

# DH Pace Company, Inc. 2011 Corporate Report

The logo features the letters 'DH' in red with a black arch above them, followed by 'PACE' in black. Below this is the tagline 'Everything Doors Since 1926' in a black serif font.

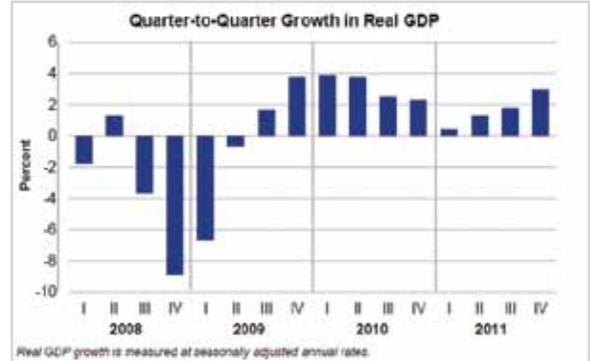
**DH PACE**  
*Everything Doors Since 1926*

The Genuine. The Original.



As of the end of 2011, the economic recovery is ten quarters old. While growth has strengthened over the past several quarters there is substantial disagreement among experts over the future course of the economy. Pessimists cite continued high unemployment, a poor housing market, large fiscal deficits, and the ongoing crisis in the European Union as headwinds that foreshadow significantly slower growth ahead. Optimists point to low interest rates, falling household debt, higher corporate earnings, and increased energy independence as signs that growth will increase to historically normal levels. Both sides agree we must take decisive action to reduce our fiscal deficits over the long term with spending cuts, tax increases, or a combination of both.

Ongoing fiscal deficits create larger future repayment obligations. While their effect is minimized today through low interest rates, an increase to historically normal levels of interest would explode payments on the debt to unsustainable levels. The current uncertainty over future tax and spending policies also reduces consumer confidence, and with it spending and business investment. While there are differing opinions on the appropriate course to take and when, it is clear we must begin taking tangible action towards solving the deficit problem and provide long-term clarity on the policy front. We should all hope the aftermath of the current election cycle provides the necessary clarity and direction to get the process moving forward towards a sustainable solution.



Much of current media attention on the economy and our fiscal problems fails to discuss the role that population growth plays in the long-term potential of an economy. The population of the United States is projected to grow by over 40% from 308 million people to roughly 439 million between 2010 and 2050. When the population increases, the economy expands as the basic need for food, clothing, and shelter also increases. Higher population fuels demand for buildings as well as the doors and security systems we provide. The composition of our population will also change in two important ways. The population over 65 years old is expected to double to roughly 88 million people. Aging will have a profound impact in the workplace as people work longer before retirement or choose to launch second careers, and on the structure of governmental programs, such as Social Security and Medicare. Secondly, the Hispanic population which is currently 16% of total population, is projected to rise to between 28% and 30% by 2050. This increased diversity in our population should be an additional source of economic strength in the years to come.

In 2011, despite the uncertain state of the economy, we increased our company sales by over \$12 million, expanded our customer base, and made additional investments to improve our competitive position in the marketplace. While we see encouraging signs of renewed growth in construction activity, renovation of existing facilities, and repair requests, we are also seeing some market segments recover very slowly. We are proud to be a privately-held, family-owned business, committed to serving our customers, building a great place to work, and supporting our local communities. We are very thankful for the blessings we have received and we remain optimistic that the best days for our Company and our Country still lay ahead of us.

May God bless you and your loved ones throughout this year.

Rex E. Newcomer  
Chief Executive Officer  
DH Pace Company, Inc.

# COMPANY HISTORY, THEN, AND NOW



## COMPANY HISTORY

The Company traces its roots back to the 1920's with the invention of the upward – acting garage door. Offices were established under the distinctive Overhead Door Corporation Red Ribbon logo in St. Louis (1926), Kansas City (1927), and Atlanta (1935). In 1973, the operations of these separate entities were consolidated and became divisions of DH Pace Company, Inc. In 1995, the Company began marketing certain products and services under the DH Pace Door Services and DH Pace Construction Services trade names.

In 2003, DH Pace Systems Integration Division was formed to provide access control, video surveillance, and intrusion alarm system products and services. The Company acquired Colorado's largest residential garage door distributor, Ankmar in 2008. Ankmar was established for the Colorado marketplace in 1956. Also in 2008, the Company consolidated its national service business into a new entity called the DH Pace Facilities Group. In 2010, the Company expanded into the state of New Mexico with offices in Albuquerque, Santa Fe and Farmington (Four Corners), and opened a new office in Joplin, Missouri.



## THE COMPANY TODAY

In 2011, the Company increased sales by over \$12 million and hired an additional twenty new employees. The Company also made numerous new capital investments during the year. A new ERP software system was purchased for the Entry Door Systems Group with full implementation expected by the end of 2012. A 50,000 square foot facility was selected in St. Louis, Missouri to relocate the local division operations by third quarter of 2012. A new satellite office was also opened in Central Missouri to serve the Columbia and Jefferson City markets.



Also in 2011, the Company retained an outside marketing firm to assist in developing a new DH Pace logo. The new design will be implemented company-wide in phases throughout 2012. The new logo has been used throughout this publication and includes the new tagline, EVERYTHING DOORS SINCE 1926, in recognition of the Company's long-standing tradition of serving its customers.



After an eighteen month review process, the Company introduced an updated mission and values statement that reflects the commitment as a values-based service organization. These new statements, listed on the following page are organized under the overall theme of LIVING OUR VALUES and LEADING BY EXAMPLE.

The Company has a long standing tradition of being a responsible member of the communities it serves and publishes a Corporate Responsibility Report within the Annual Report each year, documenting activities in support of that commitment.



## 2011 HIGHLIGHTS

- \$184 Million in Consolidated Sales
- Over 150,000+ Customer Transactions
- 900+ Dedicated Employees
- 500+ Sales, Service, and Installation Vehicles

# MISSION, RESPONSIBILITY, AND VALUES

The Company actively promotes a values-based service philosophy in the conduct of its business activities. The Mission, Responsibility, and Values Statements represent the formal expression of this philosophy. The Company has established a formal Ethics Policy, conducts ethics training, and maintains a variety of methods for individuals to report possible violations.

THE **DH**PACE WAY

LIVING OUR VALUES - LEADING BY EXAMPLE

## MISSION STATEMENT

To enhance the lives of people by improving the safety, security, convenience, and aesthetics of the buildings where they live, work, and play.

## SOCIAL RESPONSIBILITY STATEMENT

To invest a portion of our time, talent, and financial resources towards improving the lives of people in need; supporting the communities we serve; protecting the environment we share; and providing a better future for the next generation.

