUNITIES**  
**INVESTING IN OUR EMPLOYEES**  
**SERVING OUR CUSTOMERS**

## SUPPORTING OUR COMMUNITIES

As a privately-held and family-owned business with three generations actively involved, we are especially committed to making sure our actions are socially responsible and we are making a positive long-term difference in the communities we serve. This support is currently focused on community service and environmental sustainability.



WALK FOR THE HUMANE SOCIETY

### COMMUNITY SERVICE



"JDRF ONE WALK" TO END JUVENILE DIABETES

#### NEWCOMER FAMILY FOUNDATION

Since 1997, the Company has donated a share of its profits to the Newcomer Family Foundation to support the Foundation's charitable activities in the community. The focus of the Foundation is to develop long-term partnerships with charitable organizations with an emphasis on programs that directly affect lives of those in need. Since its inception, the Foundation has provided millions of dollars in grants to 17 organizations that support education, human services, housing and health related needs.



PARTICIPATION + 100 COMMUNITY EVENTS

FUNDRAISERS

VOLUNTEER OPPORTUNITIES

COMMUNITY SERVICE PROJECTS

WALK AND RACE EVENTS

BLOOD DRIVES  
FOOD AND GIFT DRIVES

#### LOCAL ACTIVITY TEAMS

With support from the Company, local employee-based teams in each operating division are responsible for organizing events and activities that focus on community service, health care and team building. Each group is encouraged to select organizations and events guided by employee input and by which are most relevant in their local community. In 2016, the company sponsored over 100 community outreach events in the markets it serves across the country.

#### SPOTLIGHT PROGRAM: WORK STUDY

The corporate work-study program was launched in 2016 with a private inner-city high school. The Company employs a team of four students working on a rotating basis to fill the role of a full-time employee in a job sharing arrangement. The students' earnings go directly toward the cost of their education, and the students gain valuable work experience in a professional environment. ■



SORTING FOOD DONATIONS



LIFE-SAVING CPR TRAINING



WALK FOR CANCER RESEARCH

## ENVIRONMENTAL SUSTAINABILITY

DH Pace believes protecting the environment is a responsibility shared by everyone. The Company actively encourages recycling in all its facilities across the country. In addition, the Company provides its customers with a full range of training, compliance programs and products and services designed to improve environmental performance in their facilities.

### RECYCLING PROGRAM

The Company actively encourages recycling at all its facilities to reduce the amount of waste sent to landfills. In addition, DH Pace works closely with suppliers to eliminate unnecessary packaging materials to reduce the overall environmental impact.

### GREEN BUILDING BEST PRACTICES

The Company supports the green building movement by investing in the necessary knowledge, training and certifications to support sustainable construction practices.

Several key programs in this area are:

- **Forest Stewardship Council®** to ensure wood is from sustainable forests used
- **Green Building Council (USGBC)** by participating in the LEED® green building certification system
- **Net Zero Energy (NZE)** movement by working to reduce energy consumption of our products
- **Building Information Modeling (BIM)** to improve the overall efficiency of the construction process ■

**2016  
RECYCLING  
PROGRAM** 

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SCRAP METAL	1,980 TONS
ALUMINUM	36 TONS
CARDBOARD	23 TONS
PAPER	21 TONS
PLASTIC	3 TONS
INK CARTRIDGES	898
TIRES	336
VEHICLE BATTERIES	192
PETROLEUM WASTE	3,475 GAL

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**DHPACE**   
**SUSTAINABILITY**  
Building a Better Future for All

## INVESTING IN OUR EMPLOYEES

DH Pace recognizes that highly skilled and motivated employees are critical to the successful operation of the business and for delivering a consistently great customer experience. DH Pace places a top priority in recruiting, training and fostering exciting career growth opportunities for qualified individuals.

### TRAINING AND DEVELOPMENT

In 2016, the Company implemented a new state-of-the-art online Learning Management System (LMS) to enhance the effectiveness of existing training programs and to supplement classroom-based programs. The LMS library has grown to over 1,800 items and serves as an interactive resource with videos, articles, quizzes, updates and other training materials. In 2016, total training hours completed through all delivery methods reached almost 17,000 hours with over 1,600 participating employees. ■

**DHPACE**   
**ACADEMY**  
Lifelong Learning and Development

2016 LEARNING HOURS 16,876  
PARTICIPANTS 1,607

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### EMPLOYEE BENEFITS AND WELLNESS PROGRAMS

DH Pace is committed to providing competitive benefits to its employees. Benefit packages are designed to encourage employees to choose the best options available to fit their families' needs and situations. DH Pace also provides a wide range of programs that offer additional security to employees, such as retirement planning, insurance options and identity theft protection. Employee wellness is among the highest priorities, and our wellness programs provide education for topics such as: physical activity, financial wellness, nutrition, stress management and health risk management. ■



## SERVING OUR CUSTOMERS

DH PACE STRIVES TO DELIVER QUALITY SERVICE TO EACH AND EVERY CUSTOMER WITH AN EMPHASIS ON THE FOLLOWING FIVE KEY ELEMENTS:



**PROFESSIONAL EMPLOYEES**  
Trained, highly skilled and ready to serve



**BROAD PRODUCT OFFERING**  
For every kind of door, docking and security system in all types of buildings



**CUSTOMIZED SOLUTIONS**  
Designed to meet each customer's specific needs



**LIFE CYCLE BUILDING MANAGEMENT**  
A trusted partner for construction, renovation, maintenance and repair



**RELIABLE SERVICE**  
Nationwide service when and where customers need it

### SPOTLIGHT PROGRAM: COMPLIANCE WITH BUILDING CODES AND STANDARDS

The Company has a dedicated team of certified professionals with advanced expertise in building codes and industry standards. The team delivers training programs, conducts facility inspections, reviews variance reports and provides consulting services to customers on all compliance related issues. The team also works closely with fire marshals and building inspectors on training programs and awareness campaigns to mitigate risk and improve life safety in buildings in the communities we serve.



### SPOTLIGHT PROGRAM: CUSTOMER SURVEYS

DH Pace operates an extensive customer feedback program. Each year, the Company receives thousands of customer survey results as a metric to gauge the level of customer satisfaction, identify areas for improvement and to recognize employees for outstanding performance. ■

# WHAT OUR CUSTOMERS ARE SAYING



CUSTOMER SERVICE:  
**JOAN JORDAN**

“I am 110% happy with our service. Joan Jordan is fantastic. She’s extremely attentive to any needs we have. Every technician has been fantastic and very courteous and knowledgeable. As long as I work for this organization, we’ll never use another company for our doors.”

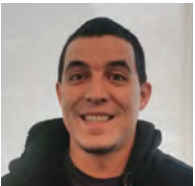
COMMERCIAL: WICHITA, KANSAS



TECHNICIAN:  
**DESMOND RODGERS**

“Desmond was outstanding!!!! Not only was he prompt and professional, but he fixed our issue in a timely manner. In addition, he was patient and courteous to my youngest son while he was doing the work. Desmond was challenged to do the work while answering constant questions from an inquisitive 5 year old, but he did it all with ease and kindness. He made a standard technical visit into a wonderful memory for my family. He went above and beyond anything we could have expected and was an excellent ambassador for the company.”

RESIDENTIAL: ATLANTA, GEORGIA



TECHNICIAN:  
**PETER MONTOYA**

“Just when I thought customer service was a thing of the past, technician Peter Montoya was a ray of sunshine. He was especially competent, efficient, friendly, professional and humble. In addition to restoring the operation of my garage door after it had a close encounter with my car, he answered any questions I had, made adjustments to the door opener that were outside the scope of the service call, greased the opener chain and springs to provide a quieter operation and gave me maintenance tips. He represented your company very well. The organization was able to provide service on the same day as my urgent request and all the staff were friendly and helpful. It was a pleasure doing business with you.”

RESIDENTIAL: DENVER, COLORADO



SALES REPRESENTATIVE:  
**ANGELA CRESPIN-MARTINEZ**

INSTALLER:

**JORGE ACOSTA**

“I dealt with sales representative, Angela Martínez and installer, Jorge Acosta. They both provided excellent service. Angela explained the different products available and the advantages of each, then went out of her way to schedule a satisfactory installation date. George also explained

his installation process, and afterward he showed me what he had done, and it looked great!! It was so nice to work with such professionals, they made me feel comfortable from the get go, and because of this I will recommend this company to my friends, neighbors and family. Good Job Angela and George!!!”

RESIDENTIAL: SANTA FE, NEW MEXICO



TECHNICIAN:  
**JEFF WELCH**

“On December 26, 2016, I submitted a service request to be between noon and 1:00 pm on the next day. I was pleased when Jeff, the service man, notified me fifteen minutes ahead of time that he would arrive at noon. He arrived on time and was very polite and courteous. He immediately diagnosed the problem and performed the necessary repairs. I don’t know when I was more pleased with a service and would recommend your company to anyone needing service to an overhead door.”

RESIDENTIAL: ST. LOUIS, MISSOURI



TECHNICIAN:  
**JAMES GIDDENS**

“You helped our foodservice company receive AA audit grade in our BRC Audit. I wanted to say ‘Thank You’ for doing such a great job and helping us achieve a top score toward health safety.”

COMMERCIAL: DALLAS, TEXAS

## COMPANY HISTORY

The DH Pace Company, Inc. traces its roots back to the 1920s with the invention of the upward-acting garage door. In 1926, the first location opened in St. Louis under the Overhead Door Corporation Red Ribbon logo. A few years later, Overhead Door Company offices in Kansas City (1927) and Atlanta (1935) opened for business.

