



# 2019 ANNUAL REPORT

**DH**PACE® | Building Safer  
Everything Doors Since 1926 Communities

# MISSION AND VALUES

## MISSION

DH Pace’s mission is to enhance the communities we serve by improving the safety, convenience and aesthetics of the buildings where we live, work and play.

## VALUES

- Respect** | Treating everyone we encounter with consideration
- Integrity** | Honest and ethical behavior in everything we say and do
- Service** | Building relationships, discovering needs and providing superior solutions
- Excellence** | Continuous improvement through learning, sharing, teamwork and a common purpose

## FULFILLING OUR MISSION

Translating the mission and values into action is the foundation of DH Pace’s business. “Living our Values” and “Leading by Example” represent the Company’s commitment to consistently making a meaningful difference in the communities we serve. DH Pace strives to deliver meaningful solutions to its customers that meet their needs by incorporating five key elements:



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



**BROAD PRODUCT OFFERING**  
For every type of door, loading dock and security system in all types of buildings



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



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



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

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# CEO ADDRESS

In the United States, we were blessed to be in our record 11th year of economic growth when the Coronavirus hit our shores in late January 2020. The virus has led to a health care crisis in our hospitals, demonstrated the perils of a foreign supply chain for critical products and triggered an unprecedented shutdown of the U.S. economy. While it is too soon to assess the long-term economic impact of the impending recession, we can say, with confidence, our organization is well positioned to weather the storm and emerge as an even stronger competitor, just as we did after the 2008-09 recession.

We are pleased to report DH Pace Company sales increased in 2019 by \$127 million, or 23 percent, to \$677 million. In 2019, we continued our strong growth and ended the year with higher sold backlogs.

Highlights of the year include:

### Hiring

In 2019, the Company created an additional 499 net jobs ending the year with a total of 2,980 employees. Since the end of 2012, the Company has created more than 2,000 net new jobs.

### Capital Expenditures

In 2019, we purchased 291 new vehicles to upgrade and expand our fleet to nearly 1,500 vehicles. Our ERP software upgrade project is on track with phased implementation planned over the next several years. This new platform will enhance our mobility, user interface, reporting and e-commerce capabilities.

### Facility Improvements

In 2019, we spent over \$20 million to expand and upgrade facilities across the country including major projects in Atlanta, Georgia; Denver, Colorado; and Olathe, Kansas.

### New Locations

At the beginning of the year we expanded our coverage into two new markets by establishing ‘greenfield’ offices in Columbus, Ohio and Chicago, Illinois.

In 2019, we also entered four new markets and expanded our presence in two existing markets through acquisitions. The largest, Pasek Security Company™, has served the New England area from its headquarters in Boston, Massachusetts since 1876. In addition, we completed acquisitions in the following markets: Las Vegas, Nevada; Omaha, Nebraska; Des Moines, Iowa; Chicago, Illinois; and Greensboro, North Carolina.

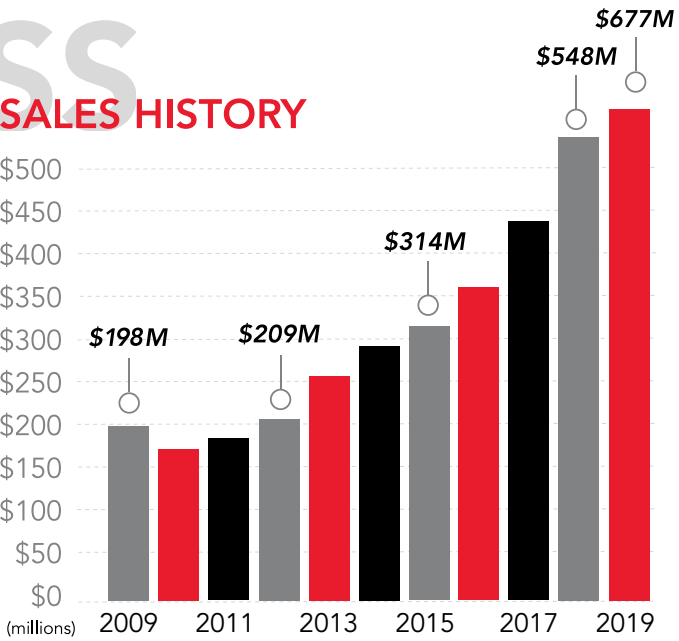
Today, we operate in 50 markets across the continental United States with additional locations planned for the future. Our National Accounts business, which is active in all 50 states, continues to grow sales and serve customers from coast-to-coast while also expanding the range of products and services offered.

We are proud to be a privately-held, family-owned business committed to serving our customers, working hard to be a great place to work and actively 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.



REX E. NEWCOMER | CHIEF EXECUTIVE OFFICER

## SALES HISTORY





# COMPANY UPDATE

## 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 as Overhead Door Company of St. Louis™ under the Overhead Door™ Red Ribbon logo. A few years later, Overhead Door Company of Kansas City™ (1927) and Overhead Door Company of 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 commercial products and services under the DH Pace brand name in select markets. In 2003, the Systems Integration division was formed to provide access control, video surveillance, intrusion alarm and parking control system products and services.



OUR COMPANY

**2,980**  
Employees

**50** Markets  
Served

**93** Years in  
Operation

IN **24** STATES

Family Owned  
Privately Held



## COMPANY TODAY

### Growing Sales

In 2019, DH Pace sales increased by \$127 million, or 23 percent, to \$677 million. The Company also created nearly 500 net new jobs and ended the year with a total of 2,980 employees.

### Expanding Operations

In 2019, DH Pace completed six acquisitions and entered four new markets. The largest, Pasek Security Company™, has served the New England area from its headquarters in Boston, Massachusetts since 1876. Other acquisitions across the country included Norm's Door Service in Omaha, Nebraska; Overhead Door Company of Des Moines™ in Des Moines, Iowa; Carolina Industrial Systems in Greensboro, North Carolina; Classic Hardware + Door in Chicago, Illinois; and K&B Garage Doors in Las Vegas, Nevada.

In addition to these acquisitions, the Company also opened two new 'greenfield' locations in Columbus, Ohio and Chicago, Illinois. The Company ended 2019 with offices in more than 50 cities across the country.

### Real Estate

2019 was a year of significant activity as the Company invested over \$20 million to expand and upgrade its facilities across the country. The largest project was the sale of our three-building campus in Atlanta, Georgia, and relocation to northwest Atlanta to a single facility renovated to suit our operations. We also began or completed major renovation projects in: Olathe, Kansas; Denver, Colorado; Dallas, Texas; Houston, Texas; Ben Wheeler, Texas; Nashville, Tennessee; Springfield, Missouri; and Greenville, South Carolina.

In addition to the numerous renovation projects, fourteen new facility locations were added to the overall DH Pace real estate portfolio through acquisitions and regional growth. These new facilities are located in: Atlanta, Georgia; Tampa, Florida; Greensboro, North Carolina; Chicago, Illinois; Londonderry, New Hampshire; Providence, Rhode Island; Boston, Massachusetts; Tempe, Arizona; Las Vegas, Nevada; Columbus, Ohio; Des Moines, Iowa; and Omaha, Nebraska.

