

# THIRTY

2021

COMPANY. TEAM. FAMILY. COMMUNITY. INDUSTRY. NATIONAL SERVICE.

**DHPACE**  
Everything Doors Since 1926

*Building Safer  
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

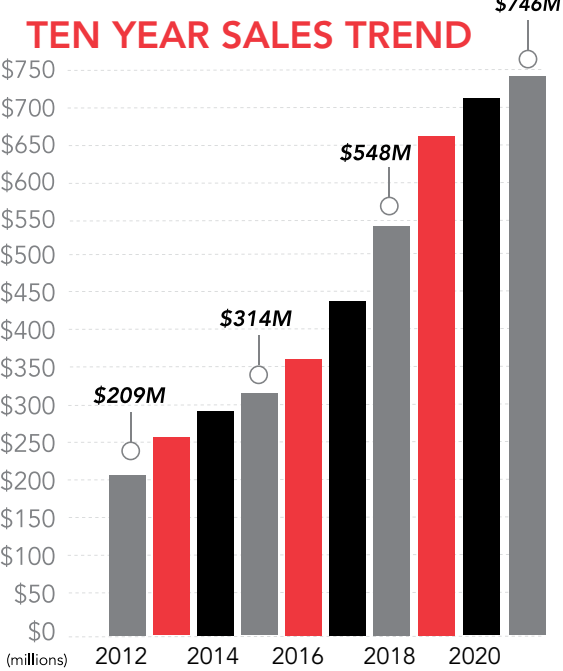


**LIFECYCLE BUILDING MANAGEMENT**  
A trusted partner for construction, renovation, maintenance and repair

# LETTER FROM THE CEO

While the pandemic still dominated events this past year, there are encouraging signs of its possible transition to an endemic disease like the annual flu. Throughout 2021, we saw a return to solid economic growth even with ongoing pandemic-related supply chain shortages. However, just as events appeared to be moving us toward a more stable operating environment, Russia’s invasion of Ukraine in early 2022 sparked unprecedented economic sanctions which will likely drive a new wave of policy-driven supply chain shortages. The emergence of persistent inflation has also brought back memories of the stagflation of the early 1980s and spurred the Federal Reserve to begin raising interest rates despite the potential for slowing economic growth. Regardless of these new economic headwinds, we remain confident in the underlying strength of the US economy and in the ability of our organization to successfully navigate an uncertain operating environment.

DH Pace Company sales increased in 2021 by \$35 million, or 5 percent, to \$746 million. We also finished 2021 with record sold backlogs. Highlights of the year include:



## HIRING

DH Pace ended 2021 with 2,899 employees. Since the end of 2016, the Company has created more than 1,200 net new jobs. In April, we welcomed Total Quality Services, based in Southern Florida, into our family of companies.

## CAPITAL EXPENDITURES

In August, we purchased and subsequently began renovations on an 80,000+ sq. foot building with plans to relocate our Phoenix operations. This renovation project is similar in scope to prior expansions and facility enhancements completed in Olathe, Kansas; Atlanta, Georgia; and Denver, Colorado as well as several of our smaller leased locations. We are also continuing our multi-year investment in new technologies to better serve our customers. Supply chain shortages in the automobile industry resulted in a reduction in new vehicle deliveries to our organization. We expect the vehicle shortage to persist through most of 2022.

## GIVING

In 2021, we continued our expanded financial support to organizations serving the less fortunate in the communities we serve. This included food banks and social service organizations working directly in the community.

Today, we operate in over 50 markets across the continental United States with additional locations planned. 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

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# COMPANY UPDATE

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 the Overhead Door Company of St. Louis™ under the Overhead Door™ Red Ribbon logo. A year later, Overhead Door Company of Kansas City™ (1927) and a few years later the 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.

DH Pace Company sales increased in 2021 by \$35 million, or 5 percent, to \$746 million. The Company also ended the year with 2,899 employees. Since the end of 2016, the Company has created more than 1,200 net new jobs.



DH PACE COMPANY | LATE 90s



## COMPANY TODAY

**2,899**  
Employees

**51** Markets  
Served

**95** Years in  
Operation

**1,200** Added Jobs  
Since 2016

Family Owned  
Privately Held

IN 2021

**5%**  
Sales Growth

**\$746 Million**  
In Sales



**\$35 Million**  
Sales Growth

**54,000**  
Training Hours

**1,560** Fleet  
Vehicles

DH PACE COMPANY | TODAY



# COMPANY STRUCTURE

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

## Local Market Group

The Local Market Group supports customers with the Company's full range of commercial and residential products and services in 51 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, companies, building owners and tenants in existing buildings and general contractors on new construction and remodeling projects.



## National Accounts Group

The National Accounts Group specializes in supporting customers with facilities in multiple markets that 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. Offerings can 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 provides its services in all 50 states.



## 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.



# LIVING OUR VALUES

At DH Pace, translating our 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 Family Foundation

Since 1997, the Company has donated a portion 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 these organizations.

*During the Pandemic the Company is providing additional emergency financial support to organizations serving the less fortunate in the communities we serve. This includes food banks and social service organizations working directly in the community.*

### Local Team Impact

DH Pace has local activity teams made up of employees in each operating division that organize events and activities that focus on community service, health and wellness, employee recognition and team building. These teams support their local communities and engage employees in activities that support a positive work environment. In 2021, the local activity teams organized more than 30 employee and community events such as food drives for various charitable organizations that raised over 2500 lbs. of food, a blood drive, toy drives, supply drives, a 12 days of giving holiday charitable giving campaign, and volunteered time to community outreach efforts. The teams recognized employees with a food truck celebration to highlight a record sales month and provided a car wash and breakfast to show appreciation for technicians. Employees enjoyed fun events throughout the year such as the admin team Olympic Games, and competitions in events like pumpkin carving, cookie decorating, and gingerbread house making. Santa made an appearance in the office to bring joy to employees and offered virtual visits with employees and their families.



