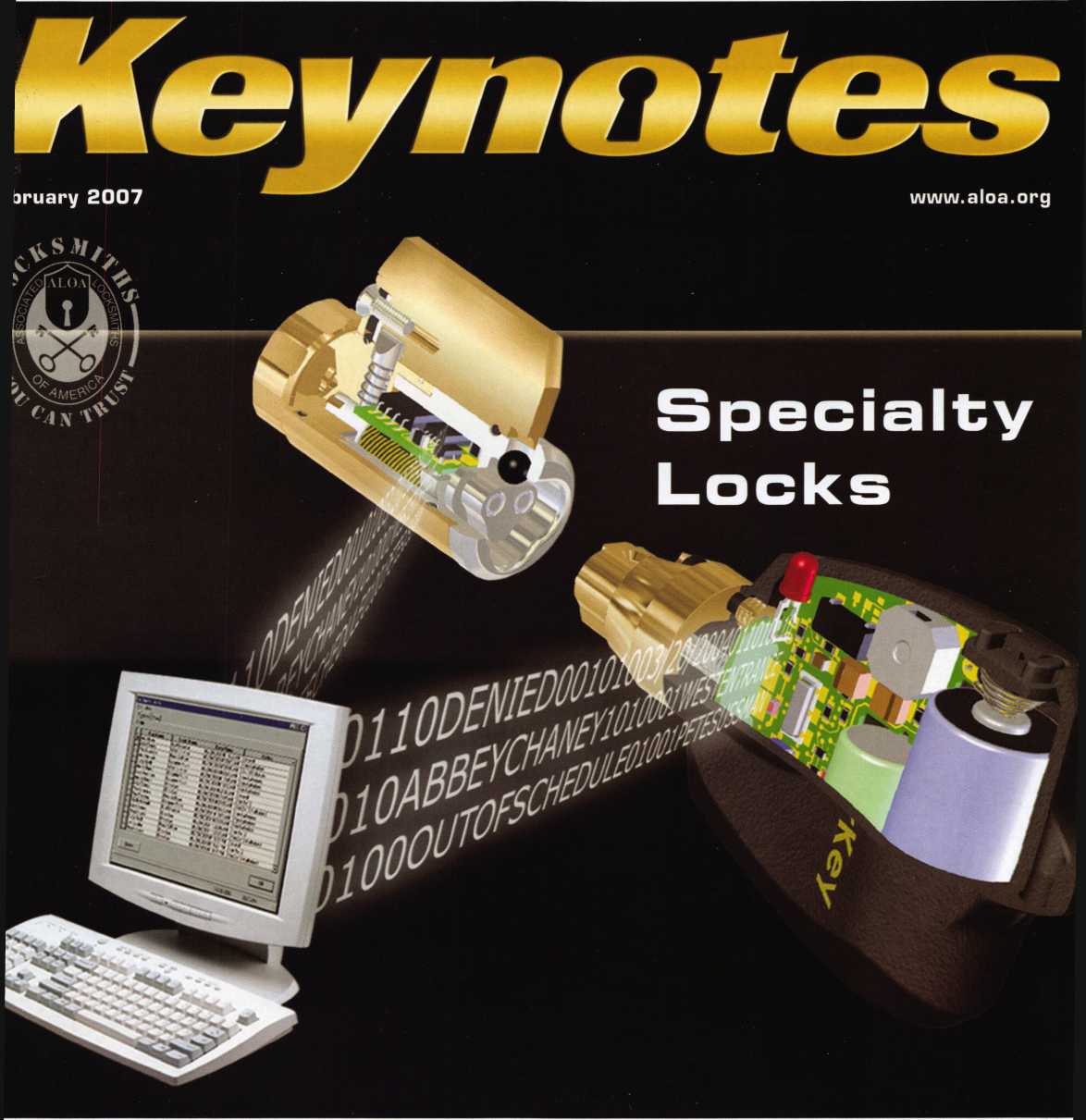
; Official Publication of ALOA—An International Association of Security Professionals



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* Usually is no charge to add an insured to a Commercial Auto policy.

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* The premium for hired auto liability coverage is based on the estimated annual rental cost.
* Tools and Special Equipment
* Provides protection to permanently attached equipment on your vehicle.
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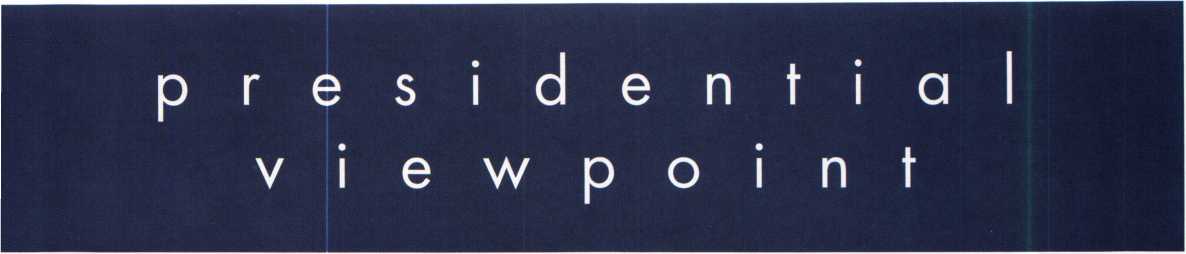
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13. Safe & Vault Technicians Association Membership

Application/Subscription Form (2 pgs)

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2. Legislation Action Network Newsletter (2 pgs)
3. Various State Law Issues (8 pgs)
4. Industry Position Paper (1 pg)
5. ALOA Convention Class Schedule (3 pgs)
6. ALOA Convention Class Descriptions (30 pgs)
7. ALOA Convention Registration Forms (4 pgs)
8. Board of Directors Nomination Form (2 pgs)
9. ALOA Company Membership Application (2 pgs)

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Dear Members,

With February, arrives another group of holidays which includes one of my favorites, Presidents' Day. It reminds me that it is time to submit our nominations. There are too many of us who sit on the sidelines loudly proclaiming,

"ALOA should do something about..." We forget that WE, the members, are ALOA. If you or someone you know have ideas that would benefit the membership; if you or someone you know would be an asset to the board, now is the time to step up to the plate.

You should have already received a nomination form in the mail. This is your opportunity to follow through with your ideas. This time we are not only electing regional directors for the southwest, northcentral, and southeast regions, but also for a new president. Don't sit on the bench another year. Participate in the process.

The eulogies delivered at President Ford's were truly inspirational. No matter the political affiliations, the same theme was reiterated throughout the speeches. Mr. Ford had not sought the office of vice-president nor the presidency, itself. But what was perfectly clear was that not only did he do what was asked of him, but did it with all the enthusi­asm of one who had sought the post.

Doing our job, doing it well, even when it is not of our own choosing is indeed to be admired. What a great char­acter trait! To perform one's duty is a standard not only to be exalted in a president, but in every citizen. As we pass through the time in our life's journey, we must not only "carpe diem", but must give some forethought on our obligations to the future. Did we do our job well? Have we enjoyed the journey? Will we have left things better, not worse?

A job well done! I hope we can learn from other people's life stories and answer all the above questions, yes. Take 'er easy!

Sincerely,



Robert E. Mock

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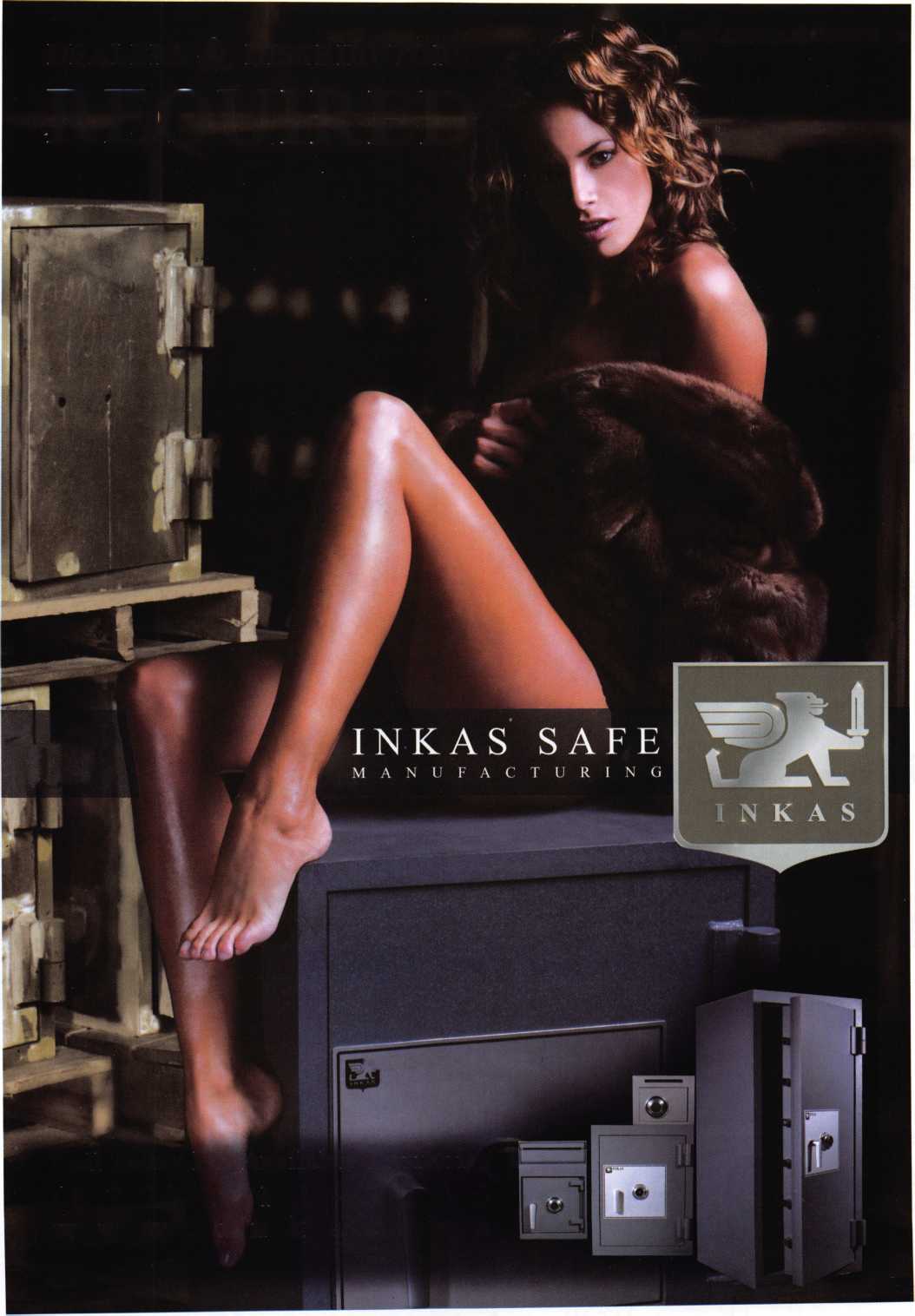
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Cyberlock

Videx offers four different levels for managing the CyberLock sytem. Read what they are.