## VALUE STATEMENTS

### RESPECT

Treating everyone we encounter with consideration

### INTEGRITY

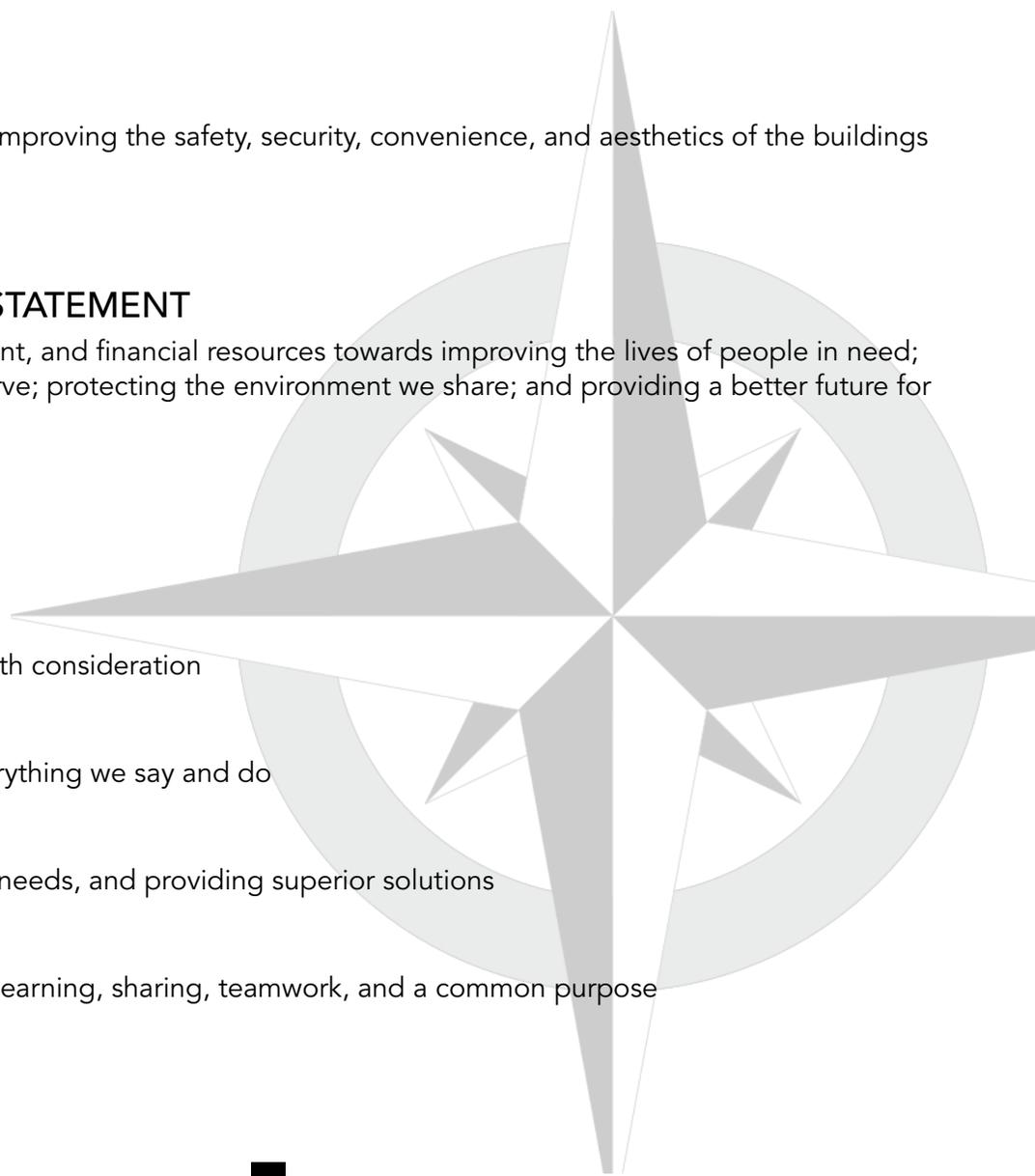
Honest and ethical behavior in everything we say and do

### SERVICE

Building relationships, discovering needs, and providing superior solutions

### EXCELLENCE

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



# PRODUCTS AND SERVICES

The Company currently operates under the Overhead Door Ribbon brand name in numerous markets across the United States. This relationship as an authorized distributor partner with Overhead Door Corporation goes back to 1926. The Company also markets certain products and services under DH Pace group names, including: National Accounts, Systems Integration, and Construction Services. In Colorado, DH Pace also trades under the Ankmar name.



## COMMERCIAL AND RESIDENTIAL DOORS SALES • INSTALLATION • SERVICE

### PRODUCTS

#### COMMERCIAL OVERHEAD DOORS

- Sectional Doors
- Rolling Service Doors
- Rolling Counter Doors
- Fire-Rated Doors
- Security Grilles
- High Speed Doors

#### INDUSTRIAL, HIGH SPEED, & SPECIALTY DOORS

- Cooler Doors
- Air Curtains
- Traffic Doors
- Bug Barrier/Screens
- Security Gates
- Automated Gate Systems
- Sliding Doors
- Hangar Doors
- Bullet/Blast Doors
- Special Application

#### LOADING DOCK EQUIPMENT

- Dock Levelers
- Vehicle Restraints
- Seals and Shelters
- In-Plant Equipment

#### ENTRY DOOR SYSTEMS & AUTOMATIC DOORS

- Doors and Frames
- Finish Hardware
- Electronic Security
- Automatic Door Assemblies
- Specialty Products

#### ELECTRONIC SECURITY & GATE SYSTEMS

- Access Control
- Intrusion Alarm
- Wireless and IP Solutions
- Parking Revenue Systems
- Automated Gate Systems
- Surveillance

#### RESIDENTIAL DOORS

- Garage Doors
- Garage Openers
- Entry Doors
- Keypads

### SERVICES

#### STANDARD SERVICES & REPAIRS

- Emergency Repair Service
- Preventive Maintenance Programs
- Part Sales and Service
- Product Installation and Distribution

#### PREVENTIVE MAINTENANCE PROGRAMS

- Customized Preventive Maintenance Programs
- Can Serve Any Combination of Our Product Offerings.

#### INSPECTION AND TESTING SERVICES

- Fire and Smoke Code (NFPA 80 and NFPA 105)
- Emergency Egress Code (NFPA 101)
- Handicapped Accessibility (ANSI A117.1)
- Automatic Pedestrian Door Safety (AAADM)
- Industry Standards (AIB, JCAHO, HFAP, UL 325)

#### SITE ASSESSMENT SURVEYS

- Mechanical Key Systems
- Electronic Security Systems
- Energy Audits
- School Safety

#### FACILITY STANDARDS CONSULTING

- Construction Specifications
- Facility Standards for Repair and Replacement
- End-User Training

# FACILITY INSPECTION & MAINTENANCE PROGRAMS



From the front door to the back dock, the Company helps facility owners increase safety, improve performance, and maintain code compliance through a variety of Facility Inspection and Maintenance Programs that can be custom designed to reduce costs and injuries, maintain operational efficiency, understand code requirements and the owner's legal obligations.

## PREVENTIVE MAINTENANCE PROGRAMS

Members of a Preventive Maintenance (PM) Service Program can save substantial time and money by reducing costly break-downs, while extending the operating life and efficiency of all doors, gates, operators, and dock equipment. A PM is a visual inspection, testing, adjustment, and lubrication of a door and its moving parts. Each PM Service Program can be customized to a facility's specific needs and code requirements, and are ideal for all types of facilities.



## INSPECTION AND TESTING PROGRAMS

**FireCheck®:** This Program is designed to assist facility owners and tenants in their legal obligation to maintain safe and code compliant fire and smoke rated openings.



**FireCheck®**

National Fire Protection Association (NFPA) standards require building owners to have rolling, sliding, and swinging fire doors inspected and tested annually, and to maintain written documentation of such inspections. Fire doors play a key role in building safety. Properly operating fire doors help protect property and save lives in the event of an emergency. Defective, damaged, or non-functional fire doors can lead to tragic results and may subject building owners and managers to catastrophic losses and increased legal liability.



**AAADM:** The Company's American Association of Automatic Door Manufacturers (AAADM) Certified Inspectors provide maintenance, repair, and annual inspections of automatic pedestrian door systems to assist building owners in maintaining openings that are in compliance with these standards. Properly operating automatic pedestrian doors allow for the safe, uninterrupted flow of traffic and reduce the risk of injury.