## 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

### 2021 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 | 3,221 Tons

Aluminum, Cardboard, Paper + Plastic | 102 Tons

Printer Cartridges | 189

Tires | 1,459

Vehicle Batteries | 238

Petroleum Waste | 4,710 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

DH Pace utilizes 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 1,143 courses consisting of more than 3,800 videos, articles, quizzes and other materials related to products, professional skills, software and safety. In 2021, total training hours completed through all delivery methods reached more than 54,000 hours. 94% of employees received training in 2021.



### Employee Benefits and Wellness Program

DH Pace Company provides a comprehensive benefit package that is competitive and affordable to our employees, while offering options that help our employees stay healthy, feel secure and maintain a work/life balance. The Company encourages participation in the Company wellness program that, in addition to a wellness incentive, emphasizes the importance of wellness and prevention as effective strategies for employees to feel their best and control healthcare costs. To assist employees with healthcare-related questions, the Company partners with a consumer healthcare navigation company that provides customer service for questions regarding claims, coverage, and cost associated with services. DH Pace also provides a wide variety of programs that offer financial security to employees such as a 401k plan with access to financial advisors, disability insurance, supplemental life, supplemental critical illness, and supplemental accident insurance plans.



# OUR CUSTOMER FEEDBACK

ELLEN

“Phillip was courteous, efficient and friendly. He treated our property with respect and completed the repair in a timely manner. We will continue to recommend Ankmar to our friends and colleagues. GREAT JOB - thank you!!”  
- Denver, CO



ABOUT TECHNICIAN | **PHILLIP CHELAR**

NICK

“Ryan Begay always does exceptional work. His attention to detail is second to none. He is pleasant and attentive to the customers and the public we serve. Thank you.”  
- Tempe, AZ



ABOUT TECHNICIAN | **RYAN BEGAY**

KIM

“Darren Pfau is an outstanding employee. I manage a high profile condo community with expensive cars parked in the garage and anytime we have an issue with the garage door Darren takes care of it as quickly as possible. He has never let us down! If you nominate an employee of the year, Darren has my vote!”  
- St. Louis, MO



ABOUT TECHNICIAN | **DARREN PFAU**



TOM

“Mike Goettsch was like a pit bull looking for a solution to our problem. You are lucky to have this guy.”  
- Tampa, FL



ABOUT TECHNICIAN | **MIKE GOETTSCH**

BETH

“Anthony Greene and Dalton Hart were our installers. They were both very professional, friendly, and helpful. We could not be more pleased with our new door and the service. We will recommend Overhead Door™ to anyone who is thinking about new garage doors.”  
- Athens, GA



ABOUT INSTALLER | **ANTHONY GREENE**



ABOUT INSTALLER | **DALTON HART**

PATRICK

“Our technician today was Wes. He was personable, professional, and made the whole process of replacing our malfunctioning garage door opener much less painful than anticipated. Based on our experience with him and DH Pace, we can wholeheartedly recommend your company.”  
- Bloomington, IL



ABOUT TECHNICIAN | **WES KINGEN**

JOE

“Kacy was as professional as they come. He seemed to truly care about my situation, and I quickly felt like I could trust him. He explained everything that he was checking, and even took the time to correct some issues that the installer from another company created on the other door. I can’t say enough good things about him. It’s because of people like Kacy that I now will only trust Overhead Door™ with my business, and will tell others about this great experience. Thank you!”  
- Kansas City, MO



ABOUT TECHNICIAN | **KACY BURT**

ROBERT

“Kevin was just plain OUTSTANDING!!! What a nice young man. Kevin was very professional, helpful, efficient! I cannot say enough great things about Kevin and your products. I am a long time customer and plan on continuing to use Overhead Door Company of Colorado Springs™. Within the next few months I plan to have my other opener replaced as well. I would love to have Kevin back out to do the replacement of my other opener. I sincerely hope Kevin is noticed and give him a big “THANK YOU” for such great service. Thank you Kevin!”  
- Colorado Springs, CO



ABOUT TECHNICIAN | **KEVIN HOLCOMB**

WESTON

“Paul Burchfield was incredible! Paul was accommodating, worked with my father and I to figure out the best methodology for installation and made several extra visits to basically hold our hands and give good advice. Paul was the epitome of professionalism and patience; he is an employee to nurture and promote.”  
- Athens, GA



ABOUT TECHNICIAN | **PAUL BURCHFIELD**

ERIC

“Brian Bonnett was extremely thorough and professional. He kept our office and I informed throughout the whole process. We are planning future projects with Pasek and hope Brian or someone just like him will be our installer. All around great job!”  
- Boston, MA



ABOUT TECHNICIAN | **BRIAN BONNETT**

DEBRA

“I will definitely recommend Overhead Door Company of St. Louis™ to everyone I know. Anthony G. made my day! He fixed my door when in the past I was told it couldn’t be repaired because it was too old of a door. He was knowledgeable, thorough, and friendly. He explained everything and made sure it was working well before he left. Thank you OHD and Anthony G.!”  
- St. Louis, MO