DH Pace continues to invest heavily in our facilities in order to provide a functional, safe and desirable environment for our employees.



IN 2019

**23%**  
Sales Growth

**\$677 Million**  
In Sales

**499** Net Jobs

**36,000**  
Training Hours

**291** New Fleet  
Vehicles



# LIVING OUR VALUES

## LIVING OUR VALUES

At DH Pace, translating the mission and values into action is the cornerstone of the business. “Living our Values” and “Leading by Example” represent the Company’s commitment to consistently making a meaningful difference in the lives of people by:

- Serving Our Communities
- Promoting Environmental Sustainability
- Investing in Our Employees
- Serving Our Customers

## SERVING OUR COMMUNITIES

### Newcomer 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 the lives of those in need. Since its inception, the Foundation has provided millions of dollars in grants to selected local organizations. The Foundation, whose mission supports education, human services, housing and health services, has a longstanding relationship with many of these organizations.

### Local Activity Teams

The Company has employee-based teams in each operating division that are empowered to organize events and activities that focus on community service, health and wellness and team building. Each group is encouraged to select organizations and events guided by employee input and those most relevant in their local community. In 2019, DH Pace employees participated in more than 85 community outreach events, team building activities and health awareness sessions across the country.



### Spotlight Program

For the second year in a row, the Administrative team coordinated a **food drive contest** among local markets across the country. Collectively, participating markets donated 5,480 pounds of food and pantry items during the holiday season for charitable organizations in their immediate area. This year, the program supported families in need by providing more than 3,600 meals.

“The DH Pace family of employees are truly generous, thoughtful and inspiring. In 2019, the Company coordinated the second annual food drive contest across the country. It goes to show what a group of people can achieve when they have a common goal. I am incredibly proud to belong to an organization that believes in giving back to our communities.”

– Chris Paez, Division Admin Manager

## PROMOTING ENVIRONMENTAL SUSTAINABILITY

DH Pace believes protecting the environment is a shared responsibility. 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, products and services designed to better support environmental sustainability in their facilities.



### 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® (FSC®-C011089) to ensure the wood used in products is from sustainable forests.
- Green Building Council (USGBC) by participating in the LEED® green building certification system
- Net Zero Energy (NZE) movement by working to reduce the energy consumption of products
- Building Information Modeling (BIM) to improve the overall efficiency of the construction process

### 2019 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 impact on the environment.

Scrap Metal | 2,715 Tons

Aluminum, Paper and Plastic | 65 Tons

Cardboard | 47 Tons

Ink Cartridges | 529

Tires | 1,646

Vehicle Batteries | 409

Petroleum Waste | 7,254 Gallons

## INVESTING IN OUR EMPLOYEES

DH Pace recognizes that highly-skilled and motivated employees who consistently deliver exceptional customer experiences are critical to the successful operation of the business. DH Pace places a top priority on recruiting, training and developing career growth opportunities for qualified individuals.

### Training and Development

In 2019, the Company utilized a state-of-the-art Learning Management System (LMS) to deliver online training to employees and supplement classroom-based programs. In addition to required training, the self-service catalog has more than 3,250 videos, articles, quizzes and other materials related to products, professional skills, software and safety. In 2019, total training hours completed through all delivery methods reached more than 36,000 hours with 2,843 participating employees.



### Employee Benefits and Wellness Program

DH Pace is committed to providing benefits that take care of our employees and their families, as well as support their health and well-being. We offer a comprehensive package that helps our employees choose the best options available to fit their families’ needs. Staying healthy is a top priority and we encourage participation in the Company wellness program that, in addition to a wellness incentive, provides education topics such as physical activity, nutrition and stress management. DH Pace also provides a wide variety of programs that offer financial security to employees, such as a 401(k) plan with a wide range of investment options and access to financial advisors, disability insurance and supplemental life insurance plans.



# CUSTOMER FEEDBACK

## SERVING OUR CUSTOMERS

DH Pace is committed to serving the diverse needs of its customers in all types of facilities. From improving customer convenience and employee productivity, to increasing security and safety, you can count on DH Pace to have a complete range of products, systems and services ready to address any need for any type of facility, anywhere in the country.



HEALTH CARE



INDUSTRIAL AND MANUFACTURING



COMMERCIAL CONSTRUCTION



EDUCATION



RETAIL



DISTRIBUTION AND LOGISTICS



GOVERNMENT AND MUNICIPALITY



SINGLE AND MULTI-FAMILY RESIDENTIAL

## THE DH PACE DIFFERENCE



### PROFESSIONAL EMPLOYEES

Trained, highly skilled and ready to serve



### BROAD PRODUCT OFFERING

For every type of door, loading dock and security system in all types of buildings



### CUSTOMIZED SOLUTIONS

Designed to meet each customer's specific needs



### RELIABLE SERVICE

Nationwide service when and where customers need it



### LIFE CYCLE BUILDING MANAGEMENT

A trusted partner for construction, renovation, maintenance and repair

## WHAT OUR CUSTOMERS ARE SAYING

“Larry E. was absolutely the best! He knew EXACTLY what he was doing, he was efficient and quick, he provided great information about the doors, the mechanisms and even had handy tips we had never heard about before! He deserves kudos all around – thank you Larry and Ankmar!”  
- Elizabeth, Denver, Colorado



ABOUT TECHNICIAN | LARRY EDWARDSON

“The technician was very knowledgeable and professional in the conduct of his business. The job was completed expeditiously, very much to my satisfaction. I would recommend anyone needing the services of garage door repair contact none other than Overhead Door Company of St. Louis™.”  
- Timothy, St. Louis, Missouri



ABOUT TECHNICIAN | MIKE MAPLES

“Caden was not only knowledgeable, he was efficient and very courteous. He could not have provided a better experience. I look forward to having Overhead Door Company of Kansas City™ provide all my garage door service needs in the future.”  
- Mike, Kansas City, Missouri



ABOUT TECHNICIAN | CADEN MAGENHEIMER

“My 93-year-old father and I were very impressed with TJ, our technician. We had questions that he patiently answered and just went over and beyond to get the job done and wanted to make sure we were pleased. Not knowing there was a website to go to for a survey, my father, who is used to picking up a phone to get things done, asked me to call TJ's supervisor to tell them how impressed we were. I think if he could have, my father would have adopted TJ as his son. TJ and King Door are a 10 in our book.”  
- Kim, Dalton, Georgia



ABOUT TECHNICIAN | TJ CHRISTIE

“It was in and working before lunch! The technicians were very professional and quick. They finished with everything before lunch. Great communication throughout the process. Best access door installers I have ever used. Keep up the great work.”  
- Paul, Denver, Colorado