## SITE ASSESSMENT SURVEYS

The Company provides a variety of Site Assessment Surveys to assist customers in identifying and resolving problems or issues that may represent significant risk for their business. The Company has highly trained employees on staff to conduct these surveys and provide evaluation reports. Customer's Site Assessment Surveys can include a wide variety of code related areas such as: NFPA - 80, NFPA - 101, NFPA - 105, IBC, JCAHO, AIB, HFAP, ADA, and UL 325. The Company also provides services for the following areas:

- Mechanical Security/Key Control
- Energy Audits
- School Safety and Security
- Electronic Security Systems

## FACILITY STANDARDS CONSULTING

Consulting services are provided by the Company to commercial, institutional, industrial, and government/military customers that seek standardized product selection and specifications based on a factual analysis of their current needs, future requirements, product performance, code compliance, and existing facility conditions.



## A COST SAVING MEASURE IN A HEALTHCARE FACILITY



Stretcher Plate

### PROBLEM

The Authority Having Jurisdiction (AHJ) required a hospital to replace numerous doors since non-fire-rated protection plates had been installed on fire-rated doors, voiding the fire rating on the openings.

### SOLUTION

The Company's code consultant met with hospital officials and the AHJ citing the relevant codes. The Company convinced the AHJ to permit the existing doors to remain and be retrofitted with fire-rated protection plates. This solution saved the hospital thousands of dollars and brought the doors into code compliance. The hospital subsequently

enrolled in the Company's FireCheck® program and over 40 openings were inspected. Each door was barcoded and the hospital received a customized report. The report identified many openings requiring minor adjustments and some complete opening replacements. The Company completed the recommended work, and the hospital is now safer with doors that are operating properly and in compliance with the fire codes.



Healthcare Facility

## HIGH SPEED DOOR WITH SCREEN HELPS MANUFACTURER MEET AIB COMPLIANCE



Opening to Fill Tunnel

### PROBLEM

An agricultural processing plant expanded production and was in need of a door to meet the American Institute of Baking (AIB) code requirements at the entrance and exit to a new "fill tunnel" at the plant. It was critical to keep flying insects and debris out of the tunnel.

### SOLUTION

A high speed door with an optional mesh screen provided a solution offering automatic control, speed, insect control, and enhanced safety. The mesh screen allowed for area ventilation, while keeping insects out of the tunnel. An uneven slope required a custom designed door to slant with the concrete to ensure the best possible seal to meet AIB compliance requirements.

The door is operated by a push button operator inside so the door is only opened when necessary. Two bollards protect the door and frame from equipment accidents. The new high speed door with screen mesh meets AIB compliance requirements by providing a barrier to protect against birds, rodents, insects, and other pests entering the tunnel.



High Speed Door with Mesh Screen

# COMMERCIAL OVERHEAD DOORS



The Company provides sales, installation, and service for all types of commercial door and related products in the new construction and existing facility marketplace.

- Sectional Doors
- Rolling Service Doors
- Rolling Counter Doors
- Fire-Rated Doors
- Security Grilles
- Impact Doors

Trained Company representatives work with general contractors, architects, property managers, facility managers, and business owners at all levels in the selection and maintenance of commercial overhead door openings to improve performance and promote safety and security.



## IMPROVING PERFORMANCE

Commercial overhead doors are pivotal in securing a facility and it is important that these doors open and close when needed. Doors and operators contain many moving parts, which increase the opportunity for failure. Performing routine preventive maintenance can keep moving parts properly adjusted and lubricated, maintaining efficient and safe operation.

## INCREASING SAFETY AND SECURITY AT THE DOOR

Increasing safety and security in the workplace is a top priority. The Company has multiple solutions to meet the overhead door safety and security requirements of every application. Some of these solutions include:

### Safety

- Upgrading existing door operators to new UL 325 compliant operators that include continuously monitoring safety devices such as photo electric safety sensors or pneumatic safety edges
- Incorporating lights or alarms to help communicate when it's safe to travel through or around an opening
- Installing emergency egress equipment such as battery back-up, chain hoists, or pedestrian doors to allow egress during power failure
- Adding vision lites or glass sections to increase visibility through the opening

### Security

- Controlling traffic through the opening utilizing access control solutions including card readers, RFID tags, and camera systems
- Adding timers to reduce the risk of leaving an open entry point to your facility
- Installing pipe bollards to protect the door opening from equipment damage or drive-through theft

## INSPECTION AND MAINTENANCE PROGRAM BENEFITS

- **FIRECHECK® PROGRAM** increases safety of personnel and assets in the workplace, reduced liability, and lower insurance premiums
- **PREVENTIVE MAINTENANCE PROGRAM** increases performance and productivity, increased longevity of the product and lower life cycle maintenance costs, fewer 'unplanned' shut downs due to equipment failure
- **SITE ASSESSMENT SURVEYS** is a complimentary inspection to help predict future problems and alleviate well before they are realized



## AIRPORT HANGAR DOOR REPLACED BY INSULATED SECTIONAL STEEL DOORS



Hangar Door

### PROBLEM

During a strong wind storm, a regional airport's hangar door was damaged. The building's use had changed over time and the storm presented airport management with an opportunity to modify the opening to fit the customer's current needs. The building was originally used to store airplanes and was not climate controlled. Its primary function now as a maintenance facility required frequent use by airport employees. The large hangar door was difficult to open, did not allow visual access in or out of the building, and was not energy efficient against external temperatures.

### SOLUTION

Adding a center post allowed the installation of two large sectional doors which made the building more functional.

The three rows of energy efficient windows added natural light into the space. Electric operators were installed with push button controls for ease of operation. Insulated doors with a high R-value enhanced the facility's climate control. Bollards were added to each side of the doors to protect the corners of the building and the door tracks from equipment traffic. The facility now functions as a model maintenance facility where employees are comfortable, safe, and more productive.



Sectional Doors

## UNIQUE OVERHEAD AND ENTRY DOOR SYSTEM STOPS HEAVY WEAR AND TEAR ON DOORS



Swing Doors

### PROBLEM

Heavy door usage was causing abnormal wear and tear on the metal swinging doors at this open air business. To reduce some of the maintenance costs associated with the heavy usage, the doors were taken off their hinges during the summer months, leaving the doorway completely open. During the winter months the doors were reinstalled and the doors were frequently damaged by loading equipment moving in and out. The damage prevented the doors from shutting properly, causing an increase in heating expenses.

### SOLUTION

The Company designed a unique solution combining an aluminum sectional door and two matching entry doors on either side of the sectional door. The sectional door provided a wider entrance to the business which created easier traffic flow for vendors to move their goods in and out of the area. The two matching entry doors were used for pedestrian traffic, using the hold-open door closers for the busier times of day. Two bollards were installed to protect the sectional door track to minimize door damage from vendors moving carts in and out of the business.



Swing Doors and Aluminum Sectional Door

# INDUSTRIAL, HIGH SPEED, & SPECIALTY DOORS



The Company provides sales, installation, and service for all types of specialty door and related products in the new construction and existing facility marketplace.

- High Speed Performance Doors
- Freezer/Cooler Doors
- Air Curtains
- Traffic Doors
- Bug Barrier/Screens
- Security Gates
- Automated Gate Systems
- Sliding Doors
- Hangar Doors
- Special Applications



Trained Company representatives work with general contractors, architects, property managers, facility managers, and business owners at all levels in the selection and maintenance of industrial, high speed, and specialty door openings to improve performance and promote safety and security.

## IMPROVING PERFORMANCE

Enrolling in the Company's Preventive Maintenance (PM) program provides a custom service call that includes a visual inspection, testing, adjustment, and lubrication for each door registered for PM service. Regularly scheduled PM services saves a facility substantial time and money by reducing costly downtime. Company representatives design customized PM programs for all types of businesses. PM service is ideal for industries such as food processing, manufacturing, distribution, and applies to all types of industrial facility openings.