ABOUT TECHNICIAN | **ANTHONY GRAHAM**

LISA

“Fernando was absolutely competent, and (equally important to me) absolutely pleasant in his manner. In the future, if I need help with the garage door, not only will I only consider Overhead Door™, I will request that Fernando do the work if he is available.”  
- Santa Fe, NM



ABOUT TECHNICIAN | **FERNANDO SOTELO**





# 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



**LIFECYCLE BUILDING MANAGEMENT**

A trusted partner for construction, renovation, maintenance and repair



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

- Arizona**

  - Flagstaff
  - Phoenix
  - Tucson
- Illinois**

  - Bloomington
  - Chicago
- Nebraska**

  - Omaha
- Rhode Island**

  - Providence
- Arkansas**

  - Little Rock
- Iowa**

  - Des Moines
- Nevada**

  - Las Vegas
- South Carolina**

  - Greenville
- Colorado**

  - Colorado Springs
  - Denver
  - Loveland
  - Pueblo
- Kansas**

  - Kansas City
  - Lawrence
  - Manhattan
  - Topeka
  - Wichita
- New Hampshire**

  - Salem
- Tennessee**

  - Nashville
- Florida**

  - Orlando
  - Tampa
  - Treasure Coast
  - Palm City
- Louisiana**

  - Shreveport
  - New Orleans
- New Mexico**

  - Albuquerque
  - Farmington
  - Santa Fe
- Texas**

  - Austin
  - Ben Wheeler
  - Brownsville
  - Dallas
  - El Paso
  - Harlingen
  - Houston
  - Lubbock
  - San Antonio
- Georgia**

  - Atlanta
  - Athens
  - Dalton
  - Gainesville
- Massachusetts**

  - Boston
- North Carolina**

  - Asheville
  - Charlotte
  - Greensboro
- Ohio**

  - Columbus
- Washington**

  - Seattle
- Missouri**

  - Columbia
  - Kansas City
  - Joplin
  - Springfield
  - St. Joseph
  - St. Louis
- Oklahoma**

  - Oklahoma City
  - Tulsa
- Wisconsin**

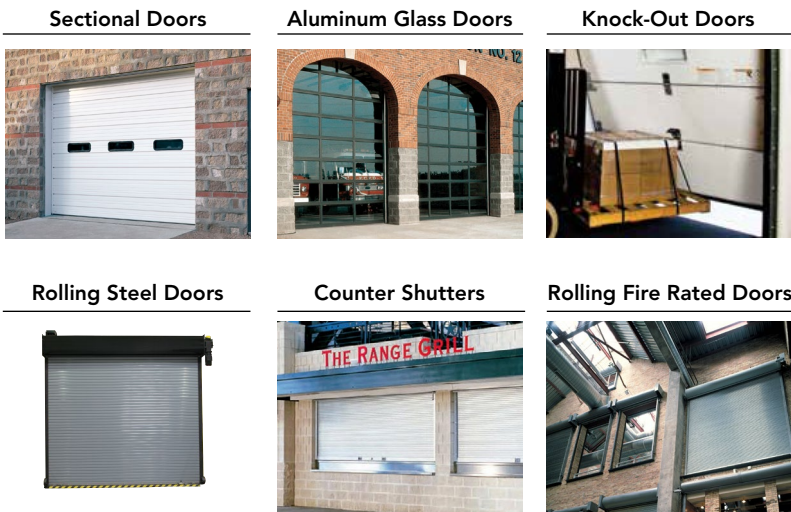
  - Milwaukee



# PRODUCTS AND SERVICES

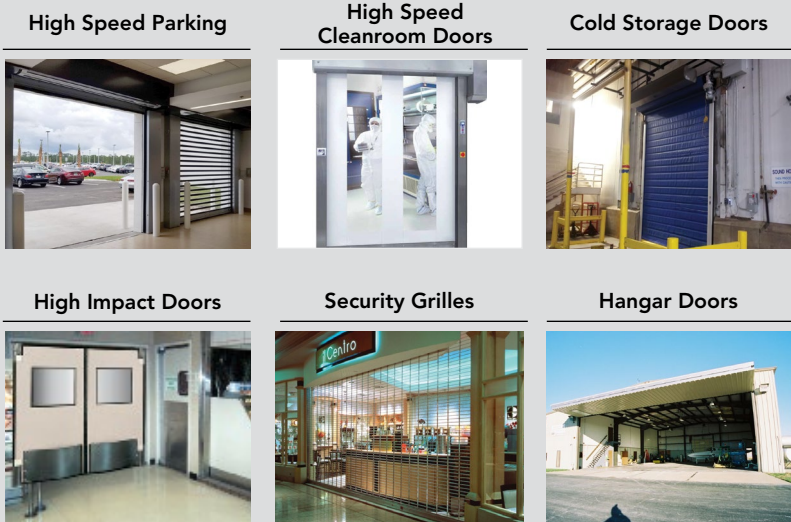
## Commercial Sectional and Rolling Doors

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.