ABOUT TECHNICIAN | BOBBY WILLIAMS



ABOUT TECHNICIAN | BRETT KEIM

“My installer was VERY personable, pleasant, knowledgeable and thorough. Finished when he said he probably would, and even consulted with another installer just to be positively sure about working on such an old operator/motor. LOVED that about him- going the extra mile to be positive - and the man he consulted couldn't have been more willing and patient with helping out. Great experience!!”  
- Barby, Colorado Springs, Colorado



ABOUT TECHNICIAN | KEVIN HOLCOMB

“The installer was excellent. He was very understanding to a high traffic area and employees that were displaced due to our change, but safety was a must. He had great communication and were concerned about doing the installation correctly and making sure it was the way we thought it would be.”  
- Roy, Springfield, Missouri



ABOUT TECHNICIAN | TRUMAN BAXTER

“I just wanted to recognize Kelly Bass for his outstanding service and skill. He has been coming here for at least 10 years since I have been here, and he is simply one of the best at what he does. I never worry about anything once he has been here. He is definitely a true asset to your company and should be recognized.”  
- Brad, Tyler, Texas



ABOUT TECHNICIAN | KELLY BASS



# COMPANY STRUCTURE

## COMPANY STRUCTURE

DH Pace is organized into four main operating groups: National Accounts, Local Markets, Entry Door Services and Compliance Services. Each group is organized to deliver best-in-class solutions to the customers it serves.

### National Accounts Group

The National Accounts Group specializes in supporting customers with facilities in multiple markets who need a consistent program for all of their locations - whether they span a region or the entire country. These programs are customized to fit the unique needs of each customer. Programs can also include coordination of new construction, remodeling, maintenance and repair activities to provide an integrated plan for maximum efficiency over the entire life cycle of the facility. The National Accounts Group is active and provides its services in all 50 states.

### Local Market Group

The Local Market Group supports customers with the Company's full range of commercial and residential products and services in 50 markets throughout the United States. Each location offers installation, maintenance and repair services 24 hours a day, 365 days a year. These markets support homeowners, building owners and tenants in existing buildings and general contractors on new construction and remodeling projects.

### Entry Door Systems Group

The Entry Door Systems Group works with customers in the commercial construction marketplace to provide products and services typically specified in Construction Specification Institute (CSI) divisions 2, 6, 8, 10, 11, 12 and 28. A wide range of additional services are available for pre-construction, construction and post-construction activities.

### Compliance Services Group

The Compliance Services Group is a nationwide, one-stop shop for opening-related compliance needs as it pertains to the International Building Code (IBC), NFPA requirements, as well as all applicable industry standards and best practices. Highly-trained, qualified and experienced staff specialize in providing organizations the support they need to improve their compliance programs. Services include inspections, field labeling, training and consulting. Customized programs are available.



DH Pace provides a complete range of solutions nationwide through 50 DH Pace offices and a network of pre-qualified subcontractors.



- |   |  |  |  |
|---|--|--|--|
| <b>Arizona</b> <ul style="list-style-type: none"><li>Flagstaff</li><li>Phoenix</li><li>Tucson</li></ul>                         | <b>Iowa</b> <ul style="list-style-type: none"><li>Des Moines</li></ul>   | <b>Nebraska</b> <ul style="list-style-type: none"><li>Omaha</li></ul>  | <b>Rhode Island</b> <ul style="list-style-type: none"><li>Providence</li></ul>   |
| <b>Arkansas</b> <ul style="list-style-type: none"><li>Little Rock</li></ul>   | <b>Kansas</b> <ul style="list-style-type: none"><li>Kansas City</li><li>Lawrence</li><li>Manhattan</li><li>Topeka</li><li>Wichita</li></ul>                          | <b>Nevada</b> <ul style="list-style-type: none"><li>Las Vegas</li></ul>  | <b>South Carolina</b> <ul style="list-style-type: none"><li>Greenville</li></ul>   |
| <b>Colorado</b> <ul style="list-style-type: none"><li>Colorado Springs</li><li>Denver</li><li>Loveland</li><li>Pueblo</li></ul> | <b>Louisiana</b> <ul style="list-style-type: none"><li>Shreveport</li><li>New Orleans</li></ul>  | <b>New Hampshire</b> <ul style="list-style-type: none"><li>Londonderry</li></ul>                                     | <b>Tennessee</b> <ul style="list-style-type: none"><li>Nashville</li></ul>   |
| <b>Florida</b> <ul style="list-style-type: none"><li>Orlando</li><li>Tampa</li></ul>  | <b>Massachusetts</b> <ul style="list-style-type: none"><li>Boston</li></ul>  | <b>New Mexico</b> <ul style="list-style-type: none"><li>Albuquerque</li><li>Farmington</li><li>Santa Fe</li></ul>    | <b>Texas</b> <ul style="list-style-type: none"><li>Austin</li><li>Ben Wheeler</li><li>Brownsville</li><li>Dallas</li><li>El Paso</li><li>Houston</li><li>Lubbock</li><li>San Antonio</li></ul> |
| <b>Georgia</b> <ul style="list-style-type: none"><li>Atlanta</li><li>Athens</li><li>Dalton</li><li>Gainesville</li></ul>        | <b>Missouri</b> <ul style="list-style-type: none"><li>Columbia</li><li>Kansas City</li><li>Joplin</li><li>Springfield</li><li>St. Joseph</li><li>St. Louis</li></ul> | <b>North Carolina</b> <ul style="list-style-type: none"><li>Asheville</li><li>Charlotte</li><li>Greensboro</li></ul> | <b>Washington</b> <ul style="list-style-type: none"><li>Seattle</li></ul>  |
| <b>Illinois</b> <ul style="list-style-type: none"><li>Bloomington</li><li>Chicago</li></ul>                                     | <b>Ohio</b> <ul style="list-style-type: none"><li>Columbus</li></ul>   | <b>Oklahoma</b> <ul style="list-style-type: none"><li>Oklahoma City</li><li>Tulsa</li></ul>                          | <b>Wisconsin</b> <ul style="list-style-type: none"><li>Milwaukee</li></ul>   |



# PRODUCTS AND SERVICES

## Commercial Sectional and Rolling Doors

Commercial sectional and rolling doors play a critical role in increasing employee productivity, customer satisfaction and facility security. Proper product selection, installation and maintenance are necessary for the safe and efficient operation of these large door systems. DH Pace offers a complete range of design, installation, maintenance and repair services for all types of doors to meet these challenging requirements.

Sectional Doors



Aluminum Glass Doors



Knock-Out Doors



Rolling Steel Doors



Counter Shutters



Rolling Fire Rated Doors



## Industrial, High Performance and Specialty Doors

Industrial, high performance and specialty doors are typically installed in mission critical openings where safe and dependable performance is essential. DH Pace offers a complete range of design, installation, maintenance and repair services of these highly specialized door systems.