In 1973, the operation of these three entities consolidated and became divisions of DH Pace Company, Inc. In 1995, the Company began selling some of its commercial products and services under the DH Pace brand name in some markets. In 2003, the Systems Integration division was formed to provide access control, video surveillance, intrusion alarm and parking control system products and services.

## COMPANY TODAY

### GROWING SALES

In 2016, DH Pace sales increased by roughly \$45 million, or 14 percent to \$360 million dollars. The Company also created an additional 248 net jobs ending the year with a total of 1,689 employees. Since the end of 2009, the Company has doubled its workforce by creating 866 net new jobs.



ESTABLISHED 1926

**32 MARKETS SERVED**

IN 16 STATES

**5 NEW LOCATIONS**

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**248 NEW HIRES**

**1689 EMPLOYEES**

FAMILY OWNED  
PRIVATELY HELD

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★ **16,876 TRAINING HOURS** ★

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**163 NEW FLEET VEHICLES**

**918 TOTAL IN 2016**

**\$45M SALES GROWTH**

**\$360M TOTAL SALES**

90 YEARS IN OPERATION

### ADDING LOCATIONS

In 2016, the Company added five new locations. The new operations are located in the following metropolitan areas: Greenville, South Carolina; Asheville and Charlotte, North Carolina; Des Moines, Iowa and Dallas, Texas.

### UPGRADING FACILITIES

In 2016, DH Pace completed an interior expansion project at its home office in Olathe, Kansas that included 20,196 square feet of additional office space and a new showroom area featuring a wide variety of commercial products for demonstration and training purposes. A hands-on classroom is currently under construction to further enhance the learning experience.

The Company also expanded its Santa Fe, New Mexico facility to accommodate future growth and greater operating efficiencies. In St. Louis, Missouri and Atlanta, Georgia new satellite facilities were leased and are currently being remodeled with occupancy scheduled for mid-2017. In Oklahoma City, Oklahoma, the Company relocated its operations into a new stand-alone building built to support their growing business. A similar project in Bloomington, Illinois is scheduled for completion in 2017. ■



# COMPANY STRUCTURE

DH Pace is organized into three main operating Groups: National Accounts, Entry Door Systems and Local Markets.

## NATIONAL ACCOUNTS GROUP

The National Accounts Group supports customers with facilities in multiple markets who need a consistent program to service all of their locations. These programs are customized to fit the unique needs of each customer. Program features include: standardized pricing, performance reports, consulting services and product selection to best fit each application. Programs can also include coordination between new construction, remodeling, maintenance and repair activities to provide an integrated plan for maximum efficiency. All programs are designed to improve safety, customer convenience and employee productivity for each application at the lowest total cost of long-term ownership. ■



## ENTRY DOOR SYSTEMS GROUP

The Entry Door Systems Group works with customers in the commercial construction marketplace to provide a broad range of products and services incorporating Construction Specification Institute (CSI) divisions 2, 6, 8, 10, 11 and 12. Products can be delivered to the job site with or without installation. Extensive support services are available and divided into pre-construction, construction and post-construction activities. ■



## LOCAL MARKET GROUP

The Local Market Group supports customers with the Company's full range of commercial and residential products and services in 32 markets throughout the United States. Each location offers installation, maintenance and repair services 24 hours a day, 365 days a year. These offices provide their full range of products and services to building owners and tenants in existing buildings and to local contractors on new construction and remodeling projects. ■



The National Accounts Group supports customers with facilities in multiple markets who need a consistent program to cover all of their locations. These programs are customized to fit the unique needs of each customer. Program features include: standardized pricing, performance reports, consulting services, and product selection to best fit each application. Programs can also include coordination between new construction, remodeling, maintenance and repair activities to provide an integrated program for maximum efficiency. All programs are designed to improve safety, customer convenience and employee productivity for each application at the lowest total cost of long-term ownership.

## NATIONAL COVERAGE

The National Accounts team has programs on both a regional or national basis to fit the preference of each customer, and services are available 24 hours a day, 365 days a year.

## FULL-SERVICE DOCK AND DOOR EXPERTS

The National Accounts team offers a full line of commercial products and services including: automatic doors, dock equipment, garage doors, high-speed doors, entry doors, master key systems and many related products to ensure the appropriate opening system is used for each application.

## LIFE CYCLE MANAGEMENT

The National Accounts team can also incorporate new construction, remodeling, maintenance and repair activities into a single program to reduce the cost of ownership over the life of the facility.

## CUSTOMIZED PROGRAMS

The National Accounts team can customize any aspect of a program to ensure the best fit possible with the needs of each customer. ■



## NATIONAL ACCOUNTS COMMON PRODUCTS

- Entry Doors
  - Automatic Doors
  - Hollow Metal and Wood Doors
  - Impact Doors
  - Storefront and Glass Doors
  - Door Hardware and Parts
- Overhead Doors and Docks
  - Dock Doors
  - Dock Equipment
  - High Speed Doors
  - Rolling Steel Fire Doors
- Security Solutions
  - Alarmed Exits
  - Gates and Mall Doors
  - Key Systems
  - Parking Lot Gates and Bollards
  - Security Shutters and Grilles

# ENTRY DOOR SYSTEMS GROUP

The Entry Door Systems Group works with customers in the commercial construction marketplace to provide a broad range of products and services incorporating Construction Specification Institute (CSI) divisions 2, 6, 8, 10, 11 and 12. Products can be delivered to the job site with or without installation. Extensive support services are available and divided into pre-construction, construction and post-construction activities. ■



## PRE-CONSTRUCTION SERVICES

- **Design and budgeting services** to ensure the best products and systems are used while meeting the owner's financial budget
- **Building Information Modeling (BIM)** integration to improve the overall efficiency of the construction process
- **Environmental compliance:** Forest Stewardship Council® (FSC) membership to ensure wood is used from sustainable forests and Green Building Council (USGBC) participation in the LEED® green building certification system

## CONSTRUCTION SERVICES

- **Integration of entry doors and automatic doors with the security system** to provide single source responsibility for the work
- **Pre-installation of Entry Doors and Hardware** off-site to accelerate project schedules, reduce on-site waste and increase safety
- **Combined CSI divisions 2, 6, 8, 10, 11 and 12 packages** of products and systems to meet project needs



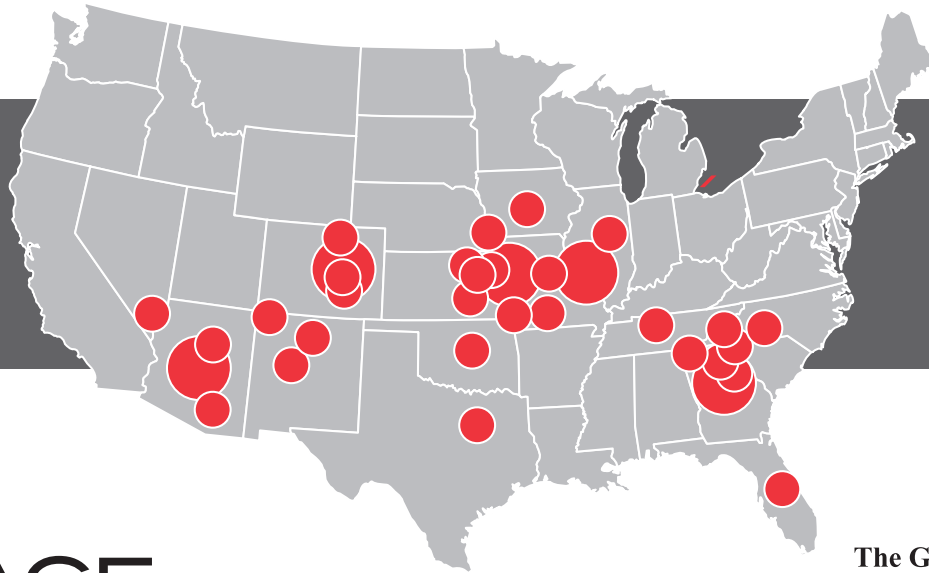
## POST-CONSTRUCTION SERVICES

- **Mechanical key and security system management** to ensure system integrity
- **Inspection and maintenance programs** to ensure proper maintenance and ongoing compliance with codes and regulations
- **Preferred service repair programs** to reduce downtime and control costs



# LOCAL MARKET GROUP

The Local Market Group supports customers with the Company's full range of commercial and residential products and services in 32 markets throughout the United States. Each location offers installation, maintenance and repair services 24 hours a day, 365 days a year. These offices provide their full range of products and services to building owners and tenants in existing buildings and to local contractors on new construction and remodeling projects. The Company currently operates in numerous markets under the Overhead Door Ribbon brand name through a relationship dating back to 1926. The Company also markets certain products and services nationally under the DH Pace tradename, and operates under a variety of additional local tradenames in individual markets around the United States. ■



**DHPACE**  
Everything Doors Since 1926

The Genuine. The Original.