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Member Spotlight:

Carl M. Braun - Star Lock & Key Co. Inc.

Find out more about this 80+ year locksmith business and how they have survived through Hurricane Katrina.

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Conflict Control

Read on to find out how to keep conflict to a minimum through managment techniques and understanding.

by Patti Fralix

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This Safe Designer Wasn't Born Yesterday

What do Greg Perry, 3 cops, a pastor and several church members have in common? Find out!

by Greg Perry, CML, CPS

**28**

Listen To Your Customers

Claire Cohen not only shows you how you can become a better listener to your customer but a more effective saleperson as well.

by Claire Cohen, CML

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Rejuvenate, Recharge and Reconnect!

Is your local ALOA Chapter or affiliate taking advantage of all the benefits available to you? Find out how you can help.

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(800)532-2562; FAX (214)819-9736; e-mail [aloa@aloa.org](mailto:aloa@aloa.org).

Editor & Director of Creative Services Comptroller

|  |  |  |  |
| --- | --- | --- | --- |
| Betty Southerland | [betty@aloa.org](mailto:betty@aloa.org) | Kathy Romo | [kathy@aloa.org](mailto:kathy@aloa.org) |
| Advertising Sales |  | Membership Development Manager | |
| Kim Hammond | voice: 817-645-6778 | Ellen R. McEwen | [ellen@aloa.org](mailto:ellen@aloa.org) |
|  | Fax: 817-645-7599 |  |
|  | e-mail: [adsales@aloa.org](mailto:adsales@aloa.org) | Membership Coordinator | Shelly Jett |
| Executive Director |  | Convention & Meetings Assistant Karen Lyons | |
| Charles W. Gibson, Jr., CAE | [charlie@aloa.org](mailto:charlie@aloa.org) |  |  |
|  | PRP/Education Coordinator Shelley Melton | |
| Associate Executive Director | |  |  |
| David Lowell, CML, CMST .... | [david@aloa.org](mailto:david@aloa.org) | Mail Room Coordinator | Kevin Wesley |
| Convention & Meetings Manager | | Graphic Designer | Margarita Garza |
| Jo Anne Mims | [joanne@aloa.org](mailto:joanne@aloa.org) | Accounting Coordinator | Joyce Nixon |
| Operations/Membership Manager | | Executive Assistant |  |
| Mary May | [mary@aloa.org](mailto:mary@aloa.org) | Sue Langford |
| Director of IT Operations |  | Assistant Education Manager Bob Stafford, CML | |
| Greg K. Jackson | [greg@aloa.org](mailto:greg@aloa.org) | Legislative Manager |  |
| Tim McMullen |
| Contributors |  |  |  |
| Jerome Andrews, CML | Ray D'Adamo, CML | Randy Simpson, CML, CPP | Tom Seroogy |
| Paul Chandler, CRL | Billy Edwards, CML | Robert Stafford, CML | Charles Stephenson, CPS |
| Claire Cohen, CML | Dan Graffeo, CRL,CMST | Dave Thielen, CML | Dennis Watanabe, CML, CMST |
| Brian Costley, CML, CMST | Jim Hancock, CPL | Greg Perry, CML,CPS |  |
| Eric Costley, CRL | Jeff Nunberg, CML, CMST |  |  |

Mission Statement: The Associated Locksmiths of America, Inc. is dedicated to enhancing the professionalism, education and ethics among locksmiths and those in related sectors of the physical security industry. With approximately 10,000 members in the United States, Canada and the freeworld, ALOA is poised to help members obtain the knowledge, the strength, and the confidence to perform their role in the physical security field with pride and dignity. But it is only through active involvement and participation that ALOA can fully achieve its potential—and can help members to achieve theirs.

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President

Robert Mock  
(856) 863-0710  
president@aloa. org

Secretary

John Soderland, CML, CMST  
(414) 327-5625  
secreta ry@a loa. org

Directors, Northeast

Tom Foxwell  
(410) 206-5772  
[nedirector@aloa.org](mailto:nedirector@aloa.org)

Robert D. DeWeese, CML, CPS  
(410) 285-0101  
ned i rector@a loa. org

Directors, Southeast

Tom Gillingham, Jr., CML, CPS  
(615) 264-0747  
sed i rector@a loa. org

Ken Kupferman, CML, CPS  
(813) 232-7600  
sed i rector@a loa. org

Director, North Central

William Smith, RL (920) 893-5282 Guy Spinello, RL (815) 394-1000 [ncdirector@aloa.org](mailto:ncdirector@aloa.org)

Director, South Central

CD Lipscomb, CML, CPS  
(903) 874-3522  
sed i rector@a loa. org

Directors, Southwest

Greg Parks, CRL  
(858) 271-1155  
s wd i rector@a!oa. org

Julie McCluney, CRL  
(714) 636-5652  
swd i rector@aloa. org

Director, Northwest

Keith E. Whiting, CML, CFL  
(360) 601-5656  
nwd i rector@a loa. org

Director, European

Hans Mejlshede, CML  
(453) 539-3939  
eu rd i rector@a loa. org

Director, Associate

Dan Floeck  
(800)231-4105  
[asdirector@aloa.org](mailto:asdirector@aloa.org)

Trustees

[trustees@aloa.org](mailto:trustees@aloa.org)

Randy Simpson, CML, CPP  
(281) 240-5959

John J. Greenan, CML, CPS  
(773) 486.2030

William Young, CML, CPS  
(610) 647-5042

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1962-1964 Robert Rackliffe, CPL  
1960-1962 Edwin Toepfer, RL  
1956-1960 Ernest Johannesen

\

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**5**

**CA**

**Ml**

applicants

for membership

Irvine

Avraham Cohen

**FL**

**Naples**

Leslie Gross



Calumet City

Patrick J. Giglio

**MA**

Winchendon

Keith Swenson

**MD**

Baltimore

Glenwood B. Oats Sr

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Joe Geraci

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Shakopee

Michael Sessions

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**MO**

Saint Louis

Michelle A. Fogerty

**NJ**

Paramus

Donald L Newhouse

Sponsor: Nicholas M. Hart CPL

**PA**

Johnstown

Gregory J. Borow RL Raymond P. Kauffman RL

Tarentum

Thomas J. Parker Jr

**TN**

Erin

Jay Reedy

**TX**

Austin

Dave Dyess

Sponsor: Dan W. Dyess **Dallas**

Ben J. Parker RL

Sponsor: Peter A. Thorne

Wl

Kenosha

Robert B. Roush

Sponsor: Christopher C. Olson CRL

Milwaukee

Nicholas L. Bauer RL



Tsuen Wan N.T.

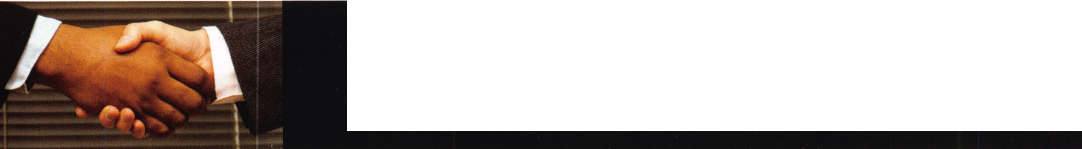
YiuWah Chek

Sponsor: Kwok-kei Leung

These applicants are scheduled for clearance as members of ALOA. The names are published for member review and comment within 30 days of this Keynotes issue date, respectively, to ensure , ' A °PP',CantS ^ standar^ 0fALOAs Code of Ethics Protests, if any, should be addressed to the Membership Department and must be signed. Active Membership applicants (a) have worked in e industry two or more years. Allied Membership (AL) applicants are not locksmiths, but work in a security-related field. Apprentice Membership (AP) applicants have worked in the industry less than two years

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Start Your Engines!

This year, with a great location and a  
schedule chock-full of exciting classes  
and events, we are pulling out all the  
stops to celebrate the ALOA Convention  
and Security Expo in Charlotte, North  
Carolina.

Having built an international reputation  
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to explore industry innovation and form  
industry alliances, ALOA 2007 is the ideal  
place to learn, network or to showcase  
your security-related business on the  
show floor.

This year weve thought of everything  
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exhibit hall promises to be overflowing  
with the latest technology and new mer-  
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upcoming events

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Oklahoma Master Locksmith Association 2/10  
Contact: Harry Sher, CML  
479-471-8890 • [hsher@starband.net](mailto:hsher@starband.net)

TBA • Franklin, Ohio Ohio Valley Chapter Meeting Renaissance Charlotte Suites Hotel Charlotte, NC • NC Locksmith's Assc. Regional Trade Show • [www.ncla.us](http://www.ncla.us)

2/14 TLA Convention • Houston, Texas. [www.texaslocksmiths.org](http://www.texaslocksmiths.org)

3/7 TBA • Franklin, Ohio

Ohio Valley Chapter Meeting

3/31-4/5 Safetech 2007 • Lexington, KY

Safe & Vault Technicians Association [www.savta.org](http://www.savta.org)

3/28-30 ISC West Expo • Las Vegas, NV Sands Expo & Convention Center (800) 840-5602

4/4 Hometown Buffet • Franklin, Ohio

Ohio Valley Chapter Meeting Contact: Chairman Terry McClain, CRL 513-464-8806

5/18-20 ELF Convention 2007 • Riga, Latvia European Locksmith Federation Exhibition - Social events -Education [www.elf2007.com](http://www.elf2007.com) • [ruta.reinika@prplus.lv](mailto:ruta.reinika@prplus.lv)

UPCOMING ACE CLASSES

February 9-10, 2007 February 10, 2007 March 8-9, 2007

March 15-16, 2007 March 28 - 30, 2007

April 14-15, 2007 April 21, 2007 April 26 - 28, 2007

May 7- 12, 2007

May 17-19, 2007

Welch, MN • Minnesota Chapter of ALOA For specific course schedule please contact:

Dana Lee, CML • 612-722-9181

Detroit, Ml • Locksmiths Security Association

Life Safety Codes w/L-07 PRP

Contact: Robert C. Noble, CML • 810-385-9329

Lexington, KY • SAFETECH 2007

For specific course schedule please contact:

ALOA Education • [education@aloa.org](mailto:education@aloa.org)

800-532-2562x104

Northbrook, IL • Clark Security Products

For specific course schedule please contact:

Joan Emrick • 858-974-6737

Vancouver, British Columbia • British Columbia

Association of Security Professionals

Bill Beazley • 14 ALOA Certified Classes

[lockpicker@helmz.com](mailto:lockpicker@helmz.com) • 604-291-0444

Kansas City, MO • Missouri-Kansas Locksmith Assc.