## INCREASING SAFETY AND SECURITY AT THE DOOR

Many industrial, high performance, or specialty openings call for specialized safety and security solutions. Some of these include:

### Safety

- Adding enhanced actuation and detection devices such as interlocks, in-ground loops, motion detectors, and presence sensors
- Minimizing injury and damage by installing wireless or pneumatic reversing edges
- Installing barrier systems and enhanced signage to safely direct the flow of traffic
- Incorporating full width vision panels, windows, or lite kits to increase visibility

### Security

- Incorporating access control and monitoring devices to restrict unauthorized traffic
- Installation of secondary protection measures such as barrier gates, bollards, or overhead doors on exterior applications that call for high performance doors



## PRODUCTS AND SERVICES FOR SPECIALTY DOORS

- On-site consultations for food manufacturing and distribution centers dealing with FDA or American Institute for Baking (AIB) requirements
- Reduce utility costs with an energy audit and product consultation for environmentally controlled areas within a facility
- Provide UL 325 code compliant operators and related accessories for doors and gates

## HIGH PERFORMANCE DOOR AIDS AIR FLOW IN UNDERGROUND MINING APPLICATION



Steel Swing Door

### PROBLEM

In a mine, about 1000 feet below ground, heavy steel manual swing doors had been installed to prevent the underground forced air flow from bleeding off into unwanted areas. The over-sized steel doors were difficult to operate, and because of the changes in air pressure they could close unexpectedly and injure employees. The old, damaged doors no longer sealed effectively and were not properly directing air flow within the mine.

### SOLUTION

Installing a new heavy-duty high performance door provided both the proper air flow into the mine and a more efficient operation. The door is activated by motion sensors and is timer controlled to ensure proper closing. Employees no

longer need to drive up to the door, get out of the truck, risk injury opening the large heavy steel door, and then return to the truck to enter into this area of the mine.



High Performance Door

## HIGH SPEED DOOR AND ACCESS CONTROL INCREASES SECURITY



Rolling Steel Door

### PROBLEM

A customer's parking garage had reliability, maintenance, and security issues caused by an aging rolling steel door and operator. The rolling steel door was being used beyond the number of cycles it was designed for, resulting in frequent service calls and restricted access to the garage while the door or operator was being repaired. When the door was left open to limit the maintenance issues, vandalism increased inside the garage.

### SOLUTION

A custom high speed metal door capable of handling hundreds of cycles per day was installed along with a proximity card reader on the exterior for security and floor loops on the interior to allow unrestricted egress from the

garage. The door is also equipped with a 7' tall photo cell safety system on both sides of the opening to detect any objects that could potentially impact the door. The addition of four clear vision slats allow visibility for vehicles entering or exiting the garage. The high speed metal door increased both the performance and the security of the parking garage with its ability to open and close faster than the rolling steel door. The speed of operation also decreased air flow through the opening, resulting in energy savings to the owner. Tenants now enjoy consistent access to the garage with a higher level of security while the owner is saving money in reduced energy costs and maintenance expenses.



High Performance Door and Access Control

# LOADING DOCK EQUIPMENT



Loading docks are the first and last contact at any facility. It is the place where supplies first arrive and the place from where shipments leave. The Company provides sales, installation, and service for all types of dock equipment and related products in the new construction and existing facility marketplace.

- Dock Levelers
- Dock Seals
- Dock Shelters
- Vehicle Restraints
- Dock Safety Accessories
- Dock Equipment Preventive Maintenance

With today's modern, fast-paced loading docks, selecting and properly installing the best dock equipment for the job plays a major role in safety and productivity. Creating safe and efficient bridges between facilities and the trucks and trailers that pull up to them is no easy task. With so many different kinds of dock levelers available today, in such a wide variety of sizes, shapes, and mounting styles, choosing the right one can be more complicated than ever. The Company provides this service everyday.



## IMPROVING PERFORMANCE

The Company can help a facility's loading docks perform more efficiently. An expert evaluation can reveal if dock positions need weather seal kits to keep debris away from dock equipment moving parts. Simply adding the correct size and type of bumpers can protect the building during loading and unloading by keeping trailers from damaging buildings when backing into the dock. The evaluation can also reveal the need to improve employee morale and production with the installation of a climate controlled dock area high volume, low speed (HVLS) fan.



Debris can disable a dock leveler at any time causing downtime or possible injury. For areas where permanent concrete ramps are not an option, portable dock ramps can be a quick and easy solution to make loading and unloading more efficient.

## INCREASING SAFETY AND SECURITY AT THE DOCK

Consideration must also be given to dock safety, communications, operator environment, and energy conservation. In a busy shipping area, there can be up to 100 opportunities a day, per single loading dock, for serious mishaps to occur. Installing safety equipment not only reduces costs and injuries, but improves performance to maintain operational efficiency. Safety equipment can include:

- Vehicle restraints and wheel chocks to help prevent trailer creep
- Light communication systems
- Handrails, track guards, door guards, and bollards keep employees and equipment from dangerous areas



## INSPECTION AND MAINTENANCE PROGRAMS

- Enroll in Preventive Maintenance Service for facility's dock equipment
- Reduce employee injury, medical expenses, lost administrative time, and lawsuits and settlements
- Invest in safety equipment at the dock

## LOADING DOCK MADE MORE ENERGY EFFICIENT WITH NEW COMPRESSION DOCK SEAL



Damaged Loading Dock Shelter

### PROBLEM

A property management firm's loading dock shelter became damaged over time and the tenants weren't able to receive trucks to load and unload product. Since the weather seal was also damaged, the facility was not energy efficient.

### SOLUTION

Replacing the broken, old style retractable shelter with a newer design compression style dock seal provided greater energy efficiency. A compression style dock seal with a fixed head pad placed over side pads provides the tightest seal possible between interior and exterior environments for high volume dock openings. From a wide selection of fabrics, wear surfaces, and pad dimension, the correct construction of materials were used to maximize durability for the opening's demanding needs.

The dock is now able to properly receive trucks to load and unload product. Replacing the dock shelter with the new compression seal helped the property manager fully lease out the warehouse space, increased the tenant's capacity to load and unload product, and provided an air-tight seal to efficiently maintain the temperature inside the warehouse.



Compression Dock Seal

## TURN-KEY COMPLETE DOCK SOLUTION



Before Wall Cut-Out

### PROBLEM

A distribution facility did not have enough shipping and receiving docks to manage its production and inventory flow to and from the building. Production had been halted but would be coming back online soon and the building needed to have an additional dock added on an exterior wall before resuming production to more efficiently handle the flow of materials.

### SOLUTION

A new complete dock solution was required, including wall cut-out, dock area excavating and concrete work, electrical coordination, and door and shelter installation. Additionally, the customer had an existing dock leveler they wanted used to be put in place after the pit was cut and the concrete poured. New safety equipment and a truck restraint was also installed. A soft-frame shelter was chosen to protect the building from a variety of trailers backing into position. To prevent the outdoor elements from entering the building, a heavy-duty sectional door with windows was added to secure the opening. The distribution center is pleased with the increased productivity and capacity the solution provided. The project was completed turn-key, on time, and ready when production came back on line. The Company served as prime contractor, coordinating complete construction from excavation to equipment installation.



After Turn-Key Dock Solution

# ENTRY DOOR SYSTEMS



The Company provides sales, installation, and service for all types of commercial entry doors and related products in the new construction and existing facility marketplace.