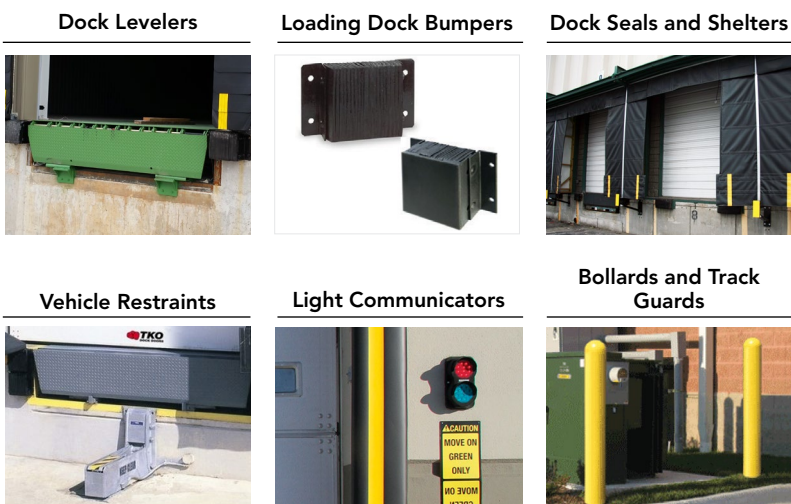
## Industrial, High Performance and Specialty Doors

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.



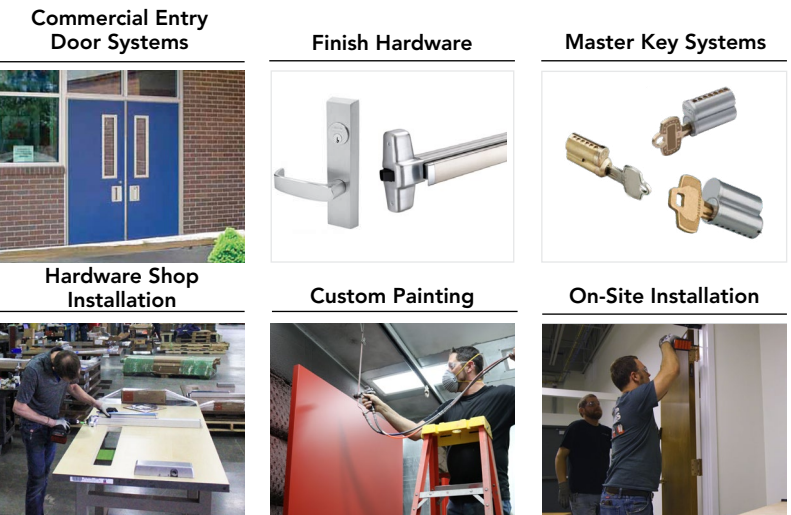
## Loading Dock Equipment

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.



## 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.



## Compliance Services

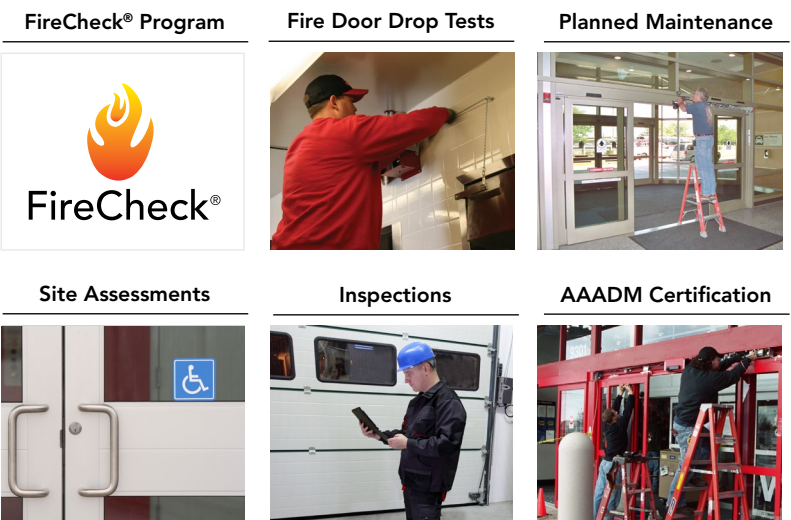
DH Pace Compliance Services provides door inspection, field labeling, training and code consulting services to assist customers with their compliance programs. Programs are customized to meet the specific requirements of each industry and customer – from health care to the food industry to logistics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



## 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 customers 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.





# PRODUCTS & SERVICES

## Automatic Doors

Automating entry doors is 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.

Low Energy Doors



Sliding Doors



Revolving Doors



Bi-Folding Doors



ICU Doors



Customized Activation



## 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.

Optical Turnstiles



Turnstiles



Security Portals  
and Revolvers



Security and Barrier  
Arm Gates



Barricade Wedges



Hydraulic Bollards



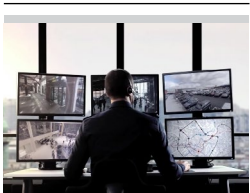
## Electronic Security: Access Control and Systems Integration Products

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.