## LOCATIONS

### ARIZONA

Flagstaff  
Phoenix  
Tucson

### COLORADO

Colorado Springs  
Denver  
Loveland  
Pueblo

### FLORIDA

Orlando

### GEORGIA

Atlanta  
Athens  
Dalton  
Gainesville

### ILLINOIS

Bloomington

### IOWA

Des Moines

### KANSAS

Kansas City  
Topeka  
Wichita

### MISSOURI

Columbia  
Kansas City  
Joplin  
Springfield  
St. Louis

### NEBRASKA

Omaha

### NEVADA

Las Vegas

### NEW MEXICO

Albuquerque  
Farmington  
Santa Fe

### NORTH CAROLINA

Asheville  
Charlotte

### OKLAHOMA

Oklahoma City

### SOUTH CAROLINA

Greenville

### TENNESSEE

Nashville

### TEXAS

Dallas

# PRODUCTS AND SERVICES



## COMMERCIAL

### PRODUCTS

- Automatic Door Systems
- Commercial Overhead Doors
- Commercial Security Systems and Access Control
- Entry Doors, Hardware and Key Systems
- Industrial, High Speed and Specialty Doors
- Loading Dock Equipment
- Specialty Products

### SERVICES AND PROGRAMS

- Emergency Service
- Part Sales and Service
- Planned Maintenance Programs
- Product Installation and Distribution
- Inspection and Testing Services
- Site Assessment Surveys
- Facility Standards Consulting

## RESIDENTIAL

### PRODUCTS

- Entry Doors
- Garage Doors, Openers and Accessories
- Residential Gate Systems
- Home Automation
- Patio and Storm Doors
- Garage Upgrades
  - Screen Doors, Flooring and Storage Systems

### SERVICES AND PROGRAMS

- Emergency Service
- Part Sales and Service
- Planned Maintenance Program
- Product Installation
- Inspection Services

**DHPACE**  
Everything Doors Since 1926

[DHPace.com](http://DHPace.com)

# AUTOMATIC DOOR SYSTEMS



DH Pace is a leading provider of automatic doors, installation services and maintenance for both new construction and remodeling projects. Regardless of the application or quantity, we can design, install and maintain automatic door systems that are aesthetically pleasing, safe, secure and meet specified requirements.

Our trained and certified door professionals work with architects, general contractors and facility owners to review project considerations and job requirements. Ultimately, every automatic door system is designed for the safe, uninterrupted flow of traffic while providing controlled access.



## PROPER MAINTENANCE

Automatic door systems are largely utilized in high-traffic areas as they are often used as the main entrance to a building. Maintenance of these systems is a critical safety requirement. AAADM (American Association of Automatic Door Manufacturers) recommends that automatic doors be inspected annually, at minimum, to improve safety for the customer and employees that use these doors on a daily basis. DH Pace's AAADM certified inspectors complete inspections in accordance with American National Standards Institute (ANSI) A156.10, A156.19, A156.27 and A156.38.

## IMPROVING SAFETY AND SECURITY

Installation of automatic door systems are available with a wide variety of additional security features including access control and surveillance cameras to enhance and customize the level of security at designated openings or at particular times.

A wide variety of activation systems can be used to fit the needs of each application:

- Motion or Infrared Sensors
- Key Access
- Push Plates
- Access Control
- Touchless Sensors

**“Automatic door systems are an efficient method to facilitate convenient access in and out of buildings. However, if not properly maintained they can lead to injuries, costly lawsuits and reputational damage. Routine inspection and maintenance is highly recommended for these types of entry systems.”**



## PRODUCTS

- Access Control
- Automatic Door Operators
- Bi-Fold and Telescoping Doors
- Revolving Doors
- Security Doors
  - Revolvers
  - Portals
  - Optical, Full and Waist Height Turnstiles
- Sliding Doors

## ACCESSORIES

- Motion Sensors
- Push Plates
- Touchless Sensors
- Safety and Infrared Sensors
- Key Access
- Guardrails
- Door Safety Decals
- Access Control
- Push Plate Posts

## NEW CUSTOM GLASS DOORS ENHANCE BEAUTY OF NEW ENTERTAINMENT FACILITY

OWNER NEEDED NEW AUTOMATIC DOORS TO MATCH THE OVERALL THEME OF THE ESTABLISHMENT

### PROBLEM

Equal parts entertainment venue and restaurant, an “eatertainment” under construction requested custom all glass sliding doors for their main entrance. They also wanted a similar all glass sliding door for the outdoor patio.



As part of the concept’s brand, the architectural design called for a sleek, modern aesthetic and the all glass sliding doors were key to achieving this look and feel. The project called for four large all glass, bi-parting sliding door packages and one all glass, single sliding door package. In accordance with code requirements for a large public area, the doors required full breakout capability. The full breakout functionality permits all of the door panels in the opening to swing in the direction of egress in an emergency to evacuate the building quicker. This combination of functional and aesthetic needs required designing and building custom door assemblies.

### SOLUTION

DH Pace worked with a global leader in automatic door systems to design and manufacture doors for the entrance, vestibule and outside patio.

The manufacturer utilized the benefits of an existing all-glass design and implemented breakout functionality for a customized solution. The bi-parting openings measured 120 -by-91 inches and the single sliding openings were 84-by-91 inches. All openings were installed with one-half inch thick tempered glass. The door packages were constructed to comply with American National Standards Institute (ANSI) 156.10 and are UL 325 Listed.



The sliding door packages also included special control panels. The wall-mounted panels provide a way to control the sliding glass doors. The panel displays the current setting and provides an alert if there is an abnormal circumstance or if someone operating the door improperly accidentally triggers the breakout feature. The panel also includes a reminder to the owner to complete the AAADM (American Association of Automatic Door Manufacturers) automatic door safety checklist daily to verify the door is operating safely.

### CONCLUSION

The large all-glass doors met the requirements for a modern aesthetic and the necessary building codes and standard requirements for safe door operation. The DH Pace team completed this innovative design on schedule. Today, the venue is open for business with the automatic doors providing a compelling entryway into the ‘eatertainment’ experience. This project, once again, demonstrated DH Pace’s ability to design and deliver complex entry door solutions for difficult projects. ■

# COMMERCIAL OVERHEAD DOORS



In applications where Commercial Overhead Doors are used, they play a critical role in providing higher customer satisfaction, increased employee productivity and security. Given the relatively large size of these doors and the wide variety of applications they are used in, it is essential to select the appropriate door system for meeting the operating requirements of each unique opening. Proper installation and routine maintenance is also critical for the safe and efficient use of an overhead door system. DH Pace offers a complete range of design, installation, maintenance and repair services to meet these challenging requirements.



## PROPER MAINTENANCE

Because commercial overhead door systems are typically large and heavy, they are a potential safety and security risk if they are not properly maintained. Performing routine, planned maintenance keeps systems properly adjusted and provides an opportunity to inspect the system to identify any additional problems so they can be addressed promptly.

**“Given the large size of commercial overhead doors and the wide variety of applications they are used in, it is essential to select an appropriate door system for meeting the operating requirements of each unique opening.”**

## IMPROVING SAFETY AND SECURITY

A wide variety of additional equipment can be provided at these openings to reduce the risk of injury, property damage or loss of security. Older power operators can be upgraded to the new UL 325 compliant standard to provide continuous safety monitoring. Openings can also be protected from damage through the use of a variety of products including: safety edges, safety beams, bollards, track bars, and break-out sections.

A variety of options also exist for door activation to suit the needs of any application:

- Push Button
- Remote Transmitter
- Motion Sensor
- Pull Cord
- In-Ground Loop
- Access Control

## PRODUCTS

- Aluminum and Glass Doors
- Counter Doors
- Knock-Out Doors
- Operators and Accessories
- Rolling Steel Doors
  - Fire-Rated
  - Insulated
  - Non-Insulated
- Sectional Steel Doors
  - Insulated
  - Non-Insulated
- Security Grilles

## ACCESSORIES

- Heavy, Medium and Standard Duty Operators
- Pull Cord Activation
- Bollards
- Safety Edges
- Motion Detectors
- Track Bars
- Control Boxes
- Safety Beams and Photoelectric Sensors
- Safety Light Curtains



## SAFETY ISSUES CRITICAL FOR CUSTOM DOOR INSTALLATION PROJECT

AN ETHANOL PRODUCTION FACILITY NEEDED TO ADD NEW OPENINGS IN A MULTI-LEVEL BUILDING

### PROBLEM

An alternative energy plant planned to upgrade some large machinery that would be difficult to place into position within the existing infrastructure that lacked a freight elevator. Plant managers also had to consider how they could easily access the equipment for maintenance and improve the temperature control of the space.

It was clear using stairways in a seven-floor building was not practical. The customer eventually decided to install large exterior doors and use a crane to position the new equipment. The newly added doors would allow them access for maintenance of the equipment. The customer turned to DH Pace to design an opening system to meet these challenging requirements.

### SOLUTION

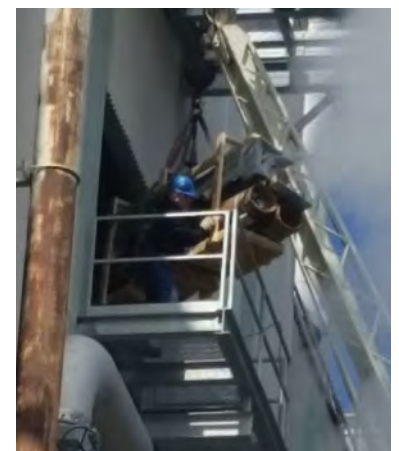
The Pace team submitted a proposed design for the doors which included the installation of one combination door on each floor. Each combination door used a standard rolling steel door along with a second pinhole perforated rolling steel door installed in the same opening. The solid rolling door was ideal for colder temperatures, while the perforated rolling door permitted air flow in warmer weather while still preventing the passage of birds and insects.

Due to the nature of the facility, the project included several special safety issues requiring the DH Pace installation team to coordinate closely with the customer. Since the plant contained highly flammable materials within 10 feet of the new openings only air powered tools were permitted during the installation process. In addition, the plant safety policy did not allow the use of ladders so scaffolding was installed at the project site. OSHA approved fall protection was also employed by the installation team.

With such complex project requirements, the team carefully coordinated the installation plan closely with all parties, including the corporate DH Pace Safety Team. The DH Pace installation team assembled crates with all the appropriate materials for each door. The crates were then lifted by crane onto a small platform adjacent to each door opening for the team to complete the installation.