- Hollow Metal Doors and Frames
- Wood, Laminate, and FRP Doors
- Finish Hardware
- Electrified Hardware
- Access Control Products
- Master Key Systems and Locksmith Services
- Restroom Accessories and Toilet Partitions
- Specialty Products - Divisions 8 and 10

Besides meeting a facility's needs for functionality, aesthetics, durability, and security, commercial entry door openings need to be properly designed, installed, and maintained to meet both performance requirements and multiple building code regulations. All of these considerations can vary widely on an opening by opening basis, by building type, and geographic location. The Company has trained and certified professionals that work with building owners, architects, contractors, and maintenance personnel to provide the best products, services, and solutions on a project by project basis.



## IMPROVING PERFORMANCE

The Company can assist building stakeholders in increasing the performance of entry door systems (EDS) throughout the facility by specification writing and consultations; product and application reviews; establishing building standards for EDS openings; designing custom Preventive Maintenance (PM) Programs specific to the EDS openings; and combining these services and programs per customer needs to lower total cost of ownership on both a new construction and existing facility basis.



## INCREASING SAFETY AND SECURITY AT THE DOOR

Through the proper implementation of mechanical key systems, electronic access control systems (stand-alone, networked, wireless), and/or the proper application of mechanical and electrified hardware, the Company offers custom solutions that can effectively increase a facility's safety and security while still meeting the increasing demands of code compliance and industry standards and requirements. These solutions include:

- NFPA - 80 (fire) and NFPA - 101 (life safety) inspections, reports, and recommendations
- Master Key Systems design, key record management, and locksmith services
- Specifications and building standards consulting, product, and application review
- Preventive Maintenance Programs for entry door systems and related openings



## CUSTOMIZED BARCODING OF OPENING

The Company offers a labeling and barcoding system for critical door opening identification and tracking throughout the facility. Barcoding features include:

- A unique number assignment for each opening
- Visual opening identification labeling for ease of identification
- Option to use the customer's company logo



## MULTI-PURPOSE ROOM ALTERED TO INCREASE REVENUE



Wall with Windows

### PROBLEM

A small college was looking for an opportunity to increase revenue and wanted to convert an area into an event space for weddings, receptions, and banquets. The room's function required egress doors exiting to an open patio area. The room's back wall with windows would have to be converted to this purpose, and meet door egress safety requirements for building occupancy as a reception area.

### SOLUTION

The Company created drawings to show that new door openings could be installed along the wall to meet all of the customer's building code requirements. Sections of the wall were cut and the existing windows removed to install two pairs of new hollow metal doors. Each new opening was provided with transom side lites to add light and create a more open and inviting space. The doors were secured with exit devices that also meet the egress code requirements. The openings now enhance the space aesthetically and provide the security and functionality required by the college. The college is now renting out the space and generating additional revenue.



Access Through Entry Doors

## HARDWARE UPDATE HELPS BEHAVIORAL HEALTH FACILITY BECOME JCAHO COMPLIANT



Anti-ligature Lever Lockset

### PROBLEM

A behavioral health facility was cited for not having the proper anti-ligature hardware on certain doors within their facility housing at-risk patients. Typical lever locksets and hinges that have attachment points needed to be replaced with products that meet newer anti-ligature requirements. The facility was given a deadline to make the necessary improvements and avoid a citation based fine as set by the Joint Commission (JCAHO), an independent not-for-profit organization that accredits and certifies healthcare facilities.

### SOLUTION

Since the wood doors within the facility were in good working order, only the affected hardware needed to be replaced. Properly designed anti-ligature hardware eliminates attachment points, minimizing the potential for self-harm, while maintaining security and locking features. The company performed the work with installers certified in CPR and safety training as requested by the facility. The facility is now JCAHO compliant with the appropriate door hardware to maximize patient safety and provide locking for security.



Anti-ligature Continuous Hinge

# AUTOMATIC DOOR SYSTEMS



The Company provides sales, installation, and service for all types of automatic door systems and related products in the new construction and existing facility marketplace.

- High and Low Energy Door Systems
- Automatic Sliding Doors
- Automatic Swinging Doors
- Automatic Revolving Doors
- ADA Compliant Operators
- Automatic Bi-Folding Doors
- ICU Doors
- Sensors and Safety Products



Properly designed operating automatic pedestrian doors allow for the safe and uninterrupted flow of traffic, while providing controlled access per building requirements. Automatic door systems (ADS) offer a wide variety of functions and options from retail and airport entrances, to ADA compliant automatic operators for schools and hospitals. Automatic doors when correctly designed and installed, serviced, and maintained, can enhance a building's aesthetics and functionality, safety, and security, while producing significant energy savings over their lifespan. The Company's American Association of Automatic Door Manufacturers (AAADM) Certified Inspectors provide maintenance, repair, and annual inspections of automatic pedestrian door systems in accordance with ANSI Standards A156.10, A156.19, and A156.27.

## IMPROVING PERFORMANCE



Automatic Door Systems are usually installed in high traffic areas that handle public access on an hourly/daily basis—many times 24/7. To help keep these openings operating properly in the most efficient manner, the Company offers Automatic Door System inspections, preventive maintenance (PM) servicing, and repair/replacement of worn or outdated component parts, all by AAADM Certified personnel and in accordance to AAADM standards. Customized programs are developed for each building based on facility needs, frequency of usage, condition, and age of the openings, and related performance considerations.

## INCREASING SAFETY AND SECURITY AT THE DOOR



AAADM Certified Inspections are recommended, at a minimum, on an annual basis for a wide range of safety and liability reasons. Inspections include the certification of an openings proper operating condition once serviced and/or repaired to recommended standards, proper labeling of the opening for standards compliance, and review with the facility's management on the safe operation of the opening which includes a daily inspection process the facility staff can self perform.

## ADDITIONAL ADS PRODUCTS AND SERVICES

Because of the many benefits automatic door systems can offer in a wide range of applications, their customized usage is increasing in all types of buildings in both the new construction and existing facility marketplace. Their control and operation can be tied into a facility's access control and security systems, and options can include remote activation/monitoring, wireless controls and sensors for cost-effective and enhanced performance, and anti-pass back or tailgating access control functions.



## NEW AUTOMATIC DOOR WITH AIR CURTAIN REDUCES ENERGY COSTS AT PUBLIC LIBRARY



Revolving Doors Entrance

### PROBLEM

A large public library had two old and cumbersome revolving doors that had become unreliable, and did not meet building access as required by the Americans with Disabilities Act (ADA). Additionally, the doors were no longer energy efficient and their upkeep had become a financial burden to the library.

### SOLUTION

After consultation with a structural engineer, the opening's structure was enhanced with a crossbeam to support a glass transom across the entrance. The Company designed and installed an automatic sliding door system that was economical in cost, allowed for sufficient patron traffic flow in and out of the building, provided ADA accessibility, and was aesthetically pleasing to the library's architectural style.

An optional heated air curtain was mounted on the inside face of the automatic door to reduce heat loss during the winter months. The library is now ADA compliant and meets the ANSI 156.10 opening requirements. The library is pleased with their new automatic door entrance, its lower energy costs, and the clean, sleek appearance to the building.



Automatic Sliding Doors

## AUTOMATIC SLIDING DOOR HELPS FACILITY MEET ADA COMPLIANCE



Swing Doors

### PROBLEM

At the outside entrance to a university cafe, older aluminum swing doors were hard to operate and did not accommodate students and visitors with special needs. Constant inside air pressure and fluctuating outside wind pressure increased the difficult operation. In considering all of the university's needs for this opening, measurements of the existing space indicated insufficient room for a standard automatic door solution.