For specific course schedule please contact:

Bob Turner • 816-525-5522

Kearney, NE • Nebraska Chapter of ALOA

Push Button Mechanical Lock Manipulation

Elmer Howard • [safeman@cox.net](mailto:safeman@cox.net) • 402-676-8973

Denver, Colorado • Central & Southern Colorado

Locksmths Association • 9 ALOA Certified Classes

Contact: Barry Meyers, CPL • 303-688-1404

Dallas, Texas • ALOA Training Center

Six-Day Basic Locksmithing Course

ALOA Education • [education@aloa.org](mailto:education@aloa.org)

800-532-2562x104

Dallas, Texas • ALOA Training Center

3-Day Automotive Locksmith Course

ALOA Education • [education@aloa.org](mailto:education@aloa.org)

800-532-2562x104

UPCOMING PRP Sittings

2/11/07 Sunday 8:00am • Welch, MN • Dana Lee, CML

Minnesota Chapter of ALOA • 952-887-1199 2/17/07 Saturday 8:00am • Houston, TX • ALOA Certification

Texas Locksmiths Association • 800-532-2562x104 3/10/07 Saturday 8:00am • Lexington, KY • ALOA Certification

SAFETECH2007 • [education@aloa.org](mailto:education@aloa.org) • 800-532-2562x104 3/18/07 Sunday 8:00am • Northbrook, IL • Joan Emrick

Clark Security Products • 858-974-6737 3/25/07 Sunday 8:00am • Novi, Ml • Bonnie Weston

IDN Hardware Sales\* 313-591-1150

3/31/07 Saturday 8:00am • Vancouver, BC • ALOA Certification

British Columbia Association of Security Professionals [education@aloa.org](mailto:education@aloa.org) • 800-532-2562x104 4/28/07 Saturday 8:00am • Roseville, Ml • Robert C. Noble, CML

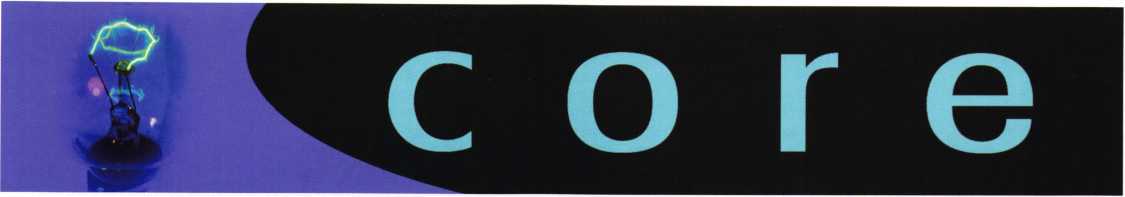
Locksmith Security Association • 810-385-9329 4/28/07 Saturday 6:00pm • Denver, CO • Barry Meyer, CPL

Central & Southern Colorado Locksmiths Association 303-688-4104 • [acomal@gwest.net](mailto:acomal@gwest.net)

5/12/07 Saturday 1:00pm • Dallas, TX • ALOA Certification

ALOA Training Center • [education@aloa.org](mailto:education@aloa.org) • 800-532-2562x104

**Contact the ALOA Education Department for a list  
of classes and training offered in-house.**



Phony Locksmiths in the News

cbsl 1 tv.com/topstories/local\_story\_025235906. html

[www.nbcl](http://www.nbcl) 0.com/video/10715012/detail.html

On the Road with the ALOA Board of Directors



Board Secretary Soderland was the proctor at a recent regional PRP sitting near Milwaukee, Wisconsin.

North Central Director Bill Smith was also on hand to lend his assistance.

Secretary Soderland  
recently presented  
North Central Director  
Bill Smith with a  
Wisconsin Indianhead  
Chapter Award in  
recognition of loyalty  
and support to the  
chapter during 2006.

ASSA Launches Intelligent Lock Stand-Alone System

ASSA recently announced its release of a new intelligent stand alone lock system.

"This breakthrough technology combines the best of design and electronics in the smartest possible manner," says Jim Slusser, Security Manager for the Maryland Stadium Authority.

Named CLIQ, this new technology gives control over all keys which can easily be upgraded and tailor-made to suit any needs. Since every key has its own identity, it becomes the "personal property" of the key holder. CLIQ cylinders and keys keep an independent audit trail of access.

"Every time you insert the key into the cylinder, it records the unique key number, date and time giv­ing an unparalleled audit trail for movement inside a correctional facility," says Tom Demont, Director of Sales & Marketing for ASSA. CLIQ makes intelligent, flexible and high security lock systems possible.

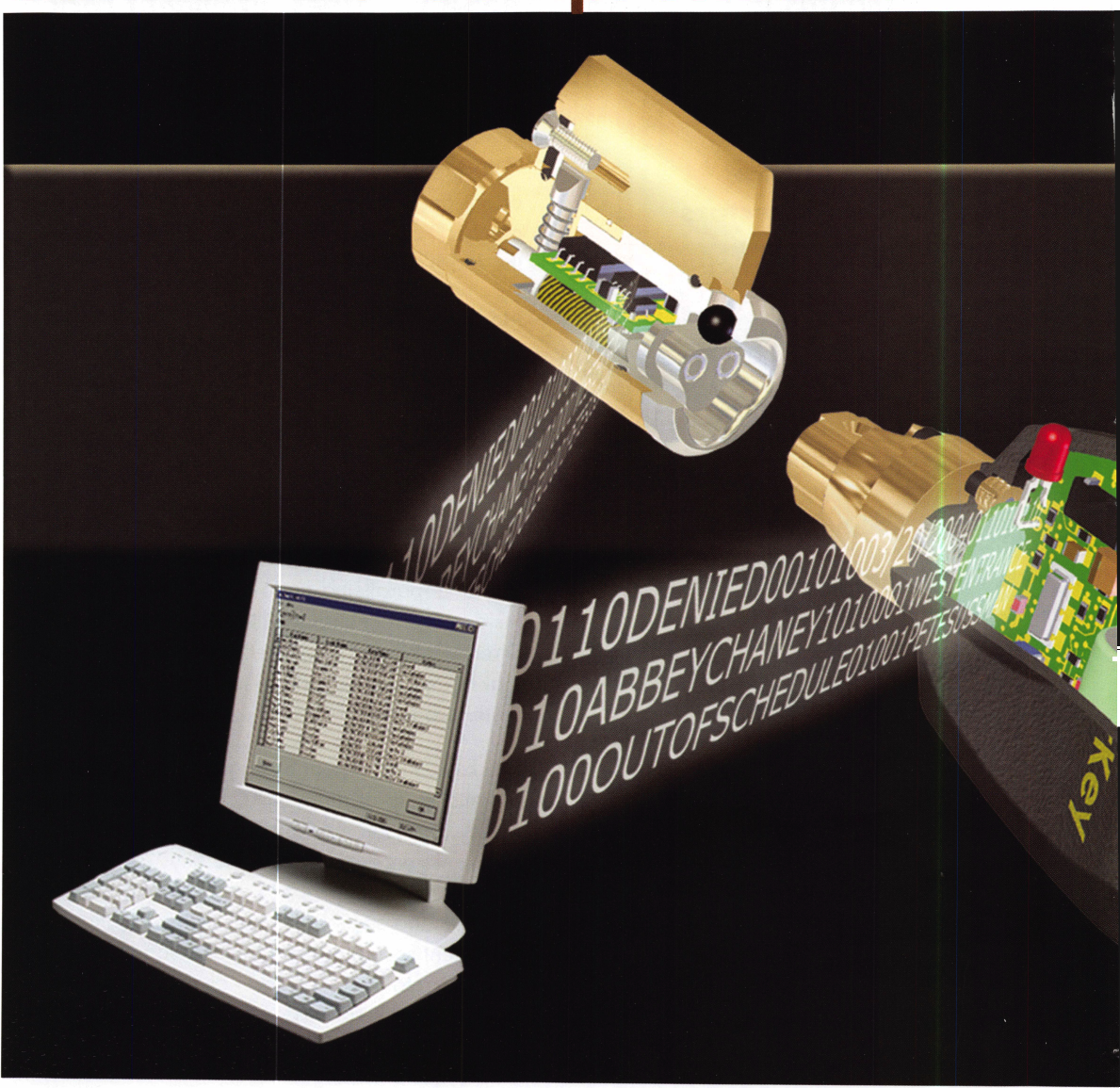
The key's mechanical design creates the founda­tion made up of different security zones in the same way as in mechanical lock systems. The electronic programming of the keys gives authori­zation to individuals or to group of individuals. CLIQ technology's basic idea is the creation of an intelligent security system. That means a lock sys­tem that retains a high level of security despite upgrading, alterations or expansion. Even after many years of use by a continual flow of new employees or changes occurring in the facility, the level of security will remain the same.



**Electronic Locks that Cannot Be Comoromised**

ID

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CyberLock\* cylinders quickly convert exist-  
ing mechanical lock hardware to a high-  
security lock simply by replacing the  
mechanical lock cylinder with the new elec-  
tronic cylinder. Each CyberLock cylinder

contains a microprocessor and  
memory and is designed to the  
exact dimensional standards of

the mechanical cylinder it is  
replacing. The system consists of  
the CyberLock cylinder that can-  
not be picked and the CyberKey  
that cannot be duplicated.

The CyberLock family includes  
intelligent padlocks and a full  
line of electronic cylinders that  
install in doors and cabinets  
without any need for hardwiring  
or structural changes. Access  
privileges and battery power are  
located in the key. Each key con-  
tains permissions on what locks  
the key can open, with a schedule  
of days and times it will open  
those locks. Each time the key  
opens a lock, a record is stored in  
both the key and the lock cylin-  
der, creating a concise audit  
report of events.

Videx offers four different levels  
for managing the CyberLock sys-  
tem. For companies that need  
high-security locks and keys with  
locks that cannot be picked and  
keys that cannot be duplicated,

EntryPoint is a hardware-only system that requires no programming software. CyberAudit-Web Lite adds the ability to set access schedules and view an audit trail just by logging on to a Videx-hosted web site.

For companies that need a high level of security and key control, CyberAudit 2.0 is a Windows program that includes access scheduling and audit reports, along with fea­tures such as key expirations, report genera­tion, and email notification of events. For large geographically widespread companies, feature-rich CyberAudit-Web Enterprise is packaged on a Linux-based server and accessed by using a web browser on a local network or the internet.

CyberLock is an innovative lock system that easily converts existing mechanical locks into an access control system. With elec­tronic lock cylinders and programmable keys, you can create a powerful system to track and control access to every lock.

How does it work?

CyberLock electronic cylinders replace stan­dard mechanical cylinders.

Each CyberLock cylinder is an electronic version of a standard mechanical lock cylin­der. Installing the cylinder into the lock hardware is as simple as removing the exist­ing mechanical cylinder.

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nic cylinders without pins and keyways

ly cannot be picked or compromised using  
bumping techniques



Step One: Remove Core

No wiring or battery is required at the lock.

The lock installs without wiring of any kind, and does not contain a battery. The power required to open a lock comes from the bat­tery in the key. CyberKeys use a 3-volt lithi­um battery, easily replaceable in the field (#3\_CyberKey Photo #3).