Electronic Access  
Control



Video Surveillance  
and Management



Perimeter and  
Intrusion Detection



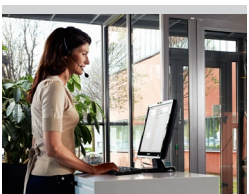
Systems Monitoring  
and Maintenance



Parking Systems  
and Gates



Specialized Systems



## 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.

Traditional Steel



Traditional Wood  
and Wood-Grain



Premium Insulated Steel



Fiberglass



Operators



Customized Controls



## 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.

Full-View Glass



Modern Aluminum



Custom Wood Designs



Wood Carriage House



Insulated Carriage House



Contemporary Design



## 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.

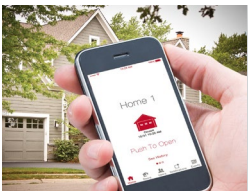
Entry, Patio and  
Sliding Doors



Residential Gates



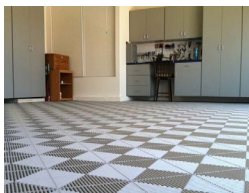
Home Automation



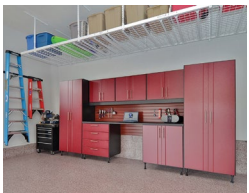
Garage Door Screens



Garage Flooring



Garage Storage  
Systems







# 20 21

RESIDENTIAL CASE STUDIES





# CASE STUDIES

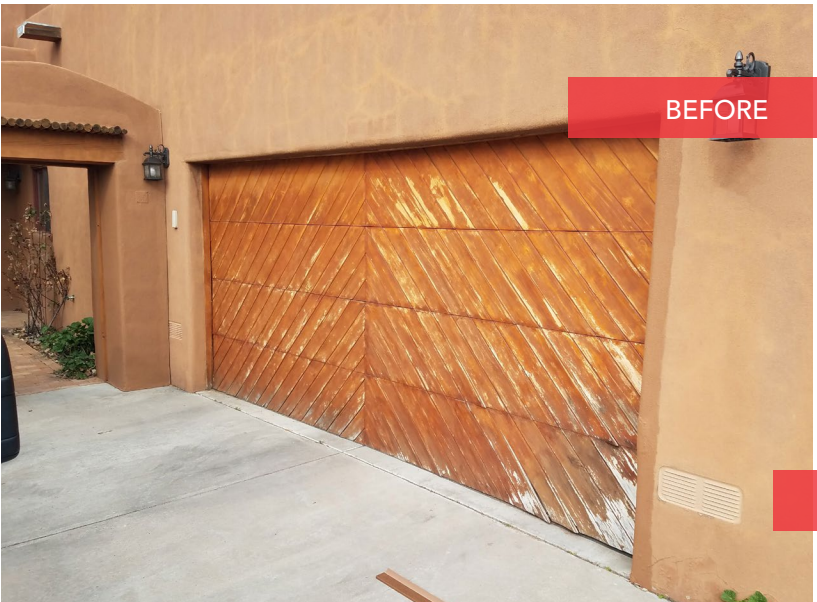
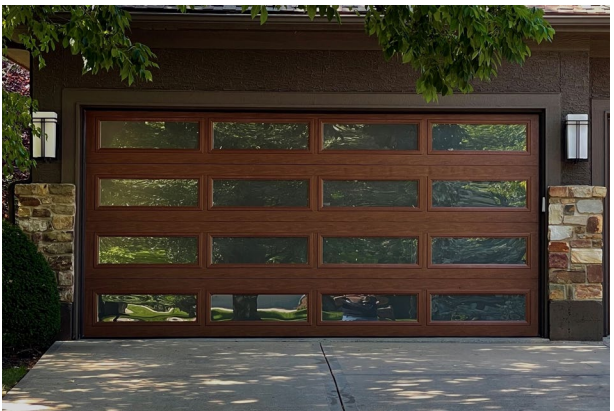
## WE MAKE HOUSE CALLS

Residential | Garage Doors and Entry Doors

DH Pace works close to home. Every day DH Pace’s highly skilled residential door technicians are upgrading curb appeal and making homeowners happy. DH Pace is proud to supply American-made products which allow the Company to continue to serve DH Pace customers’ needs.

In the past, garage doors were primarily replaced when they finally broke down. These days, modern designs and remote access technologies have homeowners upgrading for looks, safety, and convenience — and it’s a good investment. According to *Remodel Magazine’s* 2021 Cost vs. Value report, the national average ROI on a new garage door is 94%. It tops the list of all reported home remodel projects, ahead of a new kitchen and exterior siding.

In addition to garage doors and front entry doors, DH Pace offers garage storage solutions, floor coatings, smart openers, patio and screen doors. DH Pace’s experienced consultants guide homeowners easily through choosing the right materials and designs to meet the needs of their home and budget.



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







20  
COMMERCIAL CASE STUDIES  
21



# CASE STUDY

## LOADING DOCK SOLUTIONS FOR A DISTRIBUTION CENTER

Commercial Construction | Dock Doors and Levelers

### PROBLEM

A general contractor asked DH Pace to bid dock doors and loading dock equipment for a packaging company's new manufacturing/distribution facility. The owner wanted to explore alternatives to their current brand standard and purchase all of the related doors and equipment from a single subcontractor.

### SOLUTION

DH Pace met with the general contractor and the owner and presented the advantages of a DH Pace provided package for all of the doors including the option for alternative brands. They were pleased with the presentation and awarded the job to DH Pace. DH Pace was able to supply and install 32 doors, four edge-of-dock levelers with mechanical restraints, four high performance doors, six chemical spill barriers, 14 hydraulic dock levelers with truck restraints, soft-sided dock shelters, master control panels, and vertical steel-faced dock bumpers.

The doors included twenty sectional doors with an R-value of 17.5 along with four rolling steel doors with an R-value of 7.7 to improve energy efficiency. Four fire doors with operators also required a U2/FM rating of 4 hours. Finally, the high performance doors included all-weather features and have an open/close rate of 31" per second.