### SOLUTION

The opening was modified to allow for an automatic sliding door system to be installed with the header and doors mounted on the outside surface of the building to allow for maximum clearance in the opening. During standard hours, the doors open through automatic sensors triggered by pedestrian traffic to accommodate both safe operation and accessibility needs. To improve after-hours security but still allow ADA and student access, a custom security interface was designed and installed using an exterior card reader to release the automatic door's locking mechanism and activate the door. The card reader is programmed to accept the university's existing campus access card system. The university now enjoys safe, efficient, convenient, and code compliant access through the opening, in addition to improved security.



Automatic Sliding Door

# ELECTRONIC SECURITY



The Company provides sales, installation, service, and monitoring for all types of commercial security systems and products in the new construction and existing facility marketplace.

- Access Control Systems
- Intrusion Detection Systems
- Video Surveillance
- Parking Control and Revenue
- Gate Operators
- Telephone Entry and Intercom Systems
- Mass Notification Systems
- Monitoring Services



A facility's physical security starts with the proper combination of electronic security devices such as access control card readers to activate electrified door hardware, CCTV / surveillance cameras and recording devices, intrusion detection and alarm systems, and the operating software to program, run, and monitor these various security components. Physical security requirements vary widely for each facility depending upon building type, function, security levels, and risks, public versus private usage, and asset protection value. Security systems can be stand-alone, networked, integrated, hard-wired, wireless, hosted in "the cloud", and can include most any combination of these elements for proper deployment within and throughout a facility.



The Company offers a broad range of electronic security products and services to provide customers with the very best physical security system for facilities and personnel needs, budgets, existing conditions, and future requirements. The Company has trained and certified electronic security specialists that design, install, program, service, and repair all types of security products and systems. Additionally, the Company offers multiple levels of Preventive Maintenance (PM), Service Plan, and Monitoring programs in support of the physical security systems and customers we serve.

## IMPROVING PERFORMANCE AND TECHNOLOGY

With technological advancements and improvements constantly being made to physical security products, operating software, and networking systems, it is imperative that a facility's security provider offers products, systems, and services built with forward and backward compatibility to maximize the investment. The Company works with facility owners and managers, IT Directors, and related stakeholders of a building's security system(s) on an ongoing basis to assure they are current with newly released products and technologies that can lower costs, improve performance, and integrate new technology expansion into existing security systems. Electronic and Security Services include:

- Video monitoring pedestrian traffic in and out of a facility
- Site surveys gaps in a facility's security system
- Customizing a security system service plan for a facility
- Integrating security systems throughout a facility, on-site or off-site



## ADDITIONAL ELECTRONIC SECURITY SYSTEM SERVICES

- Installing IP camera products into existing analog systems to cost effectively introduce the benefits of this new technology on a phased in basis
- Infant abduction, patient wandering and behavioral client security and monitoring systems that address specific healthcare environments, conditions and requirements

## TO CATCH A THIEF: IP VIDEO MANAGEMENT SOFTWARE AND CAMERA SOLUTION



High Definition IP Camera System

### PROBLEM

At a major metropolitan hospital where the Company had begun implementing and installing an IP video management software and camera system, a hospital employee reported to their security department that a tailgate was missing from a company truck which was parked on property. Apparently, the hospital was victim to a group of thieves that had been stealing truck tailgates throughout the city.

### SOLUTION

The company had recently installed a new IP camera and surveillance system throughout the hospital campus including the parking garage where the incident occurred. The video management system used high definition cameras that transmits networked video for immediate and referenced access, eliminating the need for proprietary digital video recorders. The placement and resolution of the cameras recorded quality images of the thieves' activities, vehicle, and license plate, along with facial recognition. The video storage system allowed the hospital security staff and local law enforcement to gather and document crucial forensic data leading to the thieves' arrest and prosecution.



Stolen Tailgates Recovered

## CANTILEVER GATES AND ACCESS CONTROL SECURING MINING FACILITY



Unmonitored Entrance

### PROBLEM

A large mining company had a remote location contractor entrance that was unmonitored and had no physical barriers or access control for visitor management. This uncontrolled access point made it impossible for the mining company to know exactly who and how many people were located within the mine property at any given time, putting the mine at risk for potential emergency situations. The mine owners sought a solution that would be in compliance with the requirements of the Mine Safety and Health Administration (MSHA), and address safety concerns.

### SOLUTION

To control access into and out of the mine, two cantilever gates were installed requiring all vehicles and drivers to check-in on both arrival and departure. For added control and security, a guardrail and fencing was installed to direct all vehicle traffic to and through the gates. Frequent contractors were pre-approved and issued proximity cards to activate card readers when entering and exiting the remote entrance, automatically registering their activity and status with the main security office. A telephone entry system was installed for new infrequent visitors to register and gain access upon arrival and exit, allowing all contractors and visitors to be accounted for, as well as their purpose for being on the property, at all times.



Cantilever Gate Entrance

# GATE SYSTEMS



The Company provides sales, installation, service, and monitoring for all types of residential and commercial entrance gate systems and related products in the new construction and existing facility marketplace.

- Parking Garage Entry Systems
- Residential Community Gate Systems
- Campus Gates and Access Control
- Pedestrian Gates and Turnstiles
- Telephone Entry Systems
- Gate Operators and Controls
- CCTV/Monitoring Systems
- Card Readers, Keypads, and Sensors



Properly designed and installed perimeter and entrance gates, and related access control and monitoring systems, are an important component to a facility's or residential community's overall physical security program. The Company offers specific gate system products and services that address all performance requirements that a commercial or residential facility might have, whether it be a stand-alone system or one tied into the facility's existing access control and/or CCTV/surveillance system(s).

## IMPROVING PERFORMANCE

The Company offers multiple solutions for facility and property owners and managers of existing gate systems to increase performance and reduce operating expenses. These can include:

- Service, repair, or replacement of a gate system's operator to properly lift, lower, or slide the physical gate or barrier based on frequency of use, weight of load, speed of operation, and related operating factors
- The addition of sensors, activation controls, and access control devices that can more effectively manage the gate's operations and reduce needed maintenance and repair cost
- A Preventive Maintenance (PM) program designed specifically for a facility's gate system(s) that provides for regularly scheduled service to reduce overall repair/replace expenses and costly system downtime



## INCREASING SAFETY AND SECURITY AT THE GATE

A wide variety of emerging products and technologies offer increased safety and security for both new and existing gate systems. Some of the products that can be incorporated into an entrance gate system are:

- Safety products such as covers for exposed rollers, protective mesh screens, gate sensing edges, guard posts, and instructional signage
- Sensors, actuators, and related safety products that meet new UL 325 requirements to prevent entrapment, injury to pedestrians, and damage to vehicles



## GATE SYSTEM PROGRAMS AND SERVICES

The Company has developed numerous programs and services specific to the cost effective, safe, and secure operations of commercial and residential entrance gate systems.

- Safety and security audits and consultations
- Custom Preventive Maintenance (PM) programs for all types of gates

# CONSTRUCTION SERVICES



The DH Pace Construction Services Group offers a complete line of Construction Specifications Institute (CSI) Division 6, 8, 10, and 11 products under a single contract for commercial new construction and major existing facility projects. Installation of these products can also be provided under an installation services contract.

The Construction Services Group provides a broad range of products and services, including: millwork, carpentry, overhead doors, entry door systems, and integrated security systems. Division 10 specialty products, such as: restroom partitions and accessories, lockers, and mailboxes are also available. The Construction Services Group also works with owners and end-users on the coordination of multi-year, multi-phase building upgrade and renovation projects.