CyberLocks cannot be picked.

CyberLocks have no keyway, and cannot be picked like a mechanical lock. CyberLocks resist forced rotation, and are designed to remain in the locked position if tampered with.



Step Two: Insert CLK Core

CyberKeys® cannot be duplicated.

It’s not possible to create a duplicate of a CyberKey. Passwords in the software and hardware are unique to each installation, and protect against creation of unautho­rized keys. And, although two keys in the system can be programmed alike, each one will make its own unique record of events in the software (#4\_Audit Trail Photo).

Additional Information on CyberLock

The CyberLock family includes intelligent padlocks and a full line of over 200 different electronic cylinders that install in doors and cabinets. Each key contains permis­sions on what locks the key can open, with a schedule of days and times it will open those locks. Each time the key opens a lock, a record is stored in both the key and the lock cylinder, creating a concise audit report of events.

**2**

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Four ways to manage the CyberLock system

Videx offers four different levels of management for the CyberLock system: EntryPoint, CyberAudit-Web Lite, CyberAudit 2.0, and CAW Enterprise. This range of man­agement tools is designed to accommodate every type of installation, from the homeowner to small businesses to large corporations or campus settings.

Andy Hilverda, Vice President of Videx, Inc., emphasizes the security of electronic lock systems; “Electronic locks offer many advantages over mechanical lock-based systems. Electronic cylinders without pins and keyways simply can­not be picked or compromised using lock bumping tech­niques, so prevalent in the news today. In addition,

CyberLock adds scheduled access and an audit trail of all  
activities. This makes it a very effective security solution  
for many different customers. CyberLock customers

include high-profile  
installations such as  
Sydney

Opera House, the AuditTrai|

Dutch Parliament,

and thousands of cell towers across the United States, as  
well as countless schools, churches, water facilities,  
and municipalities.”

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| Pete Sussman | Records Room | 03/20/2006 07:59:15 AM | Out of Schedule | |
| m John Michaels | Computer Room | 03/20/2006 0&00:03 AM | Kery Authorized | |
| ; Evefcm Leflei | West Entrance | 03/20/2006 08:12:16 AM | Key Authorized | |
| ■: Juanita Banks | Computer Room | 03/20/2006 0618:52 AM | Key Authorized | |
| Andy Ounsmote | Computer Room | 03/20/2006 08:27:12 AM | Denied | |

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**MEMBER\***

potlight

Welcome to our new monthly feature! Each month we will highlight a current ALOA mem­ber & their lockshop with a short bio and in-depth questions. To be considered or to recom­mend a fellow ALOA member please read the information provided at the end of this article.



Carl M. Braun, owner of Star Lock & Key Co. Inc., pro­vides complete lock service to the New Orleans area. They have been a part of the locksmith business for over 80 years. Established in 1924 by Carls father and uncle, Star Lock & Key Co. Inc. has gone through 3 generations of the Braun family. They have also endured one of their biggest and most devastating challenges to date, Hurricane Katrina.

Star Lock & Key Co. Inc.

200 North Galvez Street 504-522-5474

New Orleans, Louisiana 70119

1. Tell us about your background in security and  
   your experience in locksmithing.

Carl My father, Carl Sr., and his brother, Daniel,  
started in this business from scratch in 1924. Our  
family has grown up with this business all of our  
life and now I have my 2 sons with me running it.

1. How long have you had your lock shop open?

Carl: The shop has been open since 1924.

1. How many employees  
   do you have?

Carl: We currently  
employ 6 employees  
including myself.

Carl Braun - 23 years  
Chad Braun - 13 years  
Ryan Braun - 6 years  
Norman Levy - 32 years  
Bert Newman - 24 years  
Larry Warren - 8 years

Kevin Jones - 13 years (sorry to say that he recently passed on)  
Marion Braun - Worked in the shop until she turned 84

1. Name one thing in your lockshop that says the most about you.

Carl: Our lockshop is very clean and very organized.

1. How did you get involved in the business? i.e. starting point?

Carl: I got started in the business when my father took sick. He had told me that he would love for me to run the business and keep it in the family, so I did. We now have 3 generations here at the shop. I also have 6 grand­children that hopefully one day will take interest in it also.

1. What are the changes that youfve noticed in the security technology recently?

Carl: I have noticed that more and more people are going to electronic access and restrictive keyways.

1. What do you see as the future of security?

Carl: Electronic restricted access and audit trails.

1. How do you stay informed about new products  
   and security techniques? i.e. magazines, conventions,  
   classes, etc.

Carl We recieve magazines to read whats new and  
upcoming. Also, we visit the ALOA conventions to  
learn whats new on the market.

1. In the Katrina aftermath...what kind of lock-  
   smithing issues were you dealing with? If any.

Carl Most places around the city had gotten water  
above the locks so we were dealing with locks that  
wouldn’t open with the customer’s key because the  
cylinders, not to mention the whole lock had become  
rusted from all the saltwater. In addition to helping our  
customers that had came back to the area after the  
storm, we also had to rebuild our business which need-  
less to say had 2 weeks worth of sitting water in it, 4  
feet deep. We actually had to use two water lines: One  
at 5.5ft when the water was running through and one at  
4ft where it sat.

1. In what  
   way has your  
   lockshop busi-  
   ness been  
   affected by dev-  
   astation left by  
   hurricane  
   Katrina? More  
   or less.

Carl: We have  
lost 75% of our

walk-in business. Our outside business has increased,  
but the jobs are taking longer to complete due to the  
amount of work involved in the job.

1. How has life changed for you as a locksmith in  
   the past year?

Carl: As being an owner of the business I had to watch  
the spending, making sure I could keep the business  
running.



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1. Do you find that other locksmiths in the New Orleans area work together on referrals and workflow?

Carl: Yes. All locksmiths in this area have a great relationship. Of course there are a few exceptions.

1. Do you feel that locksmiths have gotten a bad rap recently in the news?

Carl: No not recently. In the past I would say yes, but not since they are making all of us in the security profession become licensed.

1. Give us your biggest locksmithing horror story,

toughest job, or the job

that taught you the biggest lesson.

Carl: My biggest lesson that I  
have learned in this business is  
that there is no reason to be  
in a rush for anything.

Patience is a virtue.

1. What advice can you  
   give to an aspiring security  
   professional?

Carl: Be able to think on  
your feet. The stuff we do in  
this profession mostly cant be  
learned in a classroom. The  
best way to learn in on the job  
with a good teacher.

1. Can you remember your  
   first big security job? What  
   can you tell us about it?

Carl: My first big job was rekeying a college campus.  
The toughest part of the job was the customer figur-  
ing out how they wanted to key the campus up. As  
we all know there were some people who had changed  
their mind.

1. Name a few things that you think locksmith  
   business owners should do to help their businesses  
   prosper and grow.

Carl Diversify and stay abreast of  
new developments in the field.

1. The business of locksmiths  
   has been around for a very long  
   time. How do you feel about  
   being a part of that in today's  
   technologically advanced world?  
   Carl: My sons and I love being  
   the locksmiths that we are and wel-  
   come the challenges that face us in  
   todays world.
2. What do you think is the  
   biggest obstacle facing security  
   professionals, if any?

Carl: Everyone is trying to be a  
locksmith. Home Depot and places  
like it sell locks, rekey locks and

make keys making it harder for independent lock-  
smiths to be competitive with pricing. Modern cars  
are harder to make keys for and also more difficult to  
program the chip to the car. Some of them we just  
recommend the customer go to the car dealership.



1. What do you like most about your job?

Carl: I love to work with people and converse with people talking about different things. I also like the challenge of rebuilding and old Mortise Lock.

\*You must be a current member of The Associated Locksmiths of America in order to be recommended for our Member Spotlight feature. If you would like to be recom­mended or would like to recommend someone else please email our Keynotes Editor, Betty Southerland at [betty@aloa.org](mailto:betty@aloa.org)

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Maintain Control:

Keeping Conflict to a Minimum

By: Patti Fralix

Most people do what makes sense to themselves, regardless of the impact on others. When one per­son’s behavior is not understood and/or accepted by the other per­son, conflict ensues. The conflict can be overt or covert.

If this conflict is managed well, which means without negativity and the inappropriate display of anger, results and relationships can be sustained, and even improved. Unfortunately, too often the opposite occurs. It is time to stop the cycles of act/react and find better solutions to differences than often assumed possible. Before focusing on solutions, lets first discuss conflict in more detail.

Covert conflict occurs when people have differences yet do not discuss them openly. There are two types: avoiding and ignoring. Covert conflict creates inter­nal stress and results in feelings such as discomfort and anxiety, which can include physical manifestations, such as ulcers.

Avoiding conflict is similar to “hiding ones head in the sand, thinking (and hoping) that the issue will go away or be resolved on its own. These thoughts are often subconscious. Ignoring is making a conscious decision to not deal with the issue. This decision can be positive or negative, and the difference relates to one’s intention. If the decision to ignore the conflict is a result of “not majoring on the minors,” that can be a positive and mature response. It can also be a result of choosing to “let this one go,” wanting to make sure that this is something that is a problem one should address, such as a negative pattern of behavior.

i

Overt conflict occurs when people openly disagree and choose to confront (address) it with the other person. This occurs as a result of different perspectives, expec­tations, beliefs, values, and sometimes just informa­tion. When one decides to confront an issue with another, that decision should be made with full knowledge of the possible, and even probable, types of responses, of the other person. The most common types of responses are: competitiveness, compromise and negotiation. One should anticipate and prepare for those possibilities, including the appropriate response to each.

Overt conflict is preferable to covert conflict, since it is not possible to resolve covert conflict. Covert con­flict is like an undiagnosed and untreated disease that usually gets worse if left untreated.

Here are just a few ways that companies can help employees prevent and resolve conflicts:

• Utilize personality assessment tools

Utilizing personality assessment tools can help compa­nies make better hiring decisions. One benefit of these tools is that they increase and/or improve under­standing of the different communication styles and how to communicate most effectively with different types of people. Some conflicts can be prevented with this knowledge.

People are usually either a direct or indirect communi­cator. The direct communicator has more “bottom- line” talk. The indirect communicator uses more qualifiers, which often “soften” what the individual is saying. This difference alone can result in misunder­standing and conflict. To a direct communicator, the person that says “it seems that” (a qualifying phrase) can be heard and thought of as “wishy-washy” and not getting to the point. Understanding differences such

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as these and communicating effectively based on those differences improves productivity and results.

* Create an environment that is welcoming to diversity

One of the reasons for the increase in conflicts is the increase in diversity without an increase in under­standing and acceptance of the differences. Diversity in and of itself is not positive or negative. It becomes positive when the differences create opportunities for individuals, companies, the marketplace, and society as a whole. When those differences create unresolved conflicts between people, the opportunities are usually lost.