### CONCLUSION

The installation process went smoothly and the project was completed on schedule and with no safety related incidents or injuries. Today, the plant is up and running with the new equipment and taking advantage of the improved maintenance access and increased environmental comfort provided by the new doors. This project, once again, demonstrated DH Pace's ability to design and deliver complex solutions on difficult projects. ■



# ENTRY DOOR SYSTEMS

Entry Door Systems are used in a wide variety of applications. Each opening is custom built to meet the specific needs of its application. The door's finish hardware will determine how the opening operates, such as the level of automation for operation and security. The doors and frames are available in various materials for durability, aesthetic, security or for environmental reasons. Materials commonly used include: wood, hollow metal, aluminum, stainless steel and fiberglass reinforced plastic (FRP). Entry doors are also used in applications where building code compliance is critical. Fire, life safety and handicapped accessibility code requirements play a significant role in the proper selection and operation of an entry door system.



DH Pace employs trained and highly skilled professionals that work with building owners, architects, contractors and end users in the design, selection, installation, maintenance and repair of entry door systems to meet the needs of each application.

## PROPER MAINTENANCE

The latest version of the fire code requires an annual inspection of all fire-rated entry doors to verify the opening is being maintained in compliance with the published requirements. DH Pace provides a full range of training, consulting and inspection services relating to this new requirement.

**“Entry doors are also used in applications where building code compliance is critical. Fire, life safety and handicapped accessibility code requirements play a significant role in the proper selection and operation of an entry door system.”**

## IMPROVING SAFETY AND SECURITY

Several factors – such as proper design and implementation of mechanical key systems, electronic access control systems (standalone, networked and wireless) and proper application of mechanical and electrified hardware – layer together to determine the overall effectiveness of a facility's entry door safety and security systems.

DH Pace offers custom solutions based on your facility's requirements that can optimize safety, security and code compliance, while still providing the lowest total cost of ownership over the life of the facility.

Common safety programs include:

- Specifications and building standards consulting, product and application review
- Master Key Systems design, key record management and locksmith services
- Site assessment surveys, like NFPA 80 (fire), NFPA 101 (life safety), NFPA 105 (smoke) and ADA Standards, along with reports and recommendations
- Planned maintenance programs for entry door systems and related openings

## PRODUCTS

- Access Control
  - Credentials and Readers
- Doors and Frames
  - Accordion and Operable Walls
  - Aluminum Doors, Storefronts and Windows
  - Flush Wood Doors
  - Hollow Metal Doors and Frames
  - Performance-Rated Assemblies
  - Specialty Applications
- Finish Hardware
  - Electrified Hardware
  - Locksets, Exit Devices and Closers
  - Key Systems and Accessories
  - Push, Pull and Kick Plates

## PERFORMANCE-RATED ASSEMBLIES

- Integrated Doors
- Fire-Rated Doors
- Sound-Rate Doors
- Thermal-Rated Doors
- Cross Corridors and Area Separations
- Elevator Shafts and Lobbies



## SCHOOL DISTRICT UPDATES TO ENERGY-EFFICIENT ENTRY DOORS

DH PACE CONSULTS WITH DISTRICT TO DELIVER ENERGY SAVINGS AND LOWER MAINTENANCE COSTS

### PROBLEM

The school district hired a general contractor that specialized in renovating older buildings to improve energy efficiency. The district needed 40 new doors and three overhead sectional steel doors in six different buildings that would improve energy efficiency and withstand the heavy use and abuse in a school environment. The project schedule was tight with construction starting immediately after the end of the current school year in late May and a planned completion date in mid-August before beginning the new school year.

### SOLUTION

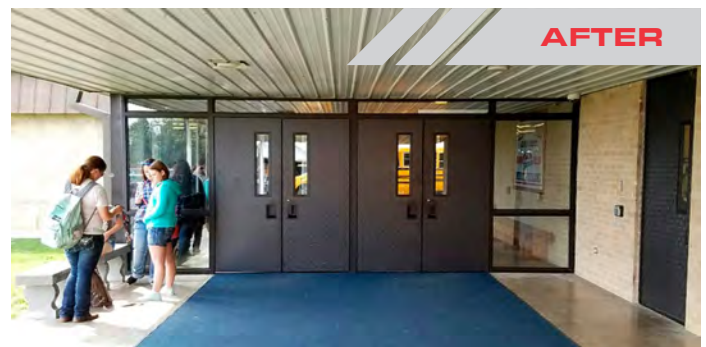
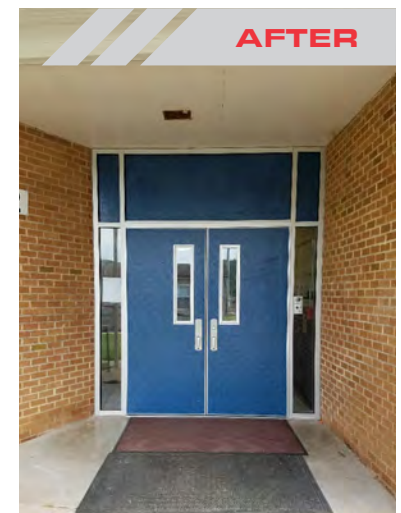
The general contractor opened the project for bids and received proposals from three door companies. The team at DH Pace submitted a bid for the requested products as well as a voluntary proposal for alternate materials they felt better suited the needs of the project. DH Pace won the project in June.

Instead of using the steel and aluminum doors specified, the DH Pace team recommended the use of Fiberglass Reinforced Plastic (FRP) entry doors. Their heavy-duty nature made them more difficult to damage, which was ideal for the high traffic use in the schools. The energy efficient FRP doors are rust-resistant and never need to be repainted which makes them much lower maintenance over time compared to the original request for metal doors.

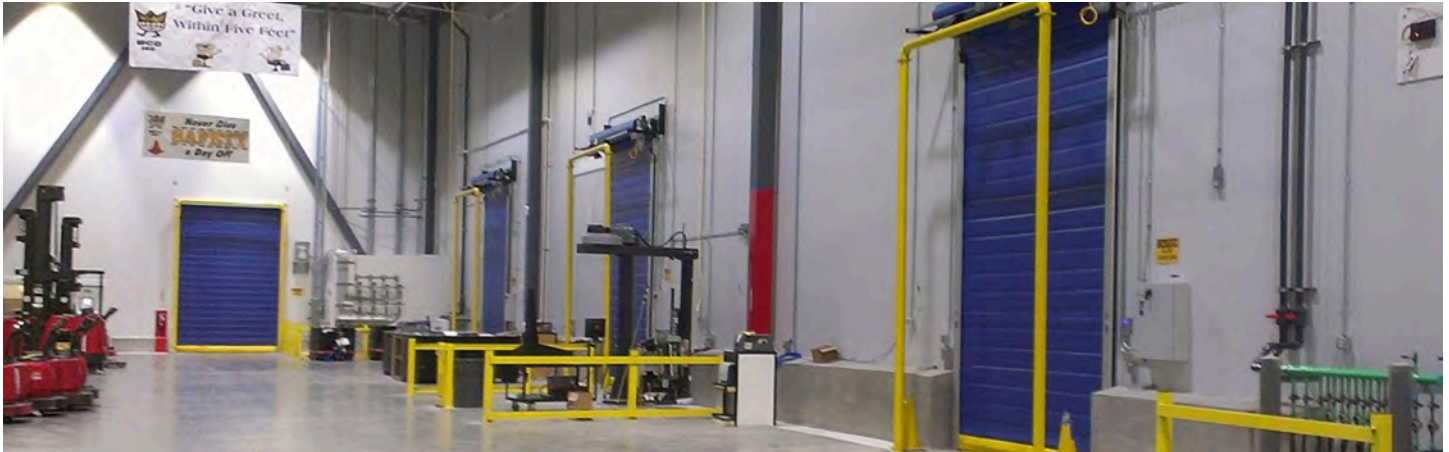
Once the recommendation was accepted and all field dimensions were verified the team ordered the doors and coordinated installation dates with the general contractor to complete the work timely.

### CONCLUSION

All of the doors were installed successfully. The general contractor and school district officials were pleased with the project's outcome, as well as the team's dedication and communication throughout the process. The school district loved the low maintenance aspect of the FRP doors. Even through hard use and high traffic, the doors have performed well and have provided significant energy savings for the school district. This project, once again, demonstrated DH Pace's ability to design and deliver highly customized entry door solutions on difficult projects. ■



# INDUSTRIAL, HIGH SPEED AND SPECIALTY DOORS



Industrial, High Speed and Specialty Doors are used in highly customized applications with very demanding performance and construction characteristics. DH Pace employs trained and highly skilled professionals that work with building owners, architects, contractors and end users in the design, selection, installation, maintenance and repair of these specialized door systems to meet the unique needs of each application.

## PROPER MAINTENANCE

Specialty doors are typically installed in mission critical openings in a facility where safe and dependable performance is essential. Performing routine, planned maintenance keeps systems properly adjusted and provides an opportunity to inspect the system to identify any additional problems so they can be addressed promptly.

## IMPROVING SAFETY AND SECURITY

Many industrial, high speed or specialty openings call for specialized safety and security solutions. The Company's trained and highly skilled professionals work with customers to select the appropriate additional equipment to optimize the operation of these door systems.