High Speed Parking



High Speed Clean Room Doors



Cold Storage Doors



High Impact Doors



Security Grilles



Hangar Doors



## Loading Dock Equipment

Dock systems are critical to the efficient operation of an overall material handling system. These systems are designed to increase productivity, facilitate safe operation and provide the appropriate level of security for a wide variety of operating environments. DH Pace offers a complete range of design, installation, maintenance and repair services of these highly specialized dock systems.

Dock Levelers



Loading Dock Bumpers



Dock Seals and Shelters



Vehicle Restraints



Light Communicators



Bollards and Track Guards



## Entry Door Systems

In addition to customizing the right entry door system to the application, DH Pace experts help customers account for fire, life safety and accessibility code requirements for entry doors in their facilities. To optimize construction schedules, the Company offers off-site pre-assembly of door hardware and professional pre-painting of entry doors. To help preserve facility security, DH Pace also provides full service lock, key and security solutions for commercial businesses and organizations of all sizes.

Commercial Entry Door Systems



Finish Hardware



Master Key Systems



Hardware Shop Installation



Custom Painting



On-Site Installation



## Compliance Services

DH Pace Compliance Services provides door inspection, field labeling, training and code consulting services to assist customers with their compliance programs. Programs are customized to meet the specific requirements of each industry and customer – from health care to the food industry to logistics and everywhere in between. DH Pace's staff specializes in providing customers the support necessary to achieve success in meeting their compliance related needs.

Inspections



Field Labeling



Training



Code Consulting



ANAB Accredited



ICC Preferred Provider



## Maintenance, Service Programs and Automatic Door Inspections

Door systems play a critical role in customer satisfaction, employee productivity and facility security. When these door systems are not well maintained, operations can suffer, profits are lost and it can lead to injury or death. DH Pace helps facility owners and managers increase safety, improve performance, maintain code compliance and reduce costs through a variety of custom maintenance and service programs.

AAADM (American Association of Automatic Door Manufacturers) recommends automatic doors be inspected annually, at minimum, to improve safety for the customer and employees using these doors on a daily basis. DH Pace employs AAADM certified technicians to conduct inspections in accordance with American National Standards Institute (ANSI) A156.10, A156.19, A156.27 and A156.38.

FireCheck® Program



Fire Door Drop Tests



Planned Maintenance



Site Assessments



Inspections



AAADM Certification

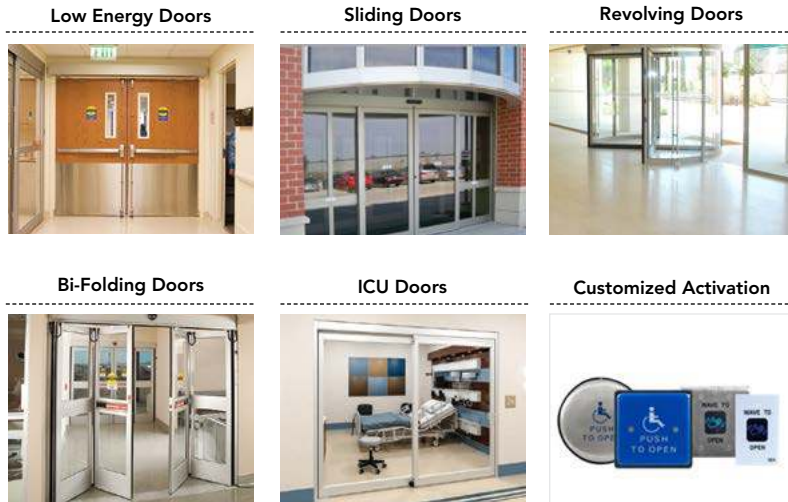




# PRODUCTS AND SERVICES

## Automatic Doors

Automating entry doors are an efficient method to facilitate more convenient access in facilities for a wide range of applications including: retail, health care, hospitality, transportation and manufacturing. Automatic doors should be inspected routinely and maintained by an AAADM certified inspector to reduce the risk of injury. DH Pace offers a complete range of design, installation, maintenance and repair services for all types of automatic door systems.



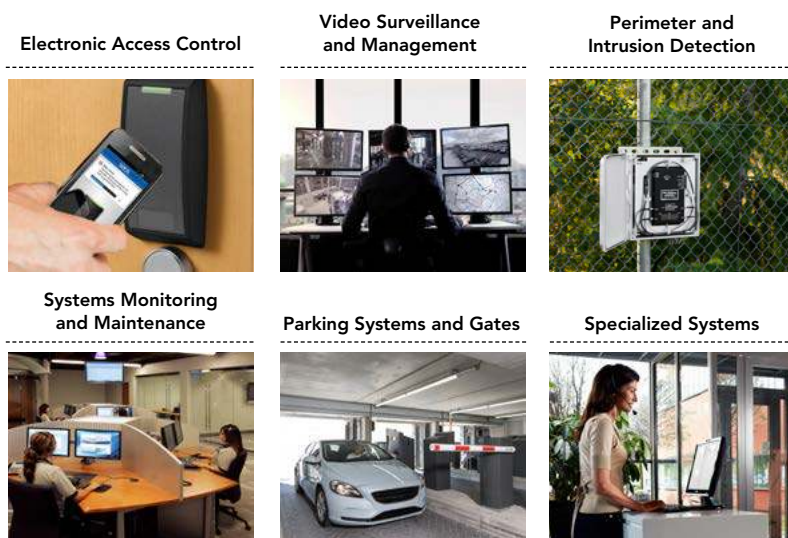
## Physical Security Barriers: High Security Applications

Physical security barriers are a critical component to an overall security plan. In conjunction with electronic security systems and guard service programs, these barriers form a layered security plan. They can be designed for different levels of security such as: crowd control, deterrence, detection and prevention. Hostile vehicle mitigation or vehicle traffic control can also be accomplished through revenue parking systems, access control systems and vehicle barricades such as bollards, wedges and barrier arm gates. DH Pace offers a complete range of design, installation, maintenance and repair services for all types of physical security barriers.



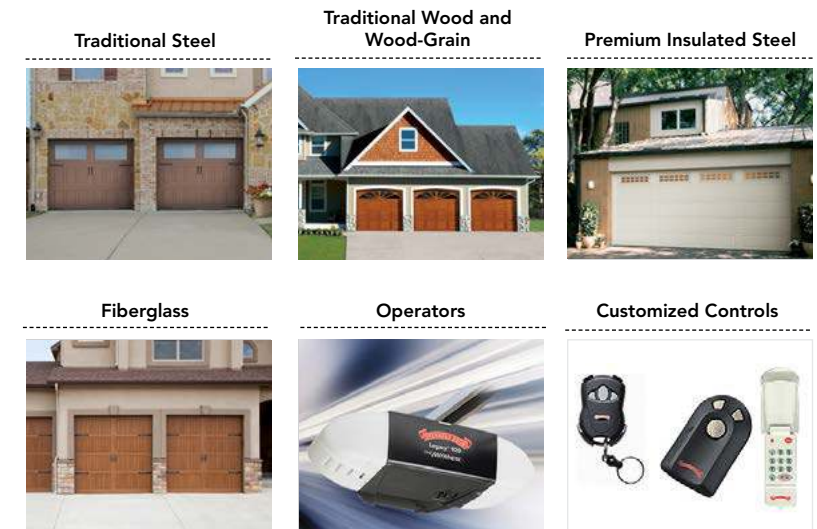
## Electronic Security: Access Control and Systems Integration Products

A well-designed and integrated security system is the cornerstone of an effective security plan. To work properly, these systems must be closely coordinated with the access points and traffic patterns in and around the facility. This makes coordination and integration with entry doors, physical security barriers, automatic doors and vehicle control systems essential. This includes compliance with fire, life safety, accessibility and other relevant code requirements. DH Pace also offers specialized systems including but not limited to: asset tracking, visitor management and ballistic detection.