* Make sure there is role clarity and common under­standing of responsibilities and deadlines

Too many conflicts occur because managers fail to provide employees with information related to their job responsibilities and the company in general. Who is accountable for what becomes even more important to clarify in an environment of teamwork and project work. While teamwork is becoming more prevalent and necessary, too often teamwork decision making results in a lack of role clarity. Also, with most people having more responsibilities that they can easily man­age, it is imperative that priorities and deadlines be clear to all.

* Commit to conflict management

Discuss conflict on a general level so that employees understand that change and opportunity always involves conflict. Make sure people understand that managing conflict effectively is a company expecta­tion. Treat employees as adults, expecting that they solve their own problems. When an employee com­plains to a manager about another employee, the managers first questions should be, “Have you dis­cussed your concern with [Name of Employee]?” The manager should be a resource in helping employees to manage their own conflicts, functioning as a coach.

* Implement a communication model for handling conflicts

Many problems can be diffused by effective communi­cation. There are three steps that anyone can use to manage conflicts effectively:

1. Focus first on the desired outcome of the interac­tion. This will usually include that the relationship be maintained, and hopefully improved.
2. Ask More Questions/ Make Fewer Statements.

This will improve understanding.

1. Use the dominant communication style of the other person, Direct or Indirect, even if it is not your dominant style.

Yes, the model is simple, but it is not easy. It is much easier to just start talking without thinking of the desired outcome. It is easy to think the desired out­come should be to make ones point clearly. Counter intuitively, when we focus first on understanding the others position, ours is often heard and accepted bet­ter.

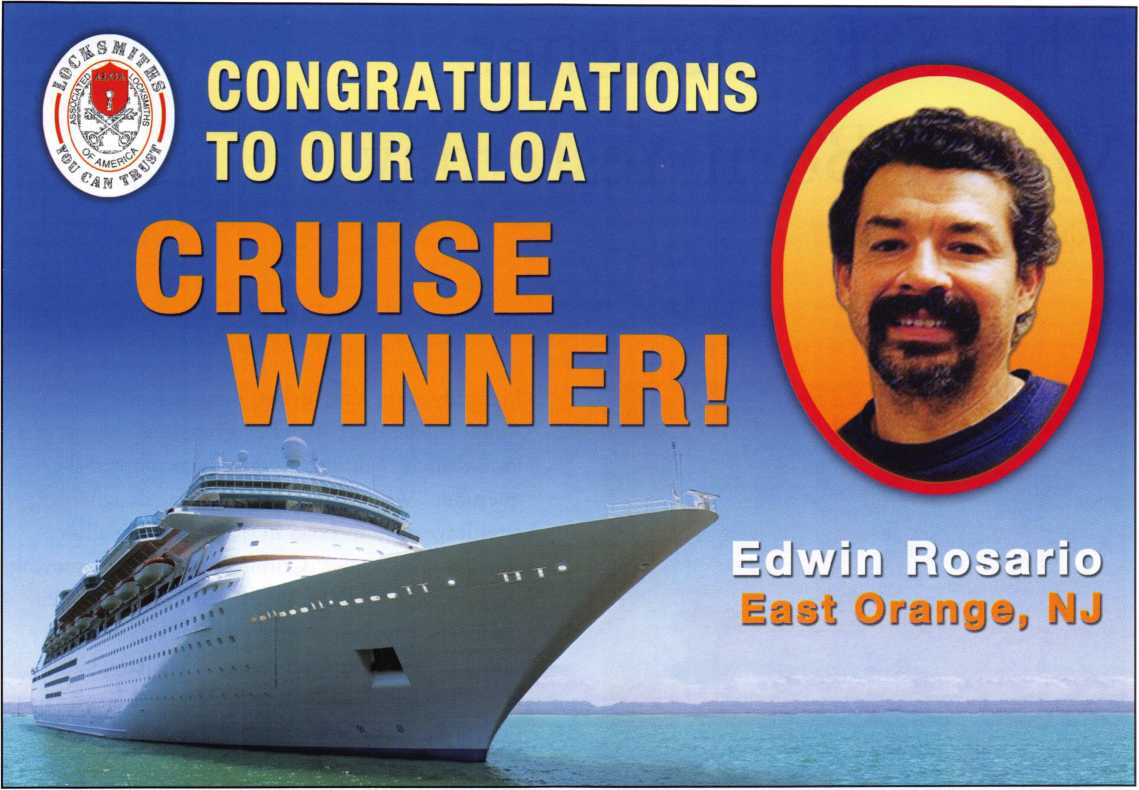
Given increased change, ambiguity, and stress, we should expect more conflict, both covert and overt. Understanding different personality styles, communi­cating effectively with different people, and utilizing the three-step communication model are good strate­gies for managing conflict. When conflict is under­stood and managed effectively, results and relation­ships are improved. ■

About the Author:

Patti Fralix, author of the book "How to Thrive in Spite of Mess, Stress and Less," inspires positive change in work, life, and family through speaking, consulting, and coaching. She is founder and president of The Fralix Group, Inc., a leadership excellence firm based in Raleigh, NC. Patti has spent the past 15 years providing practical solutions to audi­ences of all sizes. For more information, please contact her at [pfralix@fralixgroup.com](mailto:pfralix@fralixgroup.com).

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This Safe Designer Wasn’t Born Yesterday

by Greg Perry, CML, CPS



I recently spent close to two hours opening an Amsec square-door safe after a burglary attempt at a local church. Working on this safe prompted the question, “Why do burglars think the designers of safes leave obvious holes in their design to allow them to open a safe?” Criminals think that removing the hinge screws might let them lift the door open. Or maybe knocking off the dial and beating the spindle might get the safe open. They may even knock the handle off in another attempt or perhaps from shear frustration.

Arriving on a Monday afternoon, I found 3 cops, the pastor, and several church members waiting for the afe to be opened. I don’t mind being watched but the crowd pushed my limits for an audience. Since this safe was concealed beneath a counter and under some carpet the church leaders were con­cerned it might be an inside job. They felt that dam­age to the safe might have been done after the con­tents were removed. Closer inspection revealed another clue that the burglary might have been and inside job, or possibly it was committed by someone with inside information. Can you guess what the clue might be? I’ll give you a hint. The safe was probably not opened by the burglar. The dial and handle were knocked off and the hinge screws were removed.

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Photo 1, This is the door as it was found

I found 3 cops,  
the pastor, and  
several church  
members waiting  
for the safe  
to be opened.

I don’t mind  
being watched  
but this pushed  
my limits for an  
audience.

Photo 2, All four holes can be seen in this photo.

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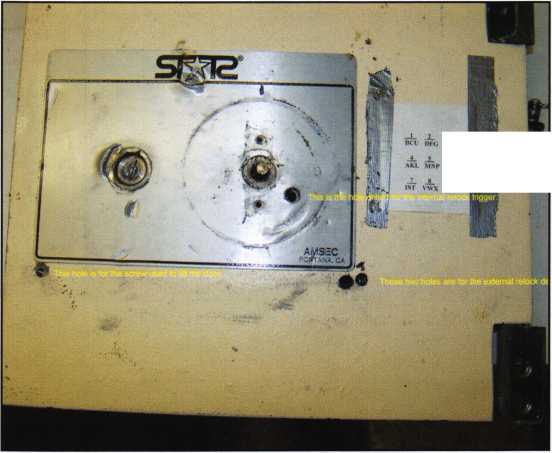
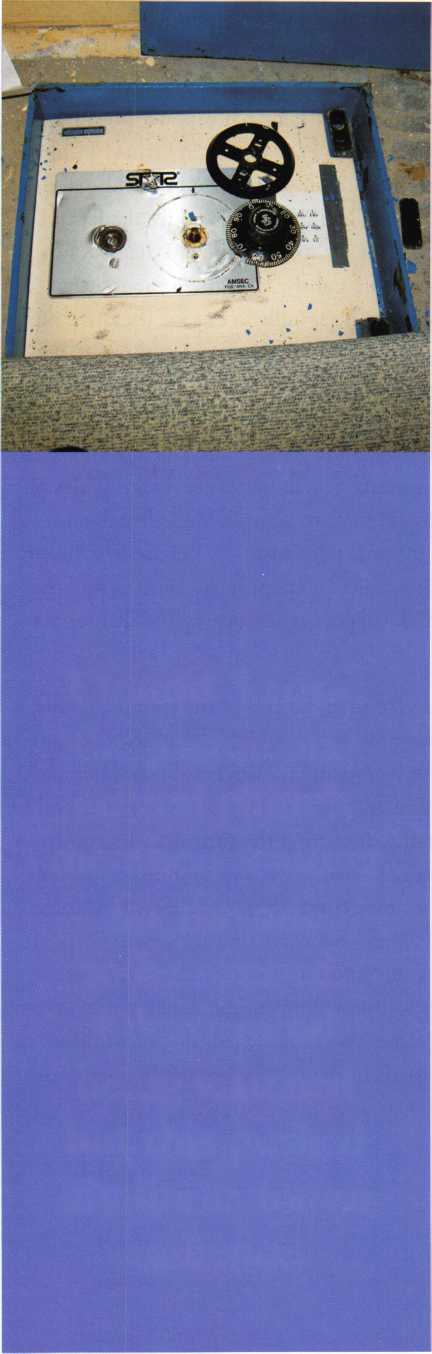


Photo 3, The tip of a screwdriver is in the slot cut in the handle  
shaft.

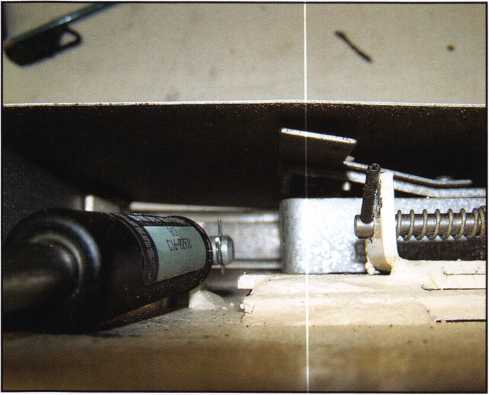


Photo 4, This is a back view, the back sheet metal cover of the safe prevented the lock case cover from breaking completely off.

The spindle moved up and down about 1/2”. My guess was that both the internal and external relocks were fired. The first thing to do was to install an emergency dial. As is usually the case when a safe tech is under pressure, I could not find the emergency dial in my truck. I did the next best thing and carefully reattached the old dial using the combination to align the wheels under the fence.

This was a little difficult to do as the old dial was not held onto the spindle tightly. It required me to keep upward pressure on the spindle to engage the drive pin of the drive cam to the fly of the number-three wheel. Going back to 3 is a dead stop, obviously the internal relock trigger is fired. It was time to either make a hole or continue to punch the spindle into the safe and defi­nitely fire the external relock device. Several tool design­ers have developed tools to align the wheel pack and overcome the internal relock trigger. I chose to drill for the relock, using a piece of bent music wire to pull the end of the relock trigger before turning the dial retract the bolt.