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

- Phoenix Children's Hospital  
Phoenix, AZ
- Progress West Healthcare Center  
St. Louis, MO
- Marriott Star Pass Resort  
Tucson, AZ
- AOL - Online Data Center  
Manassas, VA
- Washington Convention Center  
Washington D. C.
- HCA Independence Regional Hospital  
Independence, MO
- Arrowhead and Kauffman Stadiums  
Kansas City, MO
- Georgia State University Science Building  
Atlanta, GA
- Federal Express World Headquarters  
Memphis, TN
- Federal Reserve Bank  
Atlanta, GA
- Nelson Atkins Museum of Art  
Kansas City, MO
- Kansas City Municipal Auditorium  
Historical Door Replacement  
Kansas City, MO



## CORPORATE SAFETY PROGRAMS

The Company employs a corporate safety director who coordinates with local safety managers on the implementation of all safety programs, training events, and investigations. The Company administers its program with a "safety first" philosophy. All safety program rules and guidelines are compliant with federal, state, and local regulations. Monthly safety meetings are held featuring topics regarding ladder use, fall management, and electrical safety. The Company is a lead-safe certified firm.

# NATIONAL ACCOUNTS



The DH Pace National Accounts Group provides sales, installation, and service on a full range of door and dock related products to multi-location customers on a regional and nationwide basis. The Company offers customized programs for new construction, remodel, service, and repair applications that cover all types of door openings from the front door to the back dock. The purchasing of these products and services from the DH Pace National Accounts Group, as a single provider, creates significant opportunities for multi-location customers to reduce their total cost of ownership over the lifetime of their facilities.



## NEW CONSTRUCTION AND REMODEL

- National Coverage
- Specification Consulting
- Stock Inventory Programs
- Customized Project Management Services
- Key System Management Programs
- Site Assessment Surveys

## SERVICE AND REPAIR

- National Coverage
- Application Consulting
- Part Replacement Programs
- Customized Reporting
- Preventive Maintenance Programs
- Inspection and Testing Services



Consistent nationwide coverage, high performance, and quick response times, along with centralized services such as dispatch, reporting, and invoicing, are some of the hallmarks of the DH Pace National Accounts Group. Whether a project calls for new facility construction, existing facility repair/replacement, or emergency repair services, the DH Pace National Accounts Group has the capacity, expertise, and customized solutions to professionally handle each customer transaction – anywhere, anytime.



Stars represent DH Pace locations. The Company's National Accounts Group is centrally headquartered in Kansas City, Missouri. Project work is performed throughout all fifty states, Canada, and the Caribbean.



## FACILITY STANDARDS PROGRAM

The Company employs highly skilled experts who assist multi-location building owners in establishing corporate facility standards for their door and dock products and systems. Once these standards-based on an owner's design specifications, security and performance needs, and budget requirements-are in place, they allow for corporate and program efficiencies that can be applied to each existing and new construction facility to reduce the total cost of ownership over the life of the facility.

## NATIONAL COVERAGE

The DH Pace National Accounts Group has established a nationwide network capable of performing emergency repairs, routine maintenance, and complete unit replacements anytime and anywhere throughout the United States. At the core of this network is a Company-owned fleet of over 500 sales, service, and installation vehicles, each manned with a highly trained professional with years of experience. The Company operates a state-of-the-art national call center employing a variety of custom Internet-based systems that facilitate customer communication and dispatch coordination to deliver these services quickly and professionally.



## FULL SERVICE DOOR AND DOCK EXPERTS

The DH Pace National Accounts Group develops customized programs to assist multi-location customers managing every type of opening in their facilities - from the front entry doors to the back dock doors and every opening in between. As an industry-leading distributor for the products and services offered, the Company provides considerable knowledge and expertise in each product category, creating solutions that deliver best-in-class results for each customer's specific needs.



## SERVICES FROM NEW FACILITY CONSTRUCTION TO EMERGENCY REPAIR

The Company has dedicated in-house teams that work with architects, general contractors, and related construction professionals to design and deliver a complete range of door products on new construction and remodel projects. An experienced team of project managers, detailers, and purchasing professionals coordinate the delivery of specified materials from coast to coast that meet even the most challenging project requirements. Team members also work with customers to structure service and repair programs in existing facilities that include preventive maintenance, emergency service, and break/fix repair work. The combination of these teams' coordinated efforts permits the Company to develop unique programs to reduce the total cost of ownership for its customers.



## CUSTOMIZED PROGRAMS

The DH Pace National Accounts Group works to develop programs to meet the unique needs of each customer. From how service or project requests are processed to interfacing with customer's software platforms, and from parts inventory programs to detailed performance reporting, the Company is committed to developing and refining the systems necessary to reduce the length of service duration and the total cost of ownership over the life of the opening systems under its care.



# RESIDENTIAL DOORS



The Company provides sales, installation, and service for all types of residential garage doors, operators and related products in the new home construction and existing home marketplace.

- Sectional Doors
- Garage Door Openers
- Steel Insulated Doors
- Entry, Storm, and Patio Doors
- Entrance and Security Gates
- Carriage House Style Doors
- Multi-Family Access Control
- Carport Enclosures

Residential garage doors are the largest and heaviest moving objects in most homes, and their safe maintenance and operation is critical to a family's and home's safety and security. Additionally, due to its overall size and influence on the architecture and curb appeal of the entire residence, the aesthetic considerations of a new garage door purchase is an important design decisions for most homeowners. Trained Company representatives work with home builders, architects, property managers, and home owners at all levels in the selection, installation, service, and repair of residential garage doors and operators, entry doors, and security gates.



## IMPROVING PERFORMANCE

The Company offers multiple product and service solutions for residential garage door openings and operating systems. These can include:

- The addition and proper placement of an exterior keypad or interior actuator that allow the homeowner and their family to open and close the garage door more conveniently and effectively
- The replacement of the garage door operator with a model designed to better lift and lower the load of the door, or more quietly operate if there are living quarters above the garage area
- Better insulation of the opening through higher R-value steel doors, gasketing, and related accessories
- An annual Preventive Maintenance (PM) program that inspects, adjust, and lubricates the working parts of each garage door and operator to be sure they are in good and safe working condition



## INCREASING SAFETY AND SECURITY AT THE HOME

Most residential garage doors incorporate the use of a heavy spring that is tightly wound for proper operation. For the homeowner's safety, only professionals should adjust these springs, along with the tension cables, or other working parts of the garage door system. Visit [DHPace.com](http://DHPace.com) for information regarding garage door and opener safety tips.



### IS THE GARAGE DOOR CLOSED?

The Door Report™ Remote System beeps and flashes green letting the owner know that the garage door properly closed. If the garage door encounters any kind of problem, the Door Report™ gives a warning tone and flashes red. This easy to install product provides great peace of mind whenever a home owner leaves their residence.



## MAINTAINING HOA'S ARCHITECTURAL FEEL USING DOORVIEW™



Garage Doors

### PROBLEM

A homeowner needed to replace three garage doors but also wanted to add windows. The Homeowners Association (HOA), however, would not allow windows in any neighborhood garage doors because of their concern they would not maintain the neighborhood's architectural feel.

### SOLUTION

The Company surveyed the neighborhood and discovered many homes with "transom" windows above their entry doors. The Company designed the new garage doors with top windows that were compatible with the existing entry door windows. The Company then used a computerized drawing program called DoorView™ to show the HOA what the home would look like with the newly designed garage door. The DoorView™ images were instrumental in the HOA's decision to approve the new garage doors with transom windows. The homeowner now enjoys their new garage doors and is the envy of the neighborhood.