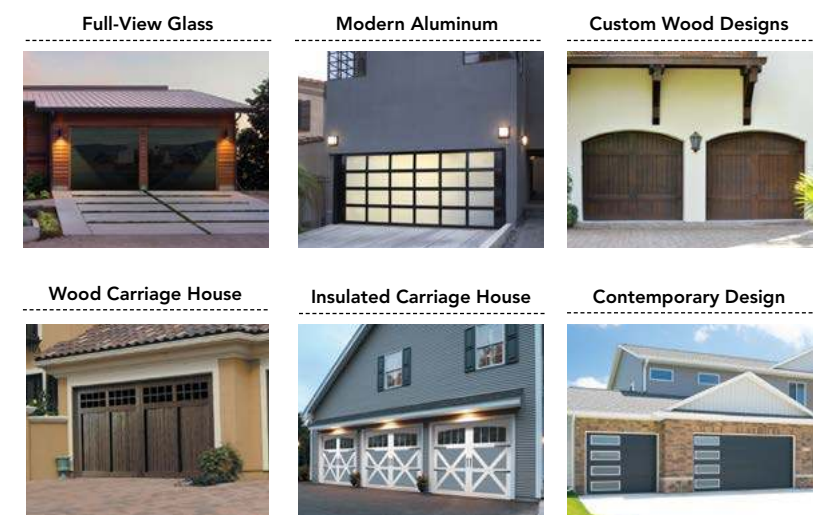
## Residential Garage Door Products

As the largest moving object in a home, a garage door can be a huge convenience for daily life. For many people, the garage door is the main point of entry for their home and it enhances the curb appeal, energy efficiency and overall security. Residential experts at DH Pace work with homeowners, builders, architects and property managers to provide the appropriate residential products and services for any application in single-family and multi-family homes.



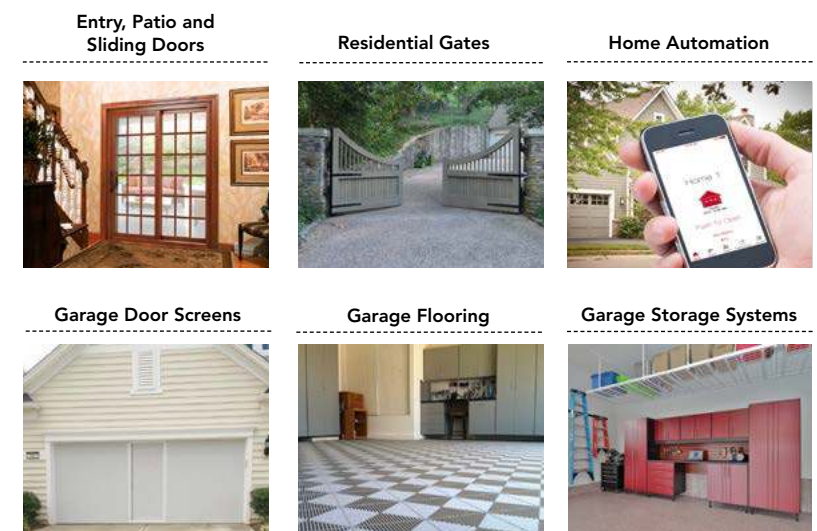
## Residential Designer Garage Doors

Regardless of aesthetic preference, DH Pace has garage doors for everyone. With upscale designs and specialty features, homeowners express their sense of style and maximize curb appeal with a designer garage door from DH Pace.



## Residential Home Solutions

In addition to garage doors, DH Pace offers an expanded variety of home improvement related products. Enhance your home with an ENERGY-STAR rated entry door or create a physical barrier on your property with a residential gate. You can even conveniently monitor your garage door with an upgraded Wi-Fi capable garage door operator and smartphone app.





# OUR WORK

## A BEAUTIFUL GARAGE DOOR ALSO PROVIDES ROI

Residential • Garage Doors and Entry Doors

### Intro

Maximize your home's curb appeal and capitalize on a home improvement project that is well worth its return on investment.

### Problem

Whether your home's garage is not functioning at its best or you want to increase your curb appeal, upgrading your garage door to get the right mix of aesthetics and functionality can be a great investment.

### Solution

With a mix of garage doors, openers and other residential home solutions for any style, goal and budget, DH Pace can easily transform the look and feel of your home. From traditional styles, to modern looks and even custom designs, DH Pace offers a wide range of standard and designer garage doors.

Plus, you can feel good about replacing your garage door because it is one of the top home improvement projects for retaining its value at resale. According to Remodeling Magazine, garage door replacements in 2020 offer a 95% return on investment.