These include:

- Highly specialized control and safety systems
- Access control and monitoring devices to restrict unauthorized traffic
- Secondary protection measures such as barrier gates, guardrails or bollards

**"Specialty doors are typically installed in mission critical openings in a facility where safe and dependable performance is essential. Performing routine, planned maintenance keeps systems properly adjusted and provides an opportunity to inspect the system to identify any additional problems so they can be addressed promptly."**

## PRODUCTS

- Air Curtains
- Bullet Resistant and Blast Doors
- Cold Storage and Cooler Doors
- Fire-Rated Shutters
- Hangar Doors
- High Speed Doors
- High Performance Doors
- Impact Traffic Doors
- Insect Control Doors, Bug Barriers and Screens
- Security Gates and Grilles
- Sliding Doors
- Traffic Doors

## ACCESSORIES

- Safety Light Curtains
- Sensing Edges
- Activation and Presence Sensors
- Photoelectric Sensors
- Operators
- Bollards
- Touchless Activation
- Guardrails
- Smoke and Weather Seals



## TRAINING CENTER RENOVATIONS INCLUDED MASSIVE DOORS FOR FLIGHT SIMULATORS

THE TRAINING CENTER NEEDED NEW DOORS TO PERMIT THE MOVEMENT OF LARGE FLIGHT SIMULATORS

### PROBLEM

The airline set off on a two-year project with a general contractor to renovate their six-building campus. The purpose of the project was to update the layout of office and classroom spaces, as well as other building system upgrades.

As part of the project, the customer needed to remove some existing training equipment and install new flight simulator systems. As one might expect, the simulators were substantial in size and required massive door openings to accommodate the large-scale equipment installation. As a result, the required openings were 16-by-16 feet. The size and weight of these doors made designing them for convenient use and security a big challenge.

The project plans called for three new openings with doors for the training expansion and the replacement of eight doors in existing openings.

### SOLUTION

After evaluating their options, the general contractor awarded DH Pace with the project. The contractor felt they could trust DH Pace to design, build and install these highly custom doors properly and meet the project completion schedule.

The team worked closely with the architect and manufacturer on design, construction and hardware selection to accommodate the large size and heavy weight of the doors. DH Pace had the 11 pairs of 8-by-16 foot metal swing doors constructed using 14-gauge galvanized steel. The doors were also 3 inches thick, which is almost twice the thickness of a typical entry door. The heavy-duty doors were industrial grade for use in applications where the openings are too large or too demanding for the use of standard hollow metal doors. This was exactly what the flight simulation training center needed to meet their requirements for size, security and durability.



Installation was challenging due to the size and weight of the swing doors. After several planning meetings to coordinate the process, construction and installation proceeded without any issues. The job finished on schedule.

### CONCLUSION

Although the new doors were only a small part of the overall construction project, they were a critical component to the efficient operation of the facility. Now outfitted with 28 flight simulators and 24 classrooms, the center is an industry benchmark for training pilots across many airlines. This project, once again, demonstrated DH Pace's ability to design and deliver highly customized opening solutions on difficult projects. ■

# LOADING DOCK EQUIPMENT

Loading Dock Equipment plays a critical role in the safe and productive movement of materials through facilities. Properly maintained and operated it can improve employee productivity and business profitability. When not properly operated or maintained serious injuries can result. DH Pace's extensive product line to address these challenges include: dock levelers, dock bridges, trailer restraints, integrated control systems, dock seals and shelters, HVLS warehouse fans, lighting, safety equipment, scissor lifts to keep the business running smoothly and a full array of products and services specifically designed to support environmental sustainability initiatives.



DH Pace employs trained and highly skilled professionals that work with building owners, architects, contractors and end users in the design, selection, installation, maintenance and repair of docking systems to meet the needs of each application.



**"Dock equipment plays a critical role in the safe and productive movement of materials through facilities. Properly maintained and operated it can improve employee productivity and business profitability. When not properly operated or maintained serious injuries can result."**

## PROPER MAINTENANCE

Docking systems are critical to the efficient operation of an overall materials handling system. Performing routine, planned maintenance keeps systems properly adjusted and provides an opportunity to inspect the system to identify any additional problems so they can be addressed promptly.

Common solutions that increase performance and optimize total cost of ownership include the following items:

- Avoiding downtime and employee injuries by adding weather seal kits at dock positions to keep debris away from moving parts of dock equipment
- Preventing building damage by adding the correct size and type of bumpers to protect the building during loading and unloading
- Improving employee morale and productivity with high-volume, low-speed (HVLS) fans
- Making the loading process more efficient with portable dock ramps in areas where permanent concrete ramps are not an option

## IMPROVING SAFETY AND SECURITY

Many docking systems call for specialized solutions to meet the unique materials handling requirements of each facility. The Company's trained and highly skilled professionals work with customers to select the appropriate equipment to optimize the operation of docking systems.

Common safety improvements include the following items:

- Using vehicle restraints and wheel chocks to help prevent trailer creep
- Implementing light communication systems for dock attendants and drivers
- Installing handrails, track guards, door guards and bollards to safeguard employees and equipment from dangerous areas

## PRODUCTS

- Dock Accessories and Safety Equipment
- Dock Levelers
  - Air Bag
  - Edge of Dock
  - Hydraulic
  - Mechanical
  - Vertical Storing
- Seals and Shelters
  - Compression Dock Seal
  - L-Pad Style Dock Seal
  - Rigid Frame Shelters
  - Soft-Sided Shelters
- Vehicle Restraints
  - Automatic
  - Mechanical

## ACCESSORIES

- Wheel Chocks
- Weather Seal Kits
- Bollards
- Knock-Out Doors
- Light Communicators
- Guardrails and Handrails
- Track Guards
- Air Curtains
- Bumpers
- Corner Protectors
- Lifts
- Dock Plates and Yard Ramps
- Modular Offices
- Light Communicators

## MULTI-NATIONAL CUSTOMER NEEDS A LOADING DOCK SOLUTION AT MULTIPLE PLANT LOCATIONS

A NEW LOGISTICS PLAN REQUIRES THE CUSTOMER TO FIND A DOCK SOLUTION AT SEVERAL PLANT LOCATIONS

### PROBLEM

A multi-national consumer goods company developed a new logistics plan that called for shifting where some products were produced. Implementing the plan required making significant changes in their material handling systems at multiple plants.

DH Pace had developed a close working relationship with this multi-national customer through their past work in providing planned maintenance services that included everything from loading dock equipment to doors. As a result, the team was well versed in the inner workings of the facility.

In another region hundreds of miles away, DH Pace had the opportunity to support another customer location. Due to the shift in production, the second regional facility needed several new loading dock positions and extensive repairs to the existing doors and docks.



### SOLUTION

DH Pace worked closely with the operations team from the second facility to inspect the existing loading docks and doors. The DH Pace team presented repair recommendations and also designed new dock seals to meet a custom application.

Corporate engineers from the customer's US headquarters were impressed by DH Pace's professionalism in recommending and completing the work.

DH Pace recommended an industry-leading air-powered dock leveler. Known for reliability, the specified dock leveler provided a safe option at an affordable cost between hydraulic and mechanical choices. In addition, the team presented repair recommendations on existing equipment and a new custom-designed dock seal solution for a special application within each plant.

As a result, when the customer began planning the construction of a new plant in a different location they turned to DH Pace to assist in the design.

Since DH Pace had created a similar customized solution at the customer's existing facility, they leveraged the same solution for the new plant location. In all, DH Pace recommended the following items for the new plant:

- 100 air-powered dock levelers
- 100 vehicle restraints with communication systems
- 92 standard dock seals
- 8 custom dock seals



Once the package of dock equipment was finalized, the teams set to work on defining the installation plans. The dock equipment arrived in three shipments, and the first set of equipment was delivered right as work finished on the exterior concrete. This meant that the installation teams could start working without any delay.

It took under a month to complete the installation of all the equipment. It was an ideal scenario that the team received the products in time to start work immediately, rather than having to store them. The project's superintendent was very impressed and commented on the efficiency and speed of the install, and the recommendations and professionalism by the DH Pace team also made a positive impression on the corporate engineers after completing the project.

### CONCLUSION

Overall, this project went from identifying the package of loading dock equipment to being fully installed in about six months. The project ended on-schedule and on budget. This project, once again, demonstrated the DH Pace team's expertise in dock equipment and their ability to provide solutions anywhere in the United States. ■



The design, implementation and maintenance of security systems is a complex task. Each system must be custom-built and configured to fit the needs of each customer and facility. The mechanical master key system must be integrated with the access control system to provide convenience and security at an affordable cost. Since these systems are installed on entry doors; fire, life safety and handicapped accessibility code requirements also play a significant role in the proper design and operation of the process. In many cases, these systems also need to be integrated with automatic doors and other types of specialty doors and equipment throughout the facility.

DH Pace employs trained and highly skilled professionals that work with building owners, architects, contractors and end users in the design, selection, installation, maintenance and repair of security systems to meet the needs of each application. The company's core Systems Integration offering includes: access control, video surveillance, intrusion alarm, and parking control system products and services.

**"The design of a security system is a complex task. Each system must be custom-built and configured to fit the needs of each customer and facility. The mechanical master key system must be integrated with the access control system to provide convenience and security at an affordable cost."**

## PROPER SYSTEM DESIGN

With constant technological advancements for physical security products, operating software and networking systems, it is imperative that a facility's security provider offer products, systems and services built with forward and backward compatibility to cost-effectively leverage future technological advancements.

The Company works with facility owners, managers, IT directors and related stakeholders to ensure that clients are aware of current technology and newly released products that can lower the total cost of ownership, improve the system's performance and even expand into existing security systems in place.