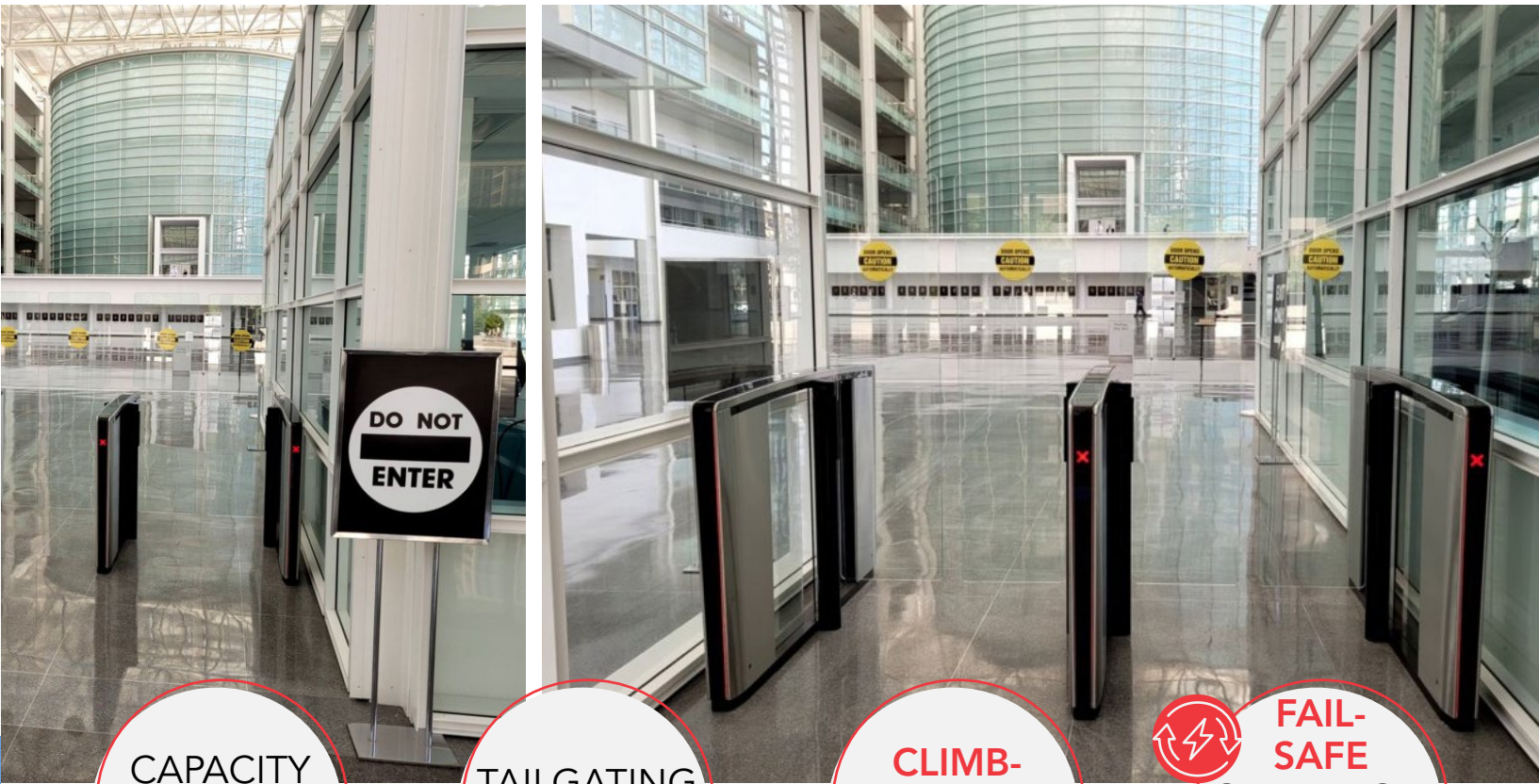
The facility was completed on schedule with a six-figure savings to the owner. The owner was pleased with the project and has indicated they look forward to working with DH Pace on future projects.



# CASE STUDY

## COURTHOUSE INNOVATION RENOVATION

Government | Physical Security Barriers and High Security



### PROBLEM

An existing federal courthouse required a higher throughput rate for badged employees on incoming and outgoing traffic.

### SOLUTION

DH Pace worked with the general contractor to redesign the traffic flow at the entrance. New optical turnstiles allowed badged employees to quickly enter the building without touching anything or having to wait for security personnel to clear them. The optical design seamlessly blended into the overall building design to preserve a welcoming environment while enhancing security. Credentialing is touchless which provides employees a safer access method. The DH Pace team worked closely with the owner's security team on the installation and commissioning of the overall system. The turnstiles have a capacity of 30 people per minute in one direction. Tailgating and climb-over detection functions and fail-safe operation features provide additional security for the facility.

The project met the owner expectations for security, throughput and the touchless credentialing which was important to employees due to the emergence of the Pandemic.