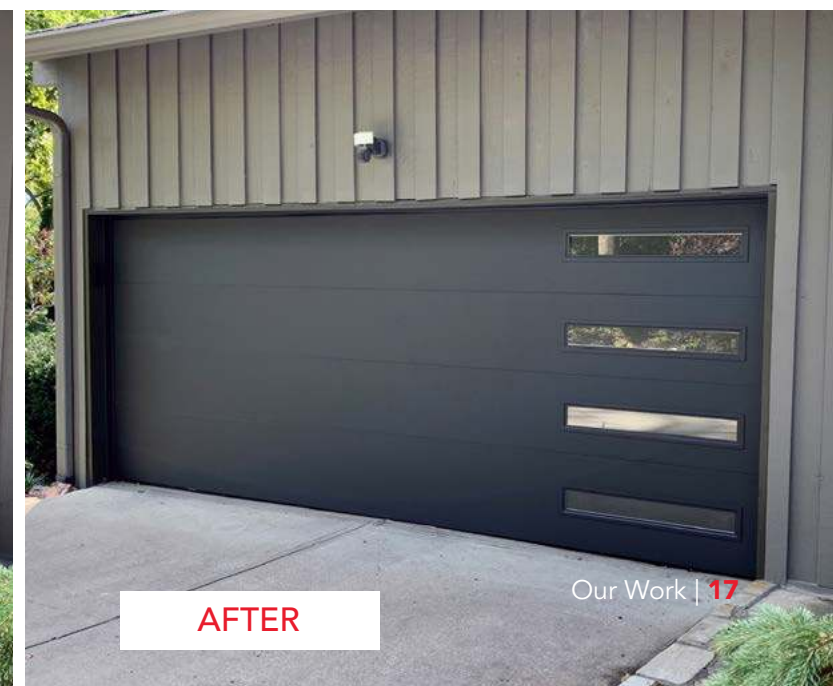
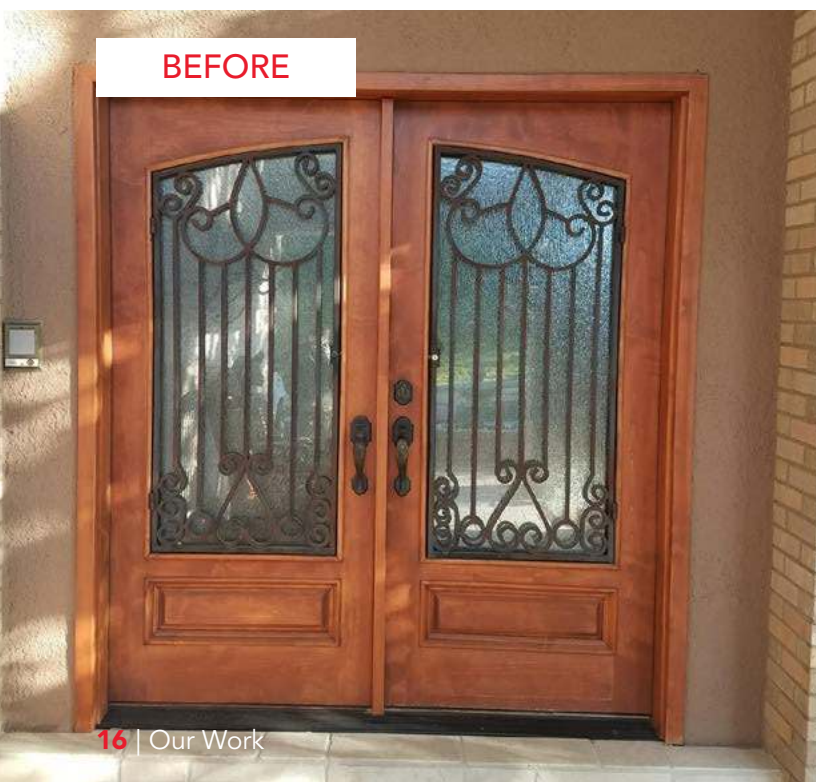
DH Pace also offers other home solutions that enhance both the functionality and aesthetics of your home. From entry doors, patio doors and sliding doors to garage door screens, garage storage systems, garage flooring and even home automation, DH Pace experts can guide you through the product selection process then complete the installation with precision.

### Conclusion

Whatever your garage goals may be, DH Pace can help you improve curb appeal and simultaneously provide you a great financial investment.



A new garage door from DH Pace enhances your curb appeal  
*and is a great financial investment.*





# OUR WORK

## REVOLVING SECURITY DOORS IN PHARMACEUTICAL PRODUCTION

Industrial & Manufacturing • Physical Security Barriers

### Intro

A pharmaceutical organization's compounding area needed enhanced security to comply with DEA requirements.

### Problem

A pharmaceutical company needed to renovate the entrances to its production area to comply with the Drug Enforcement Agency's Code of Federal Regulations (CFR). The CFR states that such businesses must "provide effective physical security and operating procedures to guard against theft and diversion of controlled substances."

### Solution

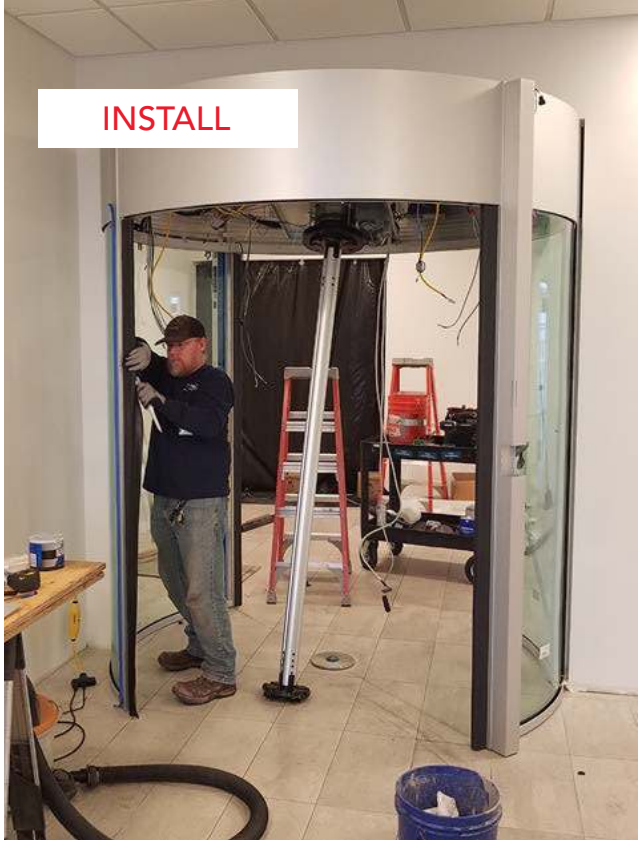
DH Pace installed high-security revolving doors to restrict access to authorized users only, meeting CFR compliance requirements while maintaining appropriate traffic flow. The doors include an anti-passback feature to prevent unauthorized access. Once an authorized credential is used to enter the area, it can be used only to exit the space; the credential will not allow another entrant.

The renovation of the primary production entrance required removing a fire-rated wall so DH Pace also installed a 20-ft by 8-ft coiling steel fire-rated door to maintain fire code compliance. In the event of a fire, the door will close to partition off the area.

### Conclusion

At the close of this project, the customer's operations were compliant with both CFR and fire code regulations. In addition to physically securing the production area, the doors tie into the current access control platform to provide audit trails and simplify time and attendance reporting.

INSTALL



AFTER



AFTER



## OVERSIZED TELESCOPING DOOR SECURES FACILITY AND LOWERS TCO

Industrial & Manufacturing • Industrial, High Performance & Specialty Doors

### Intro

The original door in a high-security facility housing large equipment had become a security liability and was an ongoing maintenance issue.

### Problem

Unique by size, weight and mode of operation, the 17-ft by 22-ft opening held the original vertical telescoping door from when the facility was constructed in the 1970's. The door was nearing the end of its life cycle, requiring constant repairs. There was also concern about the security of the door given its age and condition.

### Solution

DH Pace replaced the old door with a new 3-panel, vertical telescoping door and installed a new track system. At 5-inches thick, this specialty door is also insulated and met the wind load requirements of the facility. With safety a paramount concern, the installation team used a telehandler to move the 4,500 pound door while technicians on scissor lifts guided components and installed it.

### Conclusion

This facility upgrade was a much-needed investment. Not only did the replacement door result in lower Total Cost of Ownership with fewer repairs and replacement parts, but it also secured the facility, improved productivity through more uptime and made daily operations more efficient. Regardless of a door's size, application, or location, DH Pace can offer solutions for any door that presents life cycle building management issues.