Garage Doors with Transoms

## DECORATIVE GLASS ENTRY DOOR DESIGNED TO MATCH GARAGE DOOR



New Entry Door with Side Lites

### PROBLEM

A home had caught fire, which had caused irreparable damage to the existing garage door. The owner wanted to upgrade the opening with a maintenance-free stained finish door, but did not like the look of a stained steel door. The owner also wanted to replace the front entry door to match the color and look of the new garage door.

### SOLUTION

A new garage door was designed and installed using a beautiful molded wood-grain, fiberglass surface that conceals the durable steel construction door which will provide years of maintenance-free use. A new decorative fiberglass entry door with side lites was also installed to match the color and finish of the garage door. Clear, decorative beveled glass was chosen to complete the custom look. The homeowner is pleased with the coordinated openings, which provide a beautiful look combined with durable construction.



New Fiberglass Garage Door

# CORPORATE RESPONSIBILITY

## CEO STATEMENT

At DH Pace, we work hard to build a strong company for our customers, our employees, and our shareholders. We also feel a deep responsibility to support the communities we serve by investing a portion of our time, talent, and financial resources towards improving the lives of people in need; supporting local organizations; protecting the environment we share; and providing a better future for the next generation. In 2011, our employees organized and participated in a numbers of events and activities in support of these objectives. We are proud of these accomplishments and remain committed to making a positive difference in the future.



## SERVING OUR CUSTOMERS

**Education:** The Company invests significant resources providing training for employees, customers, and end-users, through its DH Pace University training events and programs. In 2011, over 1,200 individuals attended training sessions that totaled 2,840 classroom hours.

**Process Improvement:** During 2011, the Company implemented the use of 'rugged tablets' to perform FireCheck® (fire-rated door) inspections. This device has increased the speed and accuracy of the inspection process and the communication/distribution of the inspection results through a built-in bar code reader, camera, and WiFi capability.

**Customer Surveys:** Obtaining customer feedback is important to evaluate how the Company does business. During 2011, the Company expanded the number of survey delivery options to improve reporting capabilities. Over 110,000 surveys were sent with results routinely shared with employees. Customers continue to be contacted directly to resolve any issues discovered in the surveys.

**Code Compliance:** New construction projects as well as repairs to existing buildings require compliance to model building codes and installation standards. The Company has trained Code Resource People (CRP) to answer questions and help design code-compliant solutions.

## SERVING OUR EMPLOYEES

**Wellness:** Annual employee wellness fairs were conducted with over 90% of the Company's employees participating. These events included a free biometric screening and a health risk assessment evaluation. Employees were offered a wellness rate for participating in the wellness fair and having a routine physical exam with their primary care physician.



**Communications:** Employee surveys continue to be a strong communication feedback tool for the organization, and two activity specific surveys were conducted this past year. Additionally, employee town hall forums were held in each of the Company's operating divisions, resulting in the implementation of numerous employee suggestions. Quarterly employee newsletters continue to communicate corporate and divisional information, while an expanded Intranet site offers employees both direct and remote access to the most current Company news and events.

**Benefit Programs:** The Company made several improvements to its employee benefit programs, including the offering of two health plan choices to meet the broader needs of our employee population. In addition to the existing plan, the Company now also offers a consumer driven Qualified High Deductible Plan with an optional Health Savings Account.

## COMMUNITY SERVICE

**NEWCOMER FAMILY FOUNDATION:** The Company has a longstanding tradition of support for charitable causes. In 1995, the Company formalized much of this activity into a qualified charitable organization that currently operates as the Newcomer Family Foundation. The Foundation provides financial grants and develops partnerships with community organizations serving the less fortunate, the disadvantaged, and those in crisis. In 2011, the Foundation made grants to fourteen organizations. Foundation grants support such causes as:

- Emergency Food Assistance
- Educational Scholarships for Inner-city Youth
- Urban Healthcare Clinics
- College Scholarships for Lower-income Students



**TEAM IMPACT:** The Company empowers and supports local employee teams, called Team IMPACT, that encourage co-workers to get involved in charitable activities, wellness events, and participate in employee focused activities. This year over 80 Team IMPACT related events were held company-wide, doubling the number held in 2010. Employees donated time, money, support, and many household items that encouraged volunteerism, wellness, and team building.

## PROMOTING ENVIRONMENTAL SUSTAINABILITY

**Recycling:** The Company actively encourages various recycling projects. In 2011, over 1,139 tons of steel, 38 tons of aluminum, and 4.6 tons of paper were recycled. The Company's fleet department recycled over 2,000 gallons of waste oil, 693 tires, and 284 batteries.

**Lighting Project:** In Denver Colorado, new warehouse lighting was installed using over 250 light fixtures tied into motion sensors to improve energy efficiency. The energy savings gained from this new lighting system are expected to fully offset the project expense in less than 24 months.



**Green Building Movement:** The Company supports the green building movement by investing in the necessary knowledge, training, and certifications to support sustainable construction practices. The Company is certified in a number of its locations by the Forest Stewardship Council, and supports the work of the U.S. Green Building Council (USGBC) by participating in their LEED green building certification system.

## GOVERNANCE PRACTICES

E. E. Newcomer Enterprises, Inc. is the parent company of DH Pace Company, Inc. Its eight member board of directors meet quarterly, and currently consists of five outside directors and three management directors.

**Eric Hansen**  
Board Chairman  
Attorney  
Payne & Jones, Chartered

**Robert C. Newcomer**  
Attorney  
Lang Legal Group, LLC

**David Bywaters**  
President / Treasurer  
Lawrence-Leiter  
& Company

**Larry C. Miller**  
Sr. Executive Vice President, CFO  
E. E. Newcomer  
Enterprises, Inc.

**Rex E. Newcomer**  
President - CEO  
E. E. Newcomer  
Enterprises, Inc.

**N. Nelson Newcomer**  
Sr. Vice President  
E. E. Newcomer  
Enterprises, Inc.

**Lloyd Hill**  
Senior Partner  
Hillco World Wide, LLC

**Paul J. Fissel**  
Banking Consultant

# DHPACE

Everything Doors Since 1926



**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  
 Preventive Maintenance Programs  
 Product Installation and Distribution  
 Inspection and Testing Services  
 Site Assessment Surveys  
 Facility Standards Consulting

DH Pace offers a complete range of door and door related products and services for both new construction projects and existing facilities. The Company currently operates under the Overhead Door Ribbon brand name in numerous markets across the United States. This relationship as an authorized distributor partner with Overhead Door Corporation goes back to 1926. The Company markets certain products and services under DH Pace group names, including: National Accounts, Systems Integration, and Construction Services. In Colorado, DH Pace trades under the Ankmar name.



**ARIZONA**  
Phoenix

**GEORGIA**  
Atlanta  
Gainesville

**MISSOURI**  
Blue Springs  
Central Missouri  
Greater Kansas City  
Joplin  
Springfield  
St. Louis

**NEW MEXICO**  
Albuquerque  
Farmington  
Santa Fe

**COLORADO**  
Colorado Springs  
Denver  
Loveland

**ILLINOIS**  
St. Louis

**OKLAHOMA**  
Oklahoma City

**KANSAS**  
Greater Kansas City  
Wichita

**NEVADA**  
Las Vegas

Contact us today for all your door needs at [DHPace.com](http://DHPace.com)

**CONSTRUCTION SERVICES GROUP**  
[DHPaceConstructionServices.com](http://DHPaceConstructionServices.com)

**SYSTEMS INTEGRATION GROUP**  
[DHPaceIntegration.com](http://DHPaceIntegration.com)

**NATIONAL ACCOUNTS GROUP**  
[DHPaceNationalAccounts.com](http://DHPaceNationalAccounts.com)