# CASE STUDY

## NEW DOORS FEATURED AT AEROSPACE MANUFACTURING PLANT

Manufacturing | Rolling Steel Doors

### PROBLEM

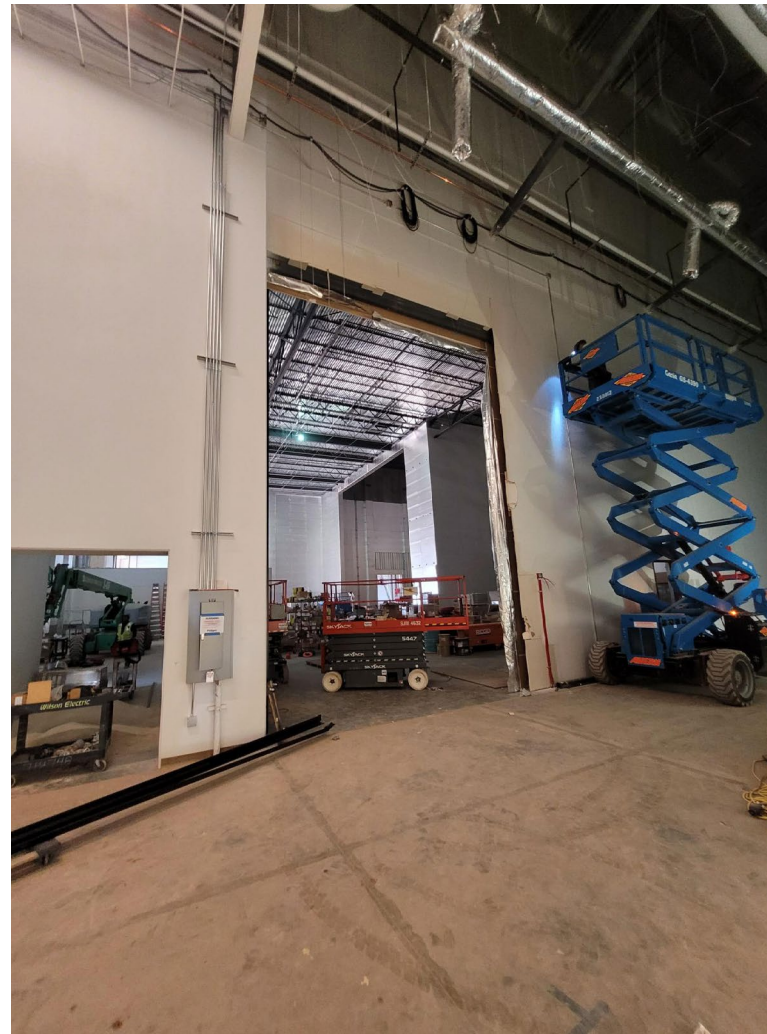
An aerospace manufacturer was building a new facility which required the movement of large equipment through the building.

### SOLUTION

The general contractor reached out to DH Pace to work with them, the architect and owner to review the application and make recommendations. The angular layout of the facility presented unique challenges. DH Pace made numerous recommendations to meet the owner's requirements without sacrificing quality or performance of the doors. DH Pace was eventually selected for the project by offering a superior technical plan for the door systems.

DH Pace provided rolling steel doors ranging from 15' x 20' to 26' x 27' in size with multiple sizes in between. Through extra planning and trade coordination, the majority of the motors were installed in soffits.

The project consisted of two phases. Phase one included 15 doors. Phase two included 11 doors. A third phase is planned. The owners were so pleased that they plan on using DH Pace for more projects in the future.





# CASE STUDY

ARTIST MANAGEMENT COMPANY  
Retail | Specialty Doors



## PROBLEM

A private artist management company responsible for music videos had an enclosed waiting area for production staff, directors, and country stars between sets. The owner wanted to make the space more comfortable and inviting for those using it.

## SOLUTION

DH Pace created an open-air atmosphere by installing full-view sectional doors along the wall. Seven doors with manual operation were installed around the facility. In the front of the facility, two heavy-duty, insulated doors with motorized operators were installed back-to-back to reduce sound transmission. These doors provide an R-value of 11 to the facility.

The new space is a hit with the artists. It brought the outside in, while maintaining the comfort of a climate-controlled space. The doors can be closed in inclement weather and still allow the full wall height of natural light to enter. The owner was tremendously excited about the upgrades, as DH Pace exceeded his expectations on this project.

# CASE STUDY

HOSPITAL GROUP MITIGATES LIGATURE RISK  
Hospital | Locks and Key Systems

## INTRO

A group of hospitals were inspected by the Joint Commission, which accredits US health care organizations and programs. They were given a deadline to mitigate the ligature risks in their patient units as well as any areas in which the patients traveled or spent time. Failing a follow-up inspection could mean the loss of government funding. There were many ligature risks on the doors, specifically the door handles, hinges, and closers.

## SOLUTION

In addition to the ligature risks, DH Pace also had to determine the appropriate lock function each unit required. Ligature resistant cylindrical passage sets with ligature resistant privacy bolt latches were provided on bedroom doors and bathrooms. At one specialty hospital, ligature resistant mortise locks in a storeroom function were installed due to the forensics work performed at that location.

DH Pace installed a combination of hinge covers/finger guards and continuous hinges to meet the requirements and operation of each opening in the hospitals. The DH Pace team had to create custom plates that were prepped for the hardware being installed so they would cover the existing holes on the doors.

DH Pace also worked with the owner to provide a new patented key system in conjunction with the anti-ligature compliance project. In addition, DH Pace surveyed the facility to identify and replace numerous existing door openings to improve operations and user convenience.

The work was completed at each hospital on schedule. All locations passed the follow-up inspection with the Joint Commission. DH Pace continues to provide ongoing maintenance services to these hospitals.





# CASE STUDY

## RENOVATED LOADING DOCK FOR OFFICE BUILDING

Office Building | Loading Dock Equipment

### PROBLEM

An owner needed to completely renovate the building’s loading dock to increase its capacity to move product.

### SOLUTION

DH Pace evaluated the existing dock and recommended the new equipment that best fit the application as well as additional safety features. The new equipment included supplying and installing new sectional doors, hydraulic edge-of-dock levelers, automatic vehicle restraints, master control panels, dock bumpers, and safety chains.

The sectional doors are 24-gauge, polystyrene insulated doors with an R-value of 7.35. All of the loading dock equipment is electrically powered and seamlessly integrated into the master control panel for ease of use and worker safety.

The new dock area has significantly improved the capacity, appearance, function, and safety of the dock for the owner.



# CASE STUDY

## NEW RELIABLE HIGH SPEED DOOR INSTALL

Manufacturing | High Performance Doors



### PROBLEM

An owner with a large amount of activity at the receiving area needed a solution to increase capacity. The bottleneck was a large rolling steel door which had to be opened many times per day. The slow speed of the door was not only impacting productivity, it was also driving up energy costs.