BEFORE



INSTALL



AFTER







## UPGRADE ADDS BULLET RESISTANCE TO EXECUTIVE ENTRY DOOR

Commercial • Entry Door Systems

### Intro

A Fortune 500 financial institution wanted to improve safety and security by adding bullet resistant glass to the executive floor's entry door.

### Problem

The existing opening was a ½-inch thick frameless glass swing door. The customer wanted to upgrade to a bullet resistant glass for increased threat protection. They also wanted to retain the existing top and bottom rails to maintain the opening's aesthetics.

The opening was in an upscale finished environment and the work had to be completed around irreplaceable furnishings and artwork. In addition, the installation had to be scheduled outside of standard work hours to avoid business interruption.

### Solution

The DH Pace team made multiple site visits to ensure the project went smoothly. To accommodate the original ½ inch top and bottom rails, the installation team modified the 1-3/8 inch bullet resistant glass to fit. In addition, skilled installation was required to ensure the doors would swing freely and that the bullet resistant glass did not impact the proper operation of the door.

The installation started after hours at the end of the week and was completed over the weekend. When executives returned on Monday, the bullet resistant door was in place without any noticeable change in the aesthetics of the space.

### Conclusion

With DH Pace's expertise, the customer matched the aesthetics of the existing high-end finished environment while adding important physical security protection that works in conjunction with their electronic security systems.

## COOLER DOCK RENOVATION IMPROVES TEMP CONTROL, OPS AND SAFETY

Distribution & Logistics • Loading Dock Equipment

### Intro

The outdated cooler positions at a 450,000 square foot distribution center got a loading dock upgrade from the ground up to improve safety, energy efficiency and productivity.

### Problem

With their original set up, it was hard to maintain the required temperature, minimize food spoilage, and keep from damaging dock doors. In an effort to mitigate waste, they often rushed to stack materials at a dock position and pushed pallets into the slower moving and poorly sealed doors, breaking them. Additionally, the cooler positions used pit style levelers, which were challenging to clean weekly per British Retail Consortium (BRC) Global Standards for Food Safety.

### Solution

DH Pace created a loading dock package for the 20 cooler docks. They installed insulated sectional dock doors and operators, vertical storing dock levelers, dock seals, automatic vehicle restraints and LED dock lights, all managed through master control panels.

Upgrading to vertical storing levelers required major concrete and electrical work, but it also virtually eliminated the expense of door repairs from pushing pallets too far. The vertical storing docks also allowed the doors to keep a tighter seal, which improved temperature and pest control.

The upgrade greatly improved safety at the docks by interlocking the equipment. Master control panels drive all the dock processes to ensure they occur in the proper order according to protocol.

### Conclusion

The combined dock upgrades provided an 8°F improved temperature control in the cooler areas, providing an immediate return on investment. The temperature efficiencies led to improved productivity as well, because there is more time to prep a load and have it stay fresh. The facility reduced the Total Cost of Ownership by improving both safety and productivity while meeting BRC standards.



# OUR WORK

## SECURITY EXIT LANES IMPROVE AIRPORT'S OPERATIONS

Commercial • Physical Security Barriers

### Intro

As part of their master plan for facility improvements, an airport needed to improve a secured opening's safety, security and compliance.

### Problem

An airport had security revolvers in place to separate the secure air side from the land side. Although the revolvers were functioning and included sensors to detect objects passing through, the technology was never approved by the Transportation Security Administration (TSA).

This meant they had to station a security guard there 24 hours a day, 365 days per year to physically monitor the area. After years of operating in this manner, the airport proposed a capital improvement plan that included upgrading the existing revolvers with a TSA-approved option.

### Solution

DH Pace consulted heavily with airport officials and architects on this project. We recommended using a security exit lane system to guide arriving air passengers to the land side. The system also included sensors to detect objects left in or passing through the corridor and notify the security team of threats.

Airport officials flew to multiple sites to view this type of security exit lane system in action. After verifying approval by the TSA, DH Pace installed three security exit lanes.

### Conclusion

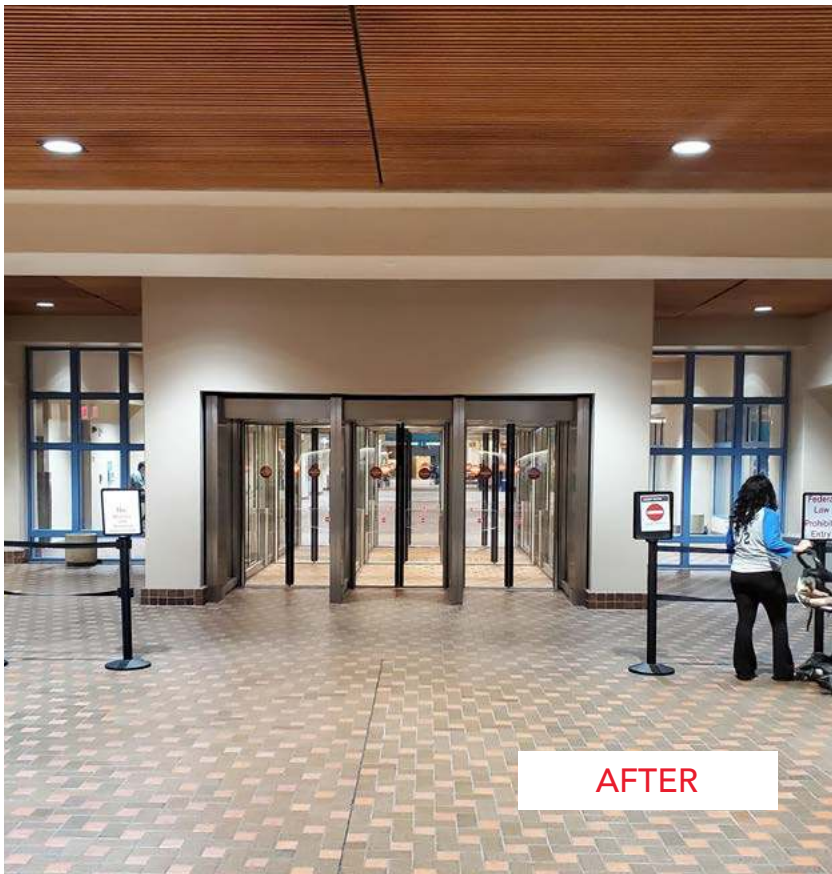
DH Pace assisted the airport in reviewing compliant solutions, completing due diligence and installing a TSA compliant system. With the right security product in place, the airport eliminated the cost of posting security guards around the clock while still improving detection and overall security. The automated exit lane system meets requirements from the airport and TSA, and it offers the convenience of constant operation with higher throughput.