It was then time to turn the end of the spindle handle. The handle was broken below the level of the door sur­face. My choice in this situation was to use a Dremel roto-tool with an abrasive disk to cut a slot in the end of the broken shaft, completing the turn with a screwdriver. The external relock fired. It was time to make another hole. This time, after consulting my library, I miscalcu­lated the drill slightly by using a measurement of 2 3/8” down, 2 1/4” over. In the future I think 2 1/2” over would a better solution. Moving the relock bolt was easy. The problem came when I retracted the boltwork. It would hit the shaft of the tool before the boltwork



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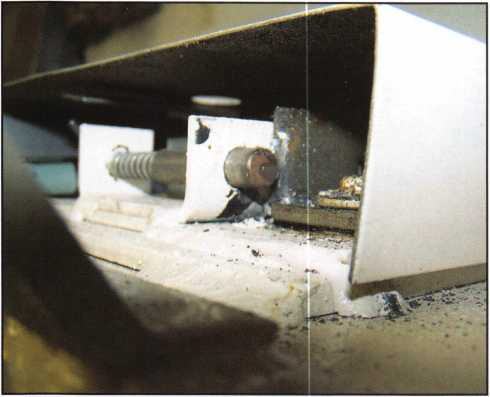
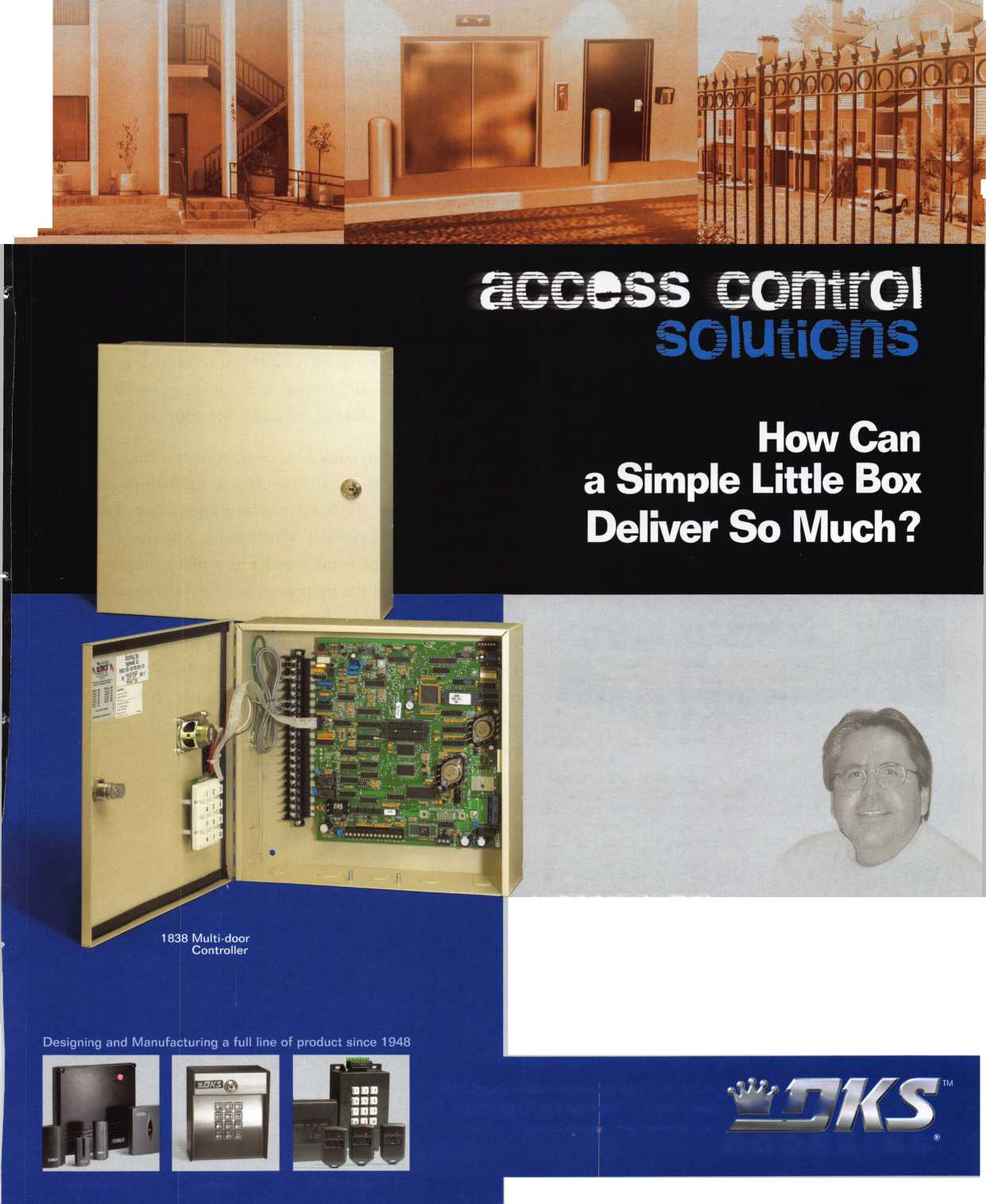


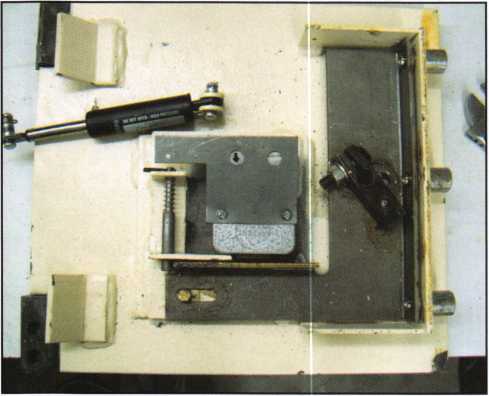
Photo 5, Here is a view of the relock.

Photo 6, A full view of the back of the safe.

would hold the relock in check. I tried to enlarge or move over my existing hole with no luck. Finally I just drilled a second hole for the relock. After a couple of attempts, the handle turned to retract the bolts.

Lifting the door presented another problem. The safe no longer had a handle and the gas piston inside was push­ing the door away from the hinge side. Using screw­drivers (improperly) as prying tools allowed me lift the door a little, but not enough to get it out. In retrospect, I could have reinstalled the hinge screws to give me a little more room. Then, instead of fighting me, the gas piston would have been helpful in lifting the door. Instead, since the door needed to be welded and repainted, I drilled another hole and tapped it. Screwing a 1/4-20 screw into the hole allowed me to lift the door out.

Inside, we found two bank bags containing the Sunday collection money. Maybe the burglary was not an inside job but chances are, the burglar at least knew where the safe was located and possibly a little more. The clue I mentioned earlier made me wonder how many burglars come prepared with the right sized hex key for the socket head-cap screws used by Amsec to secure the hinges? Burglars aren’t apt to carry a full selection of tools with them on a job. My personal thought is the burglar had inside knowledge of the facility but obviously did not have access to the combination. Only catching the perpe­trator will tell for sure.



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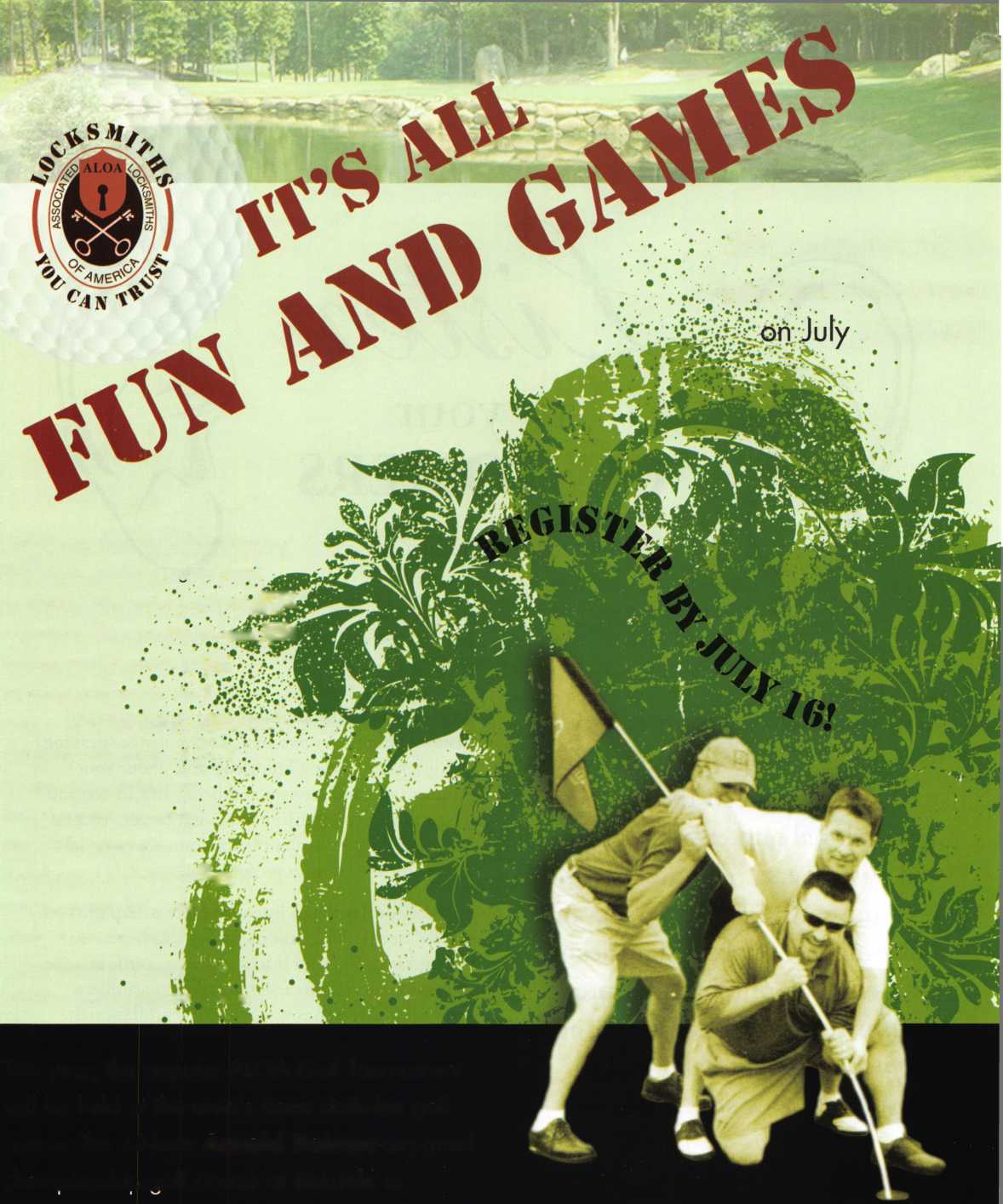
This year, the popular ALOA Golf Tournament will be held at the area's finest daily-fee golf course, the 18-hole Arnold Palmer-designed championship golf course at Birkdale in

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tional course features facilities that range well beyond the 7,013-yard layout of golf holes.