Common systems integration and electronic security improvements include the following items:

- Site surveys to discover identify and correct gaps in a facility security
- Updating security utilizing newer access control solutions
- Integrating multiple facilities together under a single security system
- Video monitoring of traffic into, out of and adjacent to a facility
- Proper physical security on entry doors to complement the access control solution

## IMPROVING SAFETY AND SECURITY

A well-designed integrated security system is the cornerstone of an effective security plan. Physical security requirements can vary widely based on building type, function, security levels and risks, public versus private usage and asset protection value. DH Pace's trained and certified professionals can help customers to balance any customer's security requirements, with budgetary considerations and existing conditions in order to design and install the appropriate security system to meet the unique needs of each facility.

## PRODUCTS

- Electronic Access Control
  - Credentials and Readers
- Mass Notification
- Parking Gate Systems
  - Barrier Systems
  - Overhead Gates
  - Parking Control Products
  - Parking Revenue Systems
  - Sliding Gates
  - Swing Gates
  - Vertical Lift Gates
  - Vertical Pivot Gates
- Pedestrian Traffic Control
- Perimeter and Intrusion Detection
- Telephone and Intercom Entry
- Video and Video Management



## EXISTING FACILITY UPGRADES SECURITY BY INTEGRATING NEW ACCESS CONTROL, ENTRY DOOR AND KEY SYSTEMS

AN INDUSTRIAL DISTRIBUTOR NEEDED HELP IMPROVING SECURITY TO IMPLEMENT RECOMMENDED UPGRADES FROM A SECURITY AUDIT

### PROBLEM

The industrial distributor's facility included 25,000 square feet of offices and a 100,000 square foot distribution center. Over the years, minor incidents led leadership to believe it was time to improve their level of security. They hired a security consultant that presented a report that revealed seven significant security concerns. The report also recommended hiring a qualified security contractor to perform the corrective work. DH Pace was among those listed by the consultant and was later invited to bid on a project.

### SOLUTION

After meeting with company representatives to review the report, the DH Pace team presented a plan of action. The proposal incorporated a new access control system, the construction of a vestibule, the addition of new entry doors and master key system updates. The customer liked the idea of a single proposal encompassing all the necessary components including installation services. It also meant one company to contact for future service and maintenance work.

The DH Pace team recommended a role-based access control management system that integrated with the existing IT systems. The distributor would assign their employees ID badges with integrated credentials to allow access to the facility. The new security plan reduced the number of external entry points from 14 to four, all with controlled access and card readers. The design ensured emergency egress regulations were met while securing the four remaining exterior access points.

The DH Pace team installed the following items to address specific study findings:

- Hollow metal doors at exterior locations
- Access control card readers at exterior and interior locations per the security plan
- New aluminum and glass storefront doors and frames on the second floor stairway to create a vestibule
- New code-compliant alarmed exit device replacing a defective one
- Rekeying of all exterior doors and integrated them into the alarm system
- New exit devices on exterior doors to meet building egress code requirements.



“In an effort to bring our facility up to advised security standards, we enlisted DH Pace as our contractor of choice to accomplish this goal. I am pleased to announce that DH Pace not only performed the task we set forth, but also completed the project in a timely manner and without business interruption. I feel the consensus corporate wide is a sense of a safe and secure working environment. Thank you very much for a job well done!”

**Warehouse Manager**

### CONCLUSION

Today's security climate has changed dramatically. The new system is in place to better protect their employees, and millions of dollars in property. By partnering with DH Pace the customer was able to complete the work under a single contract saving the customer significant time and money. This project, once again, demonstrated DH Pace's ability to design and deliver complex access control solutions on difficult projects. ■

Do your project plans require specialty products beyond doors or loading dock equipment? DH Pace offers a wide range of products for specialized applications.

## PRODUCTS

- Ballistic and Impact-Resistant Glass
- Bathroom Partitions and Hardware
- High Volume Low Speed (HVLS) Fans
- Office Space Division
  - Acoustical Accordion Folding Partitions
  - Acoustical Panels
  - Folding Doors
  - Operable Walls
  - Relocatable Walls



**“Ballistic and impact-resistant glass is more affordable than you might think. There are options available that deter entry in spite of damage by a baseball bat, a sledgehammer and even gunshots.”**

## MIDDLE SCHOOL SECURES ENTRY POINTS AFTER BREAK-IN

A MIDDLE SCHOOL NEEDED ADDITIONAL SECURITY AT WINDOWS AFTER A BREAK-IN

### PROBLEM

A middle school with two large computer labs filled with devices was the target of theft. Despite having a security guard active in the building, four people broke into the school in the early morning hours and had stolen nearly 100 laptop and desktop computers valued at more than \$200,000.

To prevent future theft attempts, the school contacted DH Pace for a solution. The school district had a 20-year long history of working with DH Pace, so it was a natural fit for the school’s leadership to reach out for support after the incident.

### SOLUTION

After evaluating the situation, the DH Pace team developed potential solutions. The room’s windows were not operable and thus did not need to be used for egress purposes, so the team recommended use of stationary stainless steel security panels. The school liked the modern look of stainless steel and the ability to customize the panels with their logo.



Once the school approved the artwork for the custom laser-cut design, the DH Pace team fabricated 12 stainless steel panels, with each panel measuring 42-by-94 inches.

The pre-fabricated units arrived at the job site ready to install. The team used tamper-resistant security screws to attach the panels over the windows. This type of fastener was important for providing the necessary level of security. With the panels ready, they slid perfectly into the window openings and were easily attached them to the walls.

### CONCLUSION

A couple of months after the computer lab panels were installed, school leadership was so pleased with the solution that they contacted DH Pace to make 27 similar panels for their gymnasium, which has several exterior windows. This project, once again, demonstrated the DH Pace team’s expertise in providing custom solutions on difficult projects. ■

# CONSTRUCTION SERVICES

DH Pace offers a complete line of Construction Specifications Institute (CSI) Division 2, 6, 8, 10, 11 and 12 products for commercial new construction and major existing facility projects anywhere in the nation.

The Construction Services team coordinates purchasing, submittals, procurement and installation of all materials, which allows customers to focus their efforts on other areas.

## CONSTRUCTION SERVICES

- Division 2: **Site Construction**
- Division 6: **Wood, Plastics and Composites**
- Division 8: **Openings**
- Division 10: **Specialties**
- Division 11: **Equipment**
- Division 12: **Furnishings**

The DH Pace Construction Services Group achieves professional project management through industry-leading software to deliver projects that are on-time, under budget and consistently exceed customer expectations.



**"The DH Pace Construction Services Group specializes in large, fast-track and difficult commercial construction projects throughout the United States."**

Examples representative of the Construction Services team capabilities include the following projects:

### ARIZONA

#### PHOENIX

- Phoenix Children's Hospital

#### TUCSON

- Marriott Star Pass Resort

### GEORGIA

#### ATLANTA

- Federal Reserve Bank
- Georgia State Univ., Science Building

### IOWA

#### DES MOINES

- Buffet Cancer Center

### KANSAS

#### KANSAS CITY

- Univ. of Kansas Hospital, Cambridge Tower

#### MANHATTAN

- Kansas State Univ., Seaton Hall
- National Bio Science Center

#### SHAWNEE MISSION

- Shawnee Mission School District, Center For Academic Achievement

### MISSOURI

#### CONCEPTION

- Conception Abbey

### INDEPENDENCE

- HCA Independence Regional Hospital

### JOPLIN

- Joplin High School
- Kansas City Univ., Joplin Campus

### KANSAS CITY

- Kansas City Municipal Auditorium, Historical Door Replacement

### O'FALLON

- Progress West Healthcare Center

### WARRENSBURG

- Western Missouri Medical Center

### OKLAHOMA

#### OKLAHOMA CITY

- 499 Sheridan High Rise

### TENNESSEE

#### MEMPHIS

- Federal Express World Headquarters

### VIRGINIA

#### MANASSAS

- AOL, Online Data Center

### WASHINGTON D.C.

- Washington Convention Center

[DHPaceConstructionServices.com](http://DHPaceConstructionServices.com)

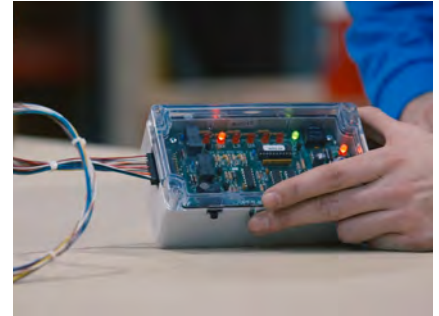
# HARDWARE PRE-INSTALLED SERVICES

Aren't there enough tasks coordinated on-site during a construction job? Simplify a part of the process by having DH Pace pre-install hardware onto doors and ship them directly to your site. Field install crews can complete any remaining hardware installation and make any necessary adjustments before hanging the doors. This service is ideal for new construction and fast-moving remodeling projects.

## IMPROVED PERFORMANCE

Customers find great benefit in having hardware pre-installed to their doors. Here are some examples of how customers have improved their efficiency with this service:

- Significantly reduce the amount of hardware installation required on-site
- Less waste to deal with on-site, which results in quicker clean up
- Eliminate the need for on-site hardware rooms and extended storage times
- Receive ready-to-hang doors at the ideal point in the construction schedule
- Implement the same specified doors and hardware across multiple locations



## PRE-INSTALLED HARDWARE

Trained and certified DH Pace technicians install and test all door hardware, including the following items:

- Accessories
- Closer Bodies
- Concealed Overhead Stops and Auto Bottoms
- Cylinders and Construction Cores
- Deadbolts and Strike Plates
- Door Frames
- Door Protection Plates
- Electric Hardware
- Hinges and Locks
- Flush and Surface Bolts
- Push/Pulls and Exit Devices

**"Customers can save significant time and money by having their doors delivered to the job site already painted and glazed with the hardware pre-installed."**



## PAINT SHOP

DH Pace also has a full-service professional in-house shop for painting products prior to hardware installation. This additional service eliminates the need to remove hardware or mask for painting by additional sub-contractors on-site.