BEFORE



INSTALL



AFTER

## NEW HOSPITAL INSTALLS FIRE AND SMOKE BARRIERS IN ATRIUMS

Health Care • Industrial, High Performance & Specialty Doors

### Intro

DH Pace supported the construction of a new hospital and outpatient care center with horizontal coiling fire doors.

### Problem

The design for the hospital and outpatient center included three open-air atriums that spanned two floors. To adhere to International Building Code® (IBC) and the International Fire Code® (IFC) standards, the facility required door assemblies to deploy quickly to mitigate the spread of fire and smoke between the levels in the event of a fire.

### Solution

The hospital's general contractor turned to DH Pace because of the Company's expertise in horizontal coiling fire doors. Each atrium was 11 feet wide and the openings ranged from 56 feet long to more than 80 feet long. The doors tied into the fire alarm system to deploy and automatically reopen when the fire alarm is reset.

The DH Pace team spent a great deal of time partnering with the general contractor and other trades to coordinate and pre-plan the installation. The installation team brought the doors through the open roof by crane, and then expertly and efficiently installed them in all three atriums.

### Conclusion

The horizontal coiling fire doors were an ideal and code compliant option. Should the need arise, the doors will compartmentalize the open atriums and control the spread of fire and smoke.





# OUR WORK

## FINANCIAL INSTITUTION UPGRADES TO BULLET RESISTANT SECURITY PORTAL

Commercial • Automatic Doors

### Intro

The four-wing security door at a major financial institution served as a portal for employees to exit the building. It had become obsolete and servicing the door had become difficult since parts were no longer manufactured.

### Problem

The secured exit door was older, making it difficult to find parts for maintenance. The existing exit door also lacked some of the software based controls and integration capabilities available on newer units. In addition, the exit no longer had the capacity to handle the traffic flow, making it inconvenient for employees. The lobby area had been updated with bullet resistant materials however, the secured exit had not yet been replaced.

### Solution

After consulting with the customer about their requirements, DH Pace recommended upgrading to two high security portals using the latest security technology. The doors were outfitted with bullet resistant level 3 glass to be on par with the rest of the lobby and also integrated into the existing access control system.

By adding a second security portal exit for employees, the customer doubled throughput and made it more efficient for employees to exit during high traffic times of day.

### Conclusion

With the new security portals in place, the security command center receives customized notifications and maintains complete control over the secured employee exits. The upgrade also brought the lobby up to the physical security standard for bullet resistance while reducing annual operating costs.



## STATE CAPITOL PRESERVES HISTORIC CHARACTER

Government & Municipal • Entry Door Systems

### Intro

In the first comprehensive restoration in 130 years, DH Pace participated in the Wyoming Capitol Square Project to renovate the state's capitol building while preserving its traditional look and feel.

### Problem

The building was constructed in 1888 and became the state capitol two years later when Wyoming achieved statehood. Although the building had been expanded in 1890 and 1917, the last major work on the facility in the 1970s concealed much of the building's historic character. As one of 20 state capitols with the National Historic Landmark designation, state officials wanted to restore the facility to its historic beauty while addressing much needed infrastructure improvements.

### Solution

The project focused on restoring historic details while installing modern efficiencies and new infrastructure, including additional restrooms and meeting rooms, which required new openings.

DH Pace collaborated closely with the general contractor, architects and historical preservationists to preserve custom architectural doors, frames, hardware and trim. In addition, DH Pace coordinated with multiple manufacturers to create customized replicas for newly created openings. The Company provided custom drawings of hinges, hardware, trim, doors and frames from the original materials that needed to be recreated to original specifications.

### Conclusion

Through close project coordination with the general contractor, architect and preservationists, DH Pace leveraged their expertise and manufacturer relationships to maintain the original craftsmanship for more than 200 openings in the historic building.



### Physical Security Barrier Solutions by DH Pace

<b>LEVEL 1</b> <b>CROWD CONTROL</b> Tripod Turnstiles		<b>LEVEL 2</b> <b>DETERRENT</b> Full-Height Turnstiles		<b>LEVEL 3</b> <b>DETECTION</b> Optical Turnstiles		<b>LEVEL 4</b> <b>PREVENTION</b> Security Revolving Doors & Portals	
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## PROMOTING COMPLIANCE IN HEALTH CARE FACILITIES

Health Care • Compliance Services

### Intro

DH Pace consults with hospitals on a local, regional and national basis to help them with all their openings in facilities with a focus on compliance.

### Problem

With the multitude of requirements and the pressure to maintain the highest levels of safety in a facility's physical environment, compliance with accreditation organizations (AO) is paramount.

### Solution

Knowing that health care organizations face increasing regulations, the Company offers the following support programs and resources:

**The FireCheck® Program** helps building owners with their legal obligation per NFPA standards to properly maintain all fire and smoke doors and some egress doors. After inspection and testing, technicians certify openings and provide a comprehensive report for AO.

**The AAADM Certification Program for Automatic Doors** verifies that a certified inspector has performed the required annual inspection of sliding, swinging, revolving and bi-folding automatic doors. Inspectors deliver a full report that addresses all openings, repairing any deficiencies or noting how to bring them into compliance. The Field Labeling Program certifies that doors, frames, glazing and hardware components meet applicable codes, standards and AO requirements, and offers relabeling as required. It is accredited by the ANSI-ASQ National Accreditation Board (ANAB) and conforms to ISO/IEC 17020.

**DH Pace Compliance Services** is a dedicated resource that provides organizations the support they need to achieve a high degree of success during their next inspection or survey. In addition to consulting, we offer training sessions on fire, smoke and egress assembly inspections which can be customized to your facility.

**Infection Control Risk Assessments** are available to determine risks and identify potential hazards that may affect the unique environment of health care operations.

**Specialized Products** that promote safety and compliance are available from DH Pace. Unique applications, like behavioral health environments and ICU units, require the right solution that is also code compliant.

**The Planned Maintenance Program** can be customized to cover any opening in your facility. Proper maintenance reduces the Total Cost of Ownership by mitigating costly breakdowns and extending an opening's operating life and efficiency.

### Conclusion

With years of experience and unmatched technical expertise, DH Pace professionals can help identify ideal solutions for complex requirements in health care environments.



800-507-0023



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DHPace.com

### Located in:



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KANSAS	SOUTH CAROLINA
LOUISIANA	TENNESSEE
MASSACHUETTS	TEXAS
MISSOURI	WASHINGTON
NEBRASKA	WISCONSIN

## THE DH PACE DIFFERENCE



### PROFESSIONAL EMPLOYEES

Trained, highly skilled and ready to serve



### BROAD PRODUCT OFFERING

For every type of door, loading dock and security system in all types of buildings



### CUSTOMIZED SOLUTIONS

Designed to meet each customer's specific needs



### RELIABLE SERVICE

Nationwide service when and where customers need it



### LIFE CYCLE BUILDING MANAGEMENT

A trusted partner for construction, renovation, maintenance and repair







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NV LIC #0071664 C-3 • NV LIC #0075881 C-14E • NV LIC #0083652 C-2D • OK LIC #AC440675