Our business environment today is a series of ongoing information exchanges between the security professional and existing or poten­tial customers. The quality of dis­cussion between salesperson and customer will have a significant influence on purchases of products and/or services. Understanding this connection is fundamental to improving sales effectiveness.

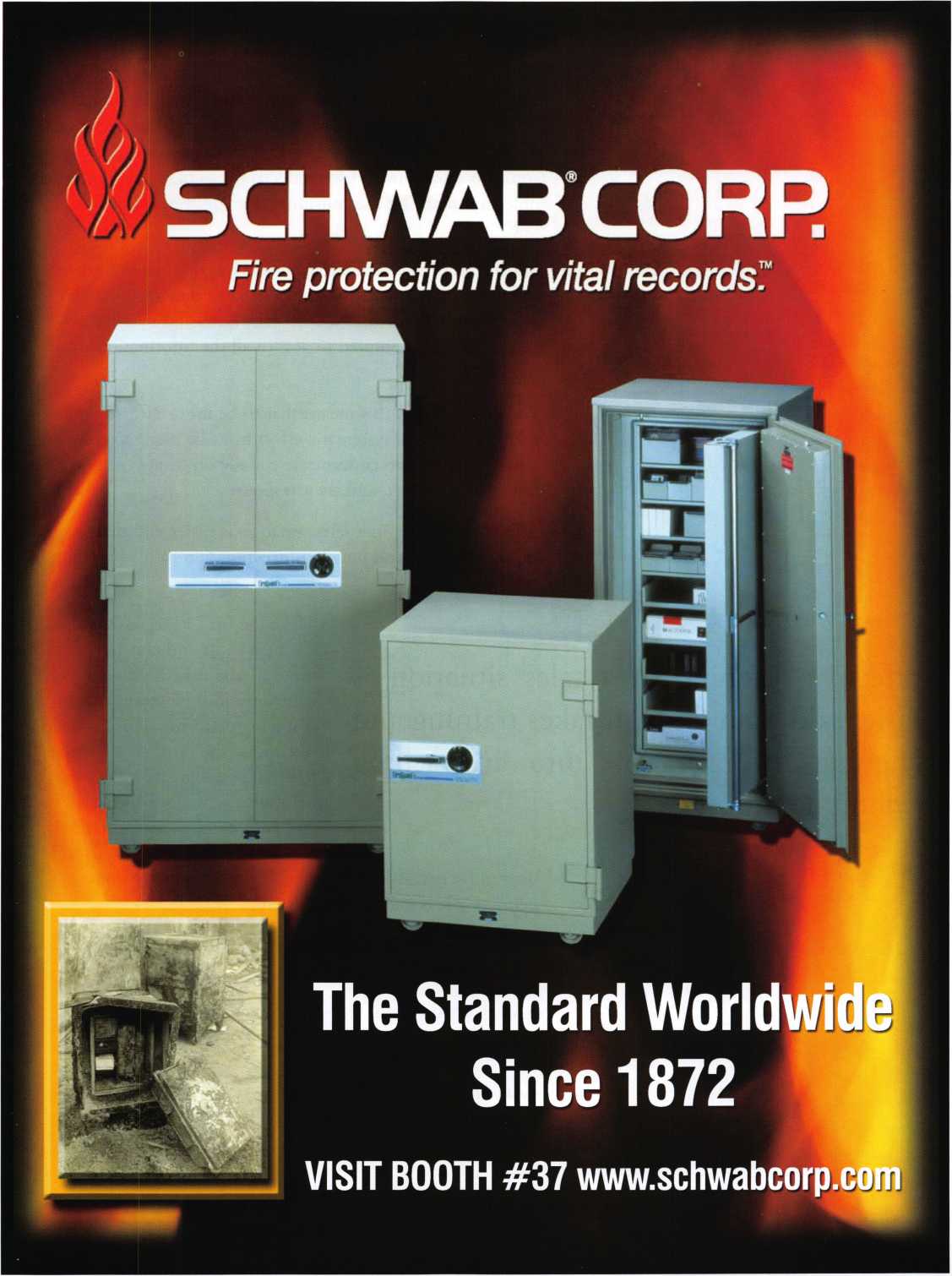
Business communication between salesperson and customer hinges on two basic components: speaking and listening. Being knowledgeable about your product lines and services and being able to commu­nicate this to your customers is vital to sales success. Listening skills in a sales presentation are essential to success for the security professional.

Top sales professionals listen carefully to explore con­sumers’ needs. They ask questions and listen. A truly great salesperson listens, not to get information to manipulate, but to assist in serving customers. They view themselves as counselors, professionals and problem solvers. Only through effective ques­tioning and listening can they understand the con­sumer’s concerns well enough to offer solutions.

This is particularly true in the security industry.



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Customers respond positively to sales people who say “Tell me your problems, needs and concerns”.

Often the salesperson is thinking about what they should or will say at the expense of what the customer or potential cus­tomer is actually telling them. The challenge for the salesper­son is to learn how to listen effectively, so that a key point or objection made by the consumer does not result in a lost sale.

Some studies that have been done reveal that when the aver­age person had listened to someone talk, they remembered only about half of what was actually said - no matter how intensely they attempted to absorb all the information com­municated.

For a salesperson, this means that to be most effective in any selling situation a systematic effort must be made to con­sciously attempt to concentrate equally on what is said to a potential customer, and their response.

Effective listening in a sales situation is easier said than done. It takes training and ongoing incorporation into any selling technique process.

Effective listening in easier said than done.

ongoing incorporation technique process.

Make the first 30 seconds count.  
Create a short and concise “com-  
mercial” about yourself, your  
company, and the services your  
company performs. This can help  
to educate the prospect by high-  
lighting problems that you can  
help solve or major benefits you  
and your company can offer. It  
also creates a need for your prod-

ucts and services. This is something that must be done  
before a sale is made. Then listen!

a sales situation is  
It takes training and

into any selling

• Avoid distractions by giving your undivided attention to the customer

* Make good eye contact
* Take notes if appropriate
* Observe and listen hard, listening with your eyes and ears, paying attention to the prospect s body language

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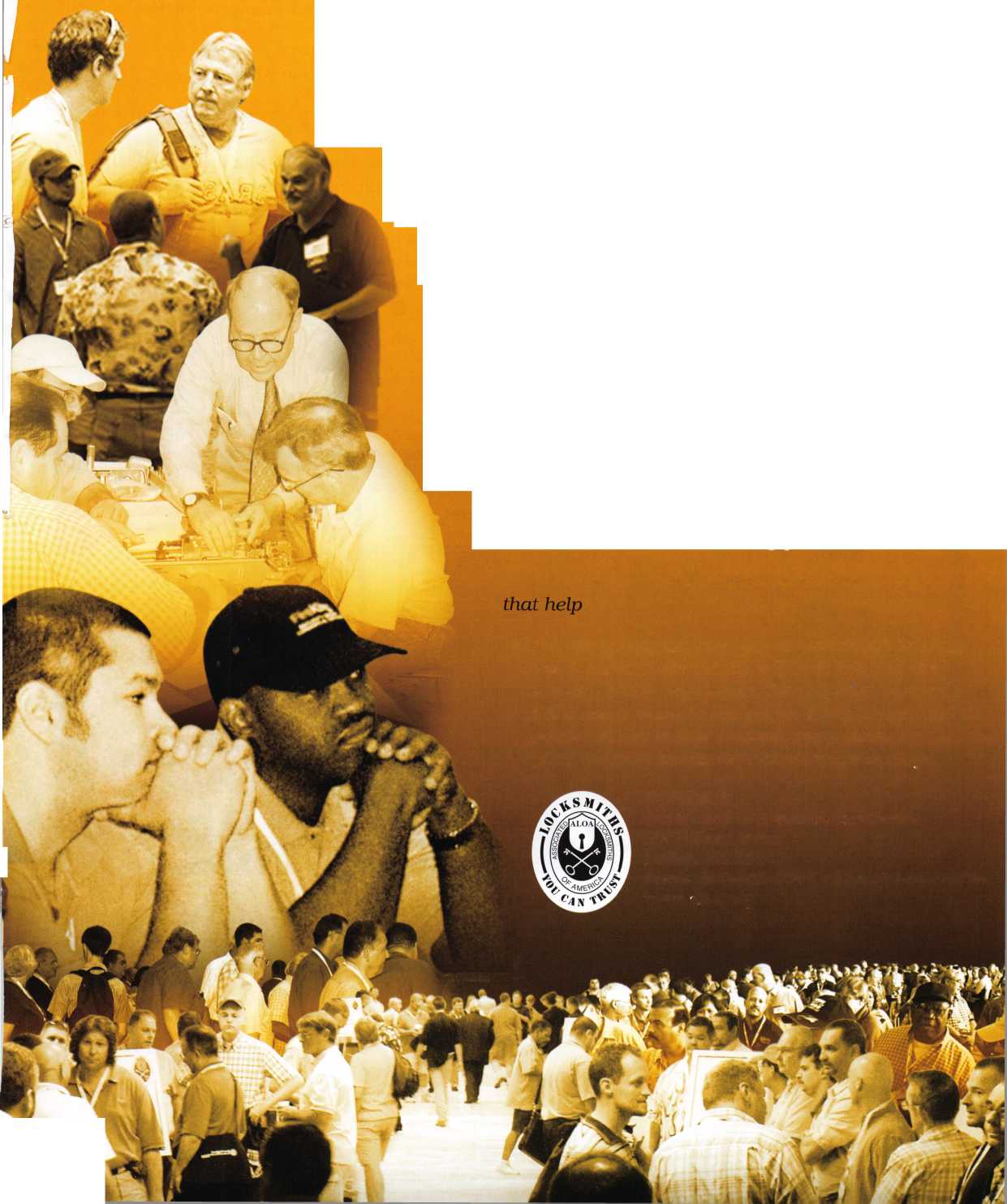
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YOUR bottom line.