## TRANSPORTATION

In preparation for shipping, DH Pace carefully packs the assembled doors to prevent damage during transportation and for ease of movement around the construction site. All doors are marked with a reference number for job site check-in and packed with the all necessary templates and documentation for easy on-site installation.

## INSTALLATION

Upon delivery at the job site with documentation, installation professionals are able to quickly and efficiently hang the door and the small amount of remaining hardware that cannot be pre-installed such as closer arms, surface-mounted door bottoms, gaskets and thresholds.



## RETAILER USES PRE-INSTALLED OPENINGS FOR REMODEL PROJECT AT MANY LOCATIONS

A LARGE-SCALE RETAILER REMODELING OVER 200 LOCATIONS USES PRE-INSTALLED DOORS TO REDUCE PROJECT DURATION AND COST

### PROBLEM

The retailer needed a partner with the ability to provide services nationally to supply and install new entry door openings to be retrofit in existing buildings at more than 200 locations. The program called for exterior and interior doors, related hardware and security components for integration with the existing access control and intrusion alarm systems.

### SOLUTION

The DH Pace team worked with the customer to plan the installation of this complex project. The team compiled information about each site, as well as requirements and key installation dates to get a complete understanding of the project scope. A prompt plan log documented sourcing materials and covered everything from installation to testing.

The team devised a repeatable process to be followed for each location. They identified appropriate options for products and recommended alternatives for exterior doors depending on the environmental factors, such as wind load requirements.

Once the plan was approved, the DH Pace team implemented it quickly. In addition to sourcing materials, DH Pace pre-installed door hardware in their warehouse before shipping doors to each location.



The benefits to pre-installing the door hardware were three-fold. First, it expedited the process by significantly reducing installation time on-site. Second, it ensured that highly skilled door technicians professionally installed the hardware. Lastly, it eliminated the need for on-site storage and reduced the amount of unnecessary trash on-site.

DH Pace kept the customer fully informed of the status of each installation at all points in time. The doors for each location were assembled, crated and shipped within one week of being released to facilitate the orderly progression of work. Field installers hung the doors, completed any remaining hardware installation and performed all necessary adjustments.

### CONCLUSION

Large-scale jobs often present unique challenges. From the design, to the fabrication, shipment and installation, the plan simplified a complicated project. With dedicated account management from the DH Pace team the customer's door replacement program was delivered on-time and under-budget. This project, once again, demonstrated the DH Pace team's expertise in entry door systems and their ability to provide services anywhere in the United States. ■

# KEY SERVICES



DH Pace provides nationwide full-service lock, key and security solutions, along with outstanding security products and services for commercial businesses and organizations of all sizes. In addition to a diverse product line, DH Pace is a member of the top national industry security and safety organizations with highly trained and skilled technicians on staff.

As a leader in the industry, DH Pace is a valuable partner to create comprehensive custom key service solutions to increase security, control costs and improve productivity for all organizations and facilities, large or small.

## SERVICES

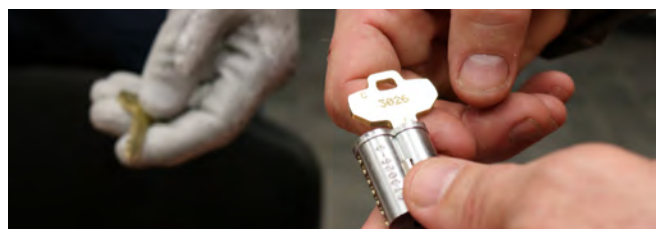
### LOCKSMITH SERVICES

- Consult and recommend products based on the application
- Cut keys and pin cores to specification
- Remove existing locksets and install new ones
- Maintain customized inventory
- Manage, maintain and support key records
- Manage rekey and core replacement projects
- Create new master key systems or maintain existing systems

### SECURITY-RELATED SERVICES

- Audit existing access and locking systems
- Integrate mechanical and electronic access control
- Design and build new security solutions

**“Maintaining the integrity of a key system to preserve facility security requires a systematic and disciplined approach that many customers accomplish by outsourcing the work to specialists like DH Pace Key Services team.”**



[DHPace.com/SecuritySolutions](http://DHPace.com/SecuritySolutions)

## DH PACE RE-KEYS 61 LOCATIONS IN 30 DAYS FOR NATIONAL RETAILER

A NATIONAL RETAILER TURNS TO DH PACE FOR RAPID KEYING PROJECT TO IMPROVE SECURITY

### PROBLEM

As an existing DH Pace customer, a national retailer decided to upgrade and transition to a patented key system in 2015. With such a large project, they chose to break it into phases so it was easier to manage from an operations and financial standpoint. The initial phase for 61 locations across the United States required completion as fast as possible.



## SOLUTION

The DH Pace team worked with the customer to document the overall system design to accommodate the hundreds of locations that would eventually be incorporated into the new system. The team then mobilized quickly to assess the phase 1 requirements. With the tight schedule, the team developed a plan to complete all 61 locations within the 30-days.

On average, each store had 90 openings to be rekeyed. With 61 locations, that brought the total number of new keys and cores to well over 5,000.

The project required the following steps at each of the 61 locations:

1. A technician visited a retail location to complete an inspection survey
2. The technician submitted the survey results to the DH Pace Key Services team
3. The Key Services team produced the new cores and keys, then shipped them to the technician
4. The technician returned to the retail store to remove the old key system and install the new ones

Organizing such a large number of work locations into a short period of time required a high level of communication and coordination. From managing the production of the keys and cores, to overseeing field operations and coordinating installation schedules with the customer, the DH Pace team kept everyone informed and the work on schedule. At some locations where existing keys were missing cores, were drilled out on-site to permit the installation of the new system.

## CONCLUSION

The rekeying project is off to a great start. Over the next several years the customer plans to continue the project with DH Pace to rekey the balance of the stores. This project, once again, demonstrates the DH Pace team's expertise in keying systems and their ability to provide services anywhere in the United States. ■



“DH Pace has surpassed our expectations with the recent upgrade project we executed. From the planning and quoting process, execution updates, and invoicing and support, it was a pleasure to know we’re receiving top notch service. Not only has the DH Pace team presented us with innovative products that fit our business, they also have executed their work with speed and precision. Thank you Team DH Pace!”

Senior Manager, Asset Protection Resources

# INSPECTION AND MAINTENANCE SERVICES

From the front door to the back dock, DH Pace helps facility owners and managers increase safety, improve performance, maintain code compliance and reduce costs through a variety of custom-designed programs.

## INSPECTION AND TESTING PROGRAMS

### FIRECHECK® FIRE DOOR CERTIFICATION

National Fire Protection Association (NFPA) standards require building owners to have rolling, sliding and swinging fire doors inspected and tested annually, and maintain written documentation of such inspections.



In the FireCheck® Program, a trained inspector conducts visual inspection and functional testing on all the doors in the facility. Then, the inspector provides a deficiency summary of any areas that fall outside the code requirements, which also includes recommendations on how to fix them per International Building Code (IBC), International Fire Code (IFC) and NFPA standards. Many customers utilize this service in preparation for regulatory compliance inspections.

## SITE ASSESSMENT SURVEYS

Site assessment surveys help facilities stay code compliant. DH Pace offers a wide variety of code-related assessments for the needs of our broad base of customers.

- ADA Accessibility Guidelines
- AIB International
- Healthcare Facilities Accreditation Program (HFAP)
- International Building Code (IBC)
- International Fire Code (IFC)
- The Joint Commission (formerly known as JCAHO)
- NFPA 80: Standard for Fire Doors and Other Opening Protectives
- NFPA 101: Life Safety Code®
- NFPA 105: Standard for Smoke Door Assemblies and Other Opening Protectives
- UL 325 Standard for Door, Drapery, Gate, Louver and Window Operators and Systems



**“The Joint Commission states that non-code compliant door openings are among the top 10 violations they see every year when inspecting health care institutions.”**



## PLANNED MAINTENANCE PROGRAMS

Maintenance is an essential part of facility upkeep. Make the most of it with a planned maintenance agreement with DH Pace. Enrolling in a planned maintenance agreement is free and offers discounts on labor for all service and repair work. Plus, agreement holders receive priority scheduling for services and repairs.

Planned maintenance service includes the inspection, testing, adjustment and lubrication of a door or equipment and its moving parts.

Planned maintenance programs are customizable and cover the following products:

- All Types of Doors
  - Sectional Doors
  - Rolling Steel Doors
  - High Speed Doors
  - Automatic Doors
  - Impact Doors
- Chain and Scissor Gates
- Hangar Doors
- Operable Walls
- Related Commercial, Industrial or Institutional Doors and Openings
- All Electric Operators
- All Loading Dock Equipment
  - Loading Dock Levelers
  - Loading Dock Seals, Shelters and Bumpers
  - Loading Dock Truck Restraints



## HEALTH CARE SYSTEM IMPROVES INTERNAL INSPECTION AND COMPLIANCE PROCESSES THROUGH TRAINING

A HEALTH CARE SYSTEM WITH MORE THAN 10 HOSPITALS SENT THEIR MAINTENANCE PROFESSIONALS TO COMPREHENSIVE DOOR INSPECTION TRAINING TO BETTER PERFORM IN-HOUSE INSPECTIONS.

### PROBLEM

With several facilities in a metro area, a nationally-ranked health system took a proactive approach to ensure that they offered the safest, most compliant buildings possible for providing excellent health care and health-related services.