### SOLUTION

DH Pace recognized the problem and offered a complete solution. Rather than replacing the existing rolling steel door, it would remain in place to provide security when the facility is closed. DH Pace installed a high-speed fabric door on the exterior of the building. During operating hours, the rolling steel door is left in the open position and the high-speed door, which operates at 50” per second, is opened and closed. At night, the rolling steel door is closed to provide security when the facility is unoccupied.

The fast operating speed of the new door has improved productivity at the receiving area and reduced energy costs.



# CASE STUDY

## EXTERIOR WINDOW SHUTTERS PROTECT AND INSULATE ON MOUNTAINTOP

Government | Security Systems – Exterior Shutter

### PROBLEM

A government organization has maintained a presence on a popular mountaintop for over 50 years. The existing high altitude research laboratory was old and too small to meet its future needs. Designing a new state-of-the-art research and visitor center at over 14,000 feet above sea level was a significant challenge. In harsh weather, the large windows needed protection on short notice. The protection needed to be strong enough to withstand the high winds and heavy precipitation while also blending in with the overall façade of the facility.

### SOLUTION

After meeting with the owner and the general contractor to review the situation, DH Pace proposed an innovative solution. Compact shutters were used to cover the exterior of the windows to provide the needed storm protection and preserve the aesthetics of the facility. The project consisted of 40 motorized shutters on the windows, spanning three-fourths of the complex. The shutters are controlled in groups by wall switches to permit quick activation as a storm approaches. The research area also included three manual shutters.

Working at over 14,000 feet was a substantial challenge for all of the construction trades, including the DH Pace team. The project was finished on schedule and celebrated 500+ days without a safety incident on the project site.

HIGHEST  
ALTITUDE  
CONSTRUCTION  
PROJECT



40  
MOTORIZED  
SHUTTERS

SPAN 3/4 OF  
COMPLEX





# CASE STUDY

## SAFETY SOLUTIONS FOR SCHOOL DISTRICTS

Education | Locks, Keys and Doors

### PROBLEM

School districts across the country are working to improve security at their facilities to prevent and minimize the impact in the event of a school shooting.

### SOLUTION

DH Pace worked with school districts to evaluate the range of options available to better secure their educational environment. Solutions provided by DH Pace include:

In one district, DH Pace installed over 350 new commercial classroom doors throughout three schools. In one school, the team installed new locksets and established a new master key system. In the remaining two schools, DH Pace used their existing security classroom locks on the new doors.

In another district, they had been using multiple contractors for their doors and lock systems which was causing problems for the facility team. DH Pace introduced a comprehensive plan that could be used in all schools to provide consistency across all locations both now and in the future. DH Pace was selected as the contractor to implement the plan and currently works with the district on all new and existing facilities.

In another district, DH Pace provided new security classroom locks across the district — including replacement of exterior and interior doors. In all, over 750 openings were upgraded.

DH Pace works with school districts to tailor long-term programs that improve security within budget limitations. This includes reusing of existing materials when and where possible.



# CASE STUDY

## MOTION OPERATOR CREATES MOTION PICTURE LOOK

Retail | Automatic Doors

### PROBLEM

The customer had a retail store with a separate space that needed to be changed into a high-end product showroom. The customer requested something “cool” and “Star Trek-style” for the space; however, the opening was undersized and bookended by stone columns, providing no side room.

### SOLUTION

DH Pace visited the site and inspected the space. After discussing with the customer, DH Pace came up with an idea. To fit the style they were looking for, an automatic door with motion operator was used. To accommodate the difficult opening, DH Pace selected a custom-sized, bi-parting slider door with breakout configuration. Because the columns provided no side room for the door to open, it was surface mounted outside. DH Pace also worked with their security integrator to install card reader access for the room. The end result was a sleek door and entrance into the new high-end product room.





# CASE STUDY

## REPAIRING NATURAL DISASTER DAMAGES TO COMMERCIAL DOORS

Industrial | Rolling Steel Doors

### INTRO

A manufacturing facility took a direct hit from an EF-1 tornado at the end of March 2021. Several buildings on the property suffered severe storm damage. Dozens of large rolling steel doors were blown out of the openings, with several more damaged beyond repair.

### SOLUTION

DH Pace was brought in immediately after the storm to assess the damage and develop a repair plan. The first priority was to secure the main maintenance facility in order to establish a base for the maintenance staff to work from during the recovery phase. Despite the pandemic-related supply chain shortages, DH Pace was able to install the first 15 rolling steel replacement doors two weeks later. Due to the quick response to the emergency, DH Pace was awarded the remainder of the project which included an additional 26 rolling steel doors and operators. The door sizes ranged from 12' x 12' to 20' x 22'. In a few openings, DH Pace was able to repair the doors themselves and install new operators, replacing water damaged units.

DH Pace responded to the emergency promptly, assisted the owner in immediate actions to begin the recovery process and was successful in expediting the installation of replacement doors to get the facility back into operations quickly.



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DHPace.com

### Located in:



- |               |                |
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| GEORGIA       | OHIO           |
| ILLINOIS      | OKLAHOMA       |
| IOWA          | RHODE ISLAND   |
| KANSAS        | SOUTH CAROLINA |
| LOUISIANA     | TENNESSEE      |
| MASSACHUSETTS | 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



### LIFECYCLE BUILDING MANAGEMENT

A trusted partner for construction, renovation, maintenance and repair





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