Although the health system already had a process in place to inspect their doors on a quarterly basis, they wanted maintenance staff to become proficient at identifying problematic code-related situations before official regulation inspections. With better trained staff aware of what to look for, they planned to have necessary repairs addressed before deficiencies ever showed up on any inspection reports.

The health system wanted an expert resource to train their maintenance staff in the most up-to-date building and Joint Commission (formerly known as JCAHO) requirements.

### SOLUTION

Maintenance professionals at the health system were familiar with DH Pace already. They had been a longstanding customer for more than 10 years. The health system's Safety Manager contacted the Company about providing training to 15 employees that maintain the system's facilities across the area.

After discussing their goals of maintaining a safe environment and being better prepared for inspections, the DH Pace team created a customized training program for maintenance staff. The training was split into two sections: classroom training and hands-on training in one of their own facilities.

The classroom training lasted approximately four hours and covered the following code-related information:

- International Building Code (IBC)
- International Fire Code (IFC)
- NFPA 80 for the care and maintenance of fire doors and other opening protectives
- NFPA 101 for life safety
- NFPA 105 for installation, maintenance, and testing of smoke door assemblies and smoke dampers

Classroom training also included comprehensive information on how to inspect a door, key concepts to look for during inspection to determine whether a door passes or fails inspection and reviewing examples as a class. Attendees received learning materials and reference sheets covering the inspection process and field modifications for future use.

After the classroom training was completed, attendees traveled to one of the health system's facilities to apply their knowledge in a familiar environment. With a fresh perspective and more comprehensive code knowledge, participants inspected doors around the facility and then discussed what they found with the course instructor. In some instances, a door they would have assigned a passing inspection now failed.

Another benefit of visiting one of their own facilities is that participants were able to ask questions about openings that they found challenging or weren't sure how to address. They got immediate, professional recommendations from an expert to overcome any issue.

Overall, attendees gained knowledge about specific failures and violations in their own facilities, and better understood when they needed to contact DH Pace for repairs.

### CONCLUSION

The expert-level training the maintenance staff received from DH Pace expanded on their base level knowledge, making them more proficient at self-inspections in their facilities. A few months after receiving the training, the health system engaged with DH Pace to offer the same customized training plan to another group of 15 employees. ■



# RESIDENTIAL

As the largest moving object in a home, a garage door can be a huge convenience for daily life. For many people, it is the main entry point of a home used multiple times a day. It also enhances the curb appeal, energy efficiency and overall security of a home.

Residential experts at DH Pace are used to working with homeowners, homebuilders, architects and property managers for large and small-scale residential door needs. Trust the professionals when it comes to a new garage door or a repair.



## PROPER MAINTENANCE

Garage door systems are by far the largest moving object in most homes they pose a significant potential safety and risk especially to children if they are not properly maintained. Performing routine, planned maintenance keeps the system properly adjusted and provides an opportunity to inspect the system to identify any additional problems so they can be addressed promptly.

## IMPROVING SAFETY AND SECURITY

Since garage doors can be dangerous, only trained professionals should attempt to repair them. Nearly one-quarter of injuries from garage doors are a result of the door coming down on an untrained person attempting to make a repair.

These improvements help people get more out of their garage:

- Updating to an operator with the latest safety features, quiet operation and Wi-Fi capabilities.
- Installing garage doors with a custom design to increase the curb appeal of your home
- Installing ENERGY STAR® qualified entry doors that boost energy efficiency and curb appeal
- Refreshing your home's look with new patio doors and storm doors
- Enroll in an annual planned maintenance program that inspects, adjusts and lubricates the garage door system

Residential gate systems create a barrier between your property and the outside world. Increase your property's security with a custom fabricated gate, residential gate or vertical pivot gate.

**"Garage door systems are by far the largest moving object in most homes they pose a significant potential safety and risk, especially to children, if they are not properly maintained. Performing routine, planned maintenance keeps systems properly adjusted and provides an opportunity to inspect the system to identify any additional problems so they can be addressed promptly."**

## PRODUCTS

- Entry Doors
- Garage Door Openers
- Garage Door Screens
- Garage Doors
- Garage Flooring
- Garage Storage Systems
- Residential Gate Systems
- Home Automation
- Patio Doors and Storm Doors

## SERVICES AND PROGRAMS

- Garage Door Repair
  - Electric Garage Door Openers
  - Garage Door Remotes and Accessories
  - Garage Door Tracks
  - Garage Door Wireless Keypads
  - Panel Replacement
  - Roller Replacement
  - Sagging Garage Doors
  - Spring Replacement
- Garage Door Overhaul
- Garage Door Safety Inspections
- Garage Door Tune Ups
- Garage Door Winterization
- Planned Maintenance Program

## HOMEOWNERS CUSTOMIZE GARAGE DOOR DESIGN TO MATCH HOME'S AESTHETICS

HOMEOWNERS BUILDING A CUSTOM GREEN RESIDENCE PLANNED FOR AN UPSCALE GARAGE DOOR DESIGN TO MATCH THE HOME'S AESTHETICS.

### PROBLEM

There are a significant number of options when building a home. For one couple, getting just the right garage doors was a very important part of the process.

The homeowners worked with a well-known builder of custom sustainable and green homes in a subdivision with 10-acre lots. The view from the lot featured vistas of mountain ranges and had an open and inviting feel. The homeowners wanted to expand on that idea and incorporate a natural, comfortable look into their custom stone ranch home.

During the design-build phase, the homeowners met with the builder to discuss design options and outline building plans. The homeowners had a very specific aesthetic they wanted to achieve, so they were careful to ensure that all their choices strongly supported the stone ranch look they were going for.

That being the case, the couple wanted doors for their three-car garage to match the standing seam steel roof. The building plans called for custom colored doors to match its unique style and colors. The homeowners had previously done business with DH Pace in another market and were extremely satisfied with both the customer service they received and quality of products. Naturally, they turned to the Company for help with their new home.

### SOLUTION

A team member met with the couple during the design phase to share potential options with them. Based on the stone ranch

aesthetic, they found the carriage house style and large square windows the most visually appealing. It combined the look of a wood carriage house door with the durable construction of steel.

The homeowners ordered three 7-foot carriage house style doors with a three-panel design and 12-window square top. Plus, they were able to order the garage doors with a painted green finish to match their standing seam roof. In addition, they ordered three belt-driven garage door openers. The openers featured three-quarter horsepower motors with incredibly quiet operation, including soft start and stop functionality to reduce wear and tear on the systems long term.

Once the construction progress was far enough along on the garage, an installation team visited to connect the garage door openers to the home and install temporary doors to secure the space. As construction ended and the finishing touches were added to the home, the installation team visited again to remove the temporary doors and install the custom-carriage house garage doors. After making their selections in the design-build phase and waiting through construction, the homeowners had the perfect garage door system for their dream home.

### CONCLUSION

Whatever style you want or goals you have for your garage, DH Pace has the expertise to help you achieve the look you want. This project, once again, demonstrated DH Pace's ability to design and deliver customized solutions on difficult projects. ■



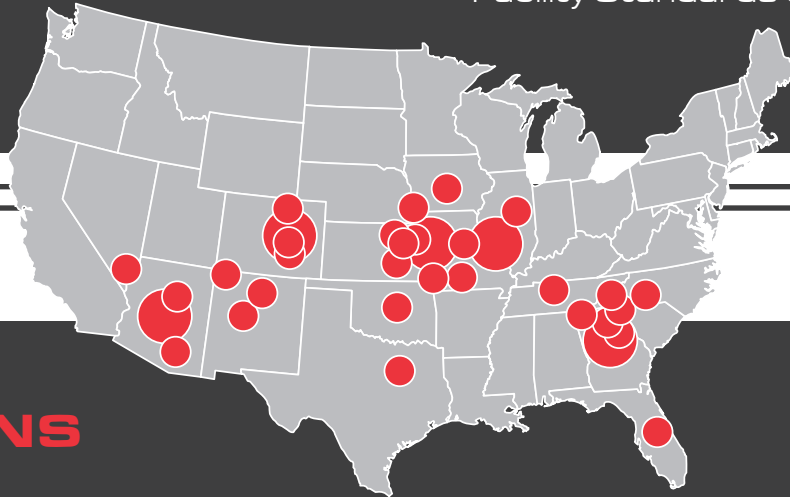
# DH PACE DIFFERENCE

## PRODUCTS

Commercial Overhead Doors  
Industrial, High Speed and Specialty Doors  
Loading Dock Equipment  
Entry Door Systems and Automatic Doors  
Electronic Security and Gate Systems  
Residential Garage Doors and Openers

## SERVICES

Emergency Service  
Part Sales and Service  
Planned Maintenance Program  
Product Installation and Distribution  
Inspection and Testing Services  
Site Assessment Surveys  
Facility Standards Consulting



## LOCATIONS

### ARIZONA

Flagstaff  
Phoenix  
Tucson

### COLORADO

Colorado Springs  
Denver  
Loveland  
Pueblo

### FLORIDA

Orlando

### GEORGIA

Atlanta  
Athens  
Dalton  
Gainesville

### ILLINOIS

Bloomington

### IOWA

Des Moines

### KANSAS

Kansas City  
Topeka  
Wichita

### MISSOURI

Columbia  
Kansas City  
Joplin  
Springfield  
St. Louis

### NEBRASKA

Omaha

### NEVADA

Las Vegas

### NEW MEXICO

Albuquerque  
Farmington  
Santa Fe

### NORTH CAROLINA

Asheville  
Charlotte

### OKLAHOMA

Oklahoma City

### SOUTH CAROLINA

Greenville

### TENNESSEE

Nashville

### TEXAS

Dallas