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* Keep an open mind (not allowing biases or opinions to interfere with listening)
* Wait for the consumer to finish, then analyze
* Ask questions that encourage dialogue i.e. “Tell me about...”
* Listen for facts and key words
* Zero in on words that are repeated
* Repeat the speakers thoughts
* Let the customer know the message was received by paraphrasing what the consumer has vocalized to you
* Summarize the major points communicated by the consumer
* Develop and rehearse how you are going to strategi­cally respond to common sales prospect purchase objections
* While listening, think about what to say next

Todays successful security professional is ultimately an effective problem solver. With constant practice, a sales professional will quickly realize that how well they listen to consumers is as important as presenting products and services. Whether it is an existing or potential customer, the most successful sales people continuously strive to hone their listening skills to accurately define their customers product and service needs. ■

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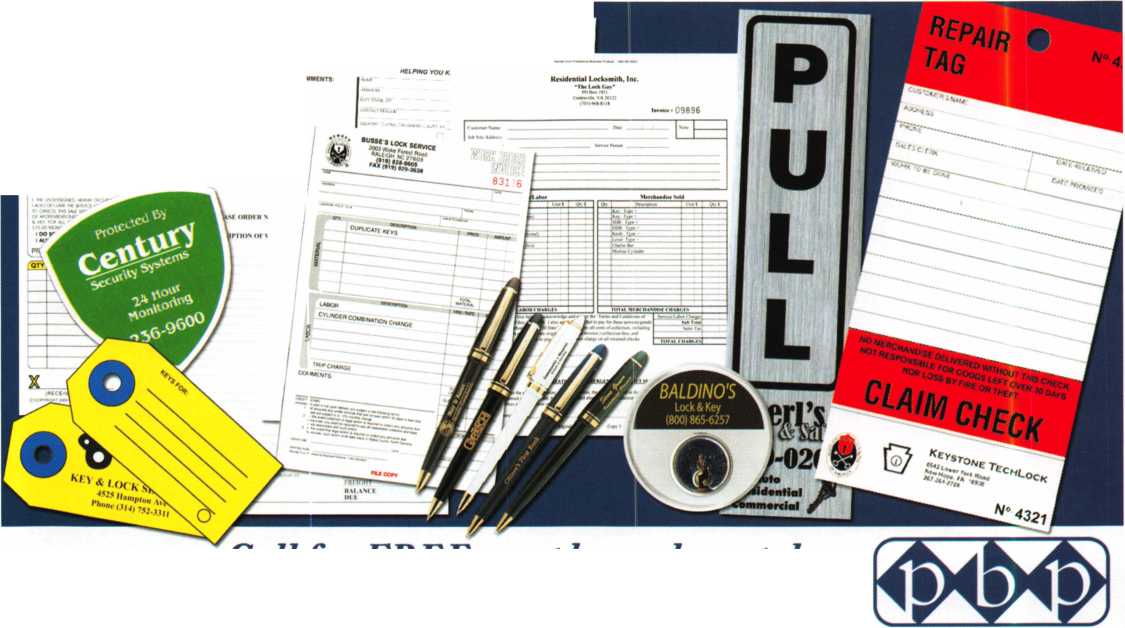
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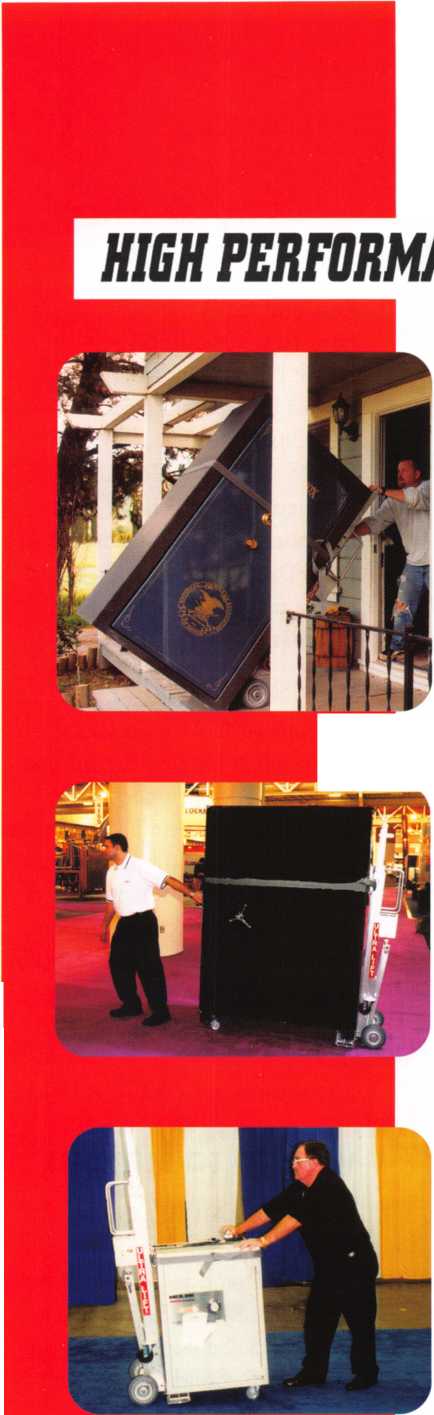
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**G-U Hardware Inc.**

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[www.g-u.com](http://www.g-u.com)

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**Sargent Manufacturing Co.**

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**The Mechanic Group, Inc.**

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**Webster Safe & Lock Co., Inc.**

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**HOUSE PUSHES MINIMUM WAGE INCREASE, WITHOUT ASSOCIATION HEALTH PLANS**

The House passed a bill Jan. 10 raising the mini­mum wage from $5.15 to $7.25 an hour in three stages over 26 months.

Part of the House leadership's "100 hours" agen­da, the bill (H.R. 2) was moved with no amend­ments. House Republicans had offered a proposal that paired the minimum wage hike with associa­tion health plan (AHPs) legislation and other incentives to help small businesses shoulder increased payroll costs, but House Democrats elected to proceed with a clean minimum wage bill. The bill calls for an increase to $5.85 an hour 60 days after it's signed into law, then $6.55 an hour one year later, and then to $7.25 an hour one year after that.

The Senate is expected to move quickly on its own minimum wage bill, but the author of small business health plan (SBHP) legislation in that chamber, Senate Health, Education, Labor and Pensions ranking member Mike Enzi (R-WY), said

this week that he is not in favor of offering SBHPs as an amendment to the Senate minimum wage bill. There will likely be some "sweeteners" for small businesses added to that bill, however, in order to get the 60 votes needed to end debate. Among the small business tax breaks that could be added to the wage increase is an expansion of Section 179 small business expensing limits. Although the House passed its own bill, House Majority Leader Steny Hoyer (D-MD) said the House may consider accepting the Senate version to avoid a conference committee.

Enzi did vow to continue to push for SBHP legisla­tion this year, even as Senate HELP Chairman Edward Kennedy (D-MA) said this week that Congress should extend Medicare to all Americans in order to provide coverage to the millions of uninsured. Enzi said Jan. 10 he is committed to working toward a bipartisan solu­tion to the nation's health care crisis, and told Congress Daily that "small business pooling power is an important component of any health reform effort."

**NOTEWORTHY: ALOA MODEL LAW**

FWCLA recently completed a thorough review of the ALOA Model Law. After getting input from sev­eral sources and after reviewing existing laws of other states, a suggested model law for Florida was created. This model law is now accessible for review via links at two sites. These are: [www.fwcla.org](http://www.fwcla.org), and [www.serlac.com](http://www.serlac.com).

Links to the model law are available by clicking on the "Hot Topic" button on either home page. Readers are asked to comment on the suggested law, to Richard Formica at [towerkey3@aol.com](mailto:towerkey3@aol.com), 813-601-7940.

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**ALOA LEGISLATIVE REPORT** (As of January 15,2007)

**MONTANA SB 153**

SPONSER: Cocchiarella TITLE: Revise professional and occupational licensing laws ABSTRACT:

Adds Alarm system installer to the current professional licensing board. Adds definition of Security alarm installer to mean, "an indi­vidual who installs, services, or maintains security alarm systems to detect and signal unauthorized intrusion, movement, break-in, or criminal acts and is employed by an electronic security company. Changes definition of "Security alarm system" to mean, "an assembly of equipment and devices or a single device, designed or a portion of a system intended to detect or signal or to both detect and signal unautho­rized intrusion, movement, or crim­inal acts at a location.

STATUS:

• 01/18/2007 (S) Hearing

**NEW JERSEY A2520**

SPONSER: Johnson, G.

TITLE: Concerning electronic secu­rity systems and amending P.L.1962, c.162.

ABSTRACT:

This bill exempts businesses which install, service or maintain access control systems, closed circuit tele­vision systems or intercom systems from licensure by the Board of Examiners of Electrical Contractors. Under current law, locksmiths, burglar alarm, fire alarm and electronic security busi­nesses, and their employees, are licensed and regulated by the board. This bill changes the defini­tion of "electronic security system" contained in the law so that it does not include access control systems, closed circuit television systems or intercom systems. STATUS:

• 02/09/2006 Introduced, Referred to Assembly Regulated Professions and Independent Authorities Committee

**OKLAHOMA SB26 (Same as HB 1054)**

SPONSER: Jolley

TITLE: Professions and occupations and the Alarm and Locksmith Industry Act; deleting an exemp­tion. Effective date ABSTRACT:

Exempts the sale, installation, serv­ice, or repair of alarm systems by individuals licensed pursuant to the Electrical Licensing Act under the Alarm and Locksmith Industry Act.

STATUS:

• 02/05/2007 Will be introduced

**SOUTH CAROLINA Hb3104**

SPONSER: Umphlett TITLE: Locksmith licensing ABSTRACT:

Provide for the licensure of lock­smith agencies, to require employ­ee registration, to require signed work order forms when opening residences, commercial establish­ments, and motor vehicles, and to provide penalties for certain violations.

STATUS:

* 01/09/2007 Referred to Committee on Labor, Commerce and Industry HJ-60

**WASHINGTON HB1001 (Same as SB5038)**

SPONSER: Lovick

TITLE: Combating auto theft.

ABSTRACT:

Commission of a burglary or motor vehicle theft, this act adds the following language, "It shall be prima facie evidence of circum­stances evincing an intent to use for commission of a burglary or motor vehicle related theft for a person to be in possession of mul­tiple vehicle keys or altered vehi­cle keys unless such person is a bona fide locksmith.

STATUS:

* 01/10/2007 Referred to Committee on Public Safety & Emergency Preparedness

**JOIN ALOA'S LEGISLATIVE ACTION NETWORK TODAY!**

As a Legislative Action Network member, you will be "in the know" about the latest legislative happenings in your state. Each member will receive a quarterly newsletter giving them the latest insight to security legislation at the state and federal levels.

It's easy to join! Just send an email to [legislative@aloa.org](mailto:legislative@aloa.org) and put"LAN" and your membership number in the subject line. We'll get you on the network right away!

If you contribute $100 or more to the Legislative Action Fund you become a member of the prestigious Legislative Action Network (LAN) Council. The Council is an important instrument in raising the standards of our profession through the legislative process by making sure that locksmiths have the final say in how our industry will be run. As a Council member, you will receive:

* The quarterly Legislative Action Network Update alerting you to important legislation in your state and around the country (same as LAN members)
* A comprehensive guide to lobbying in your state capital, so you can be the "voice of ALOA" to legislators.
* A lapel pin designating you as a special ALOA LAN Council member
* Recognition in Keynotes magazine.
* Invitation to exclusive functions at the annual ALOA convention for LAN Council members.
* Complimentary Legislative Convention merchandise.

It's simple to join the LAN Council:

* Log into the ALOA Store at <http://www.aloa.org/store>
* Click on Search and type in "Council"
* From there you can join at four different donor levels
* Add this to your basket and checkout!
* Note: if this is the first time you have used the ALOA Store since December 2004, you will need to set up a username and password.

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Facts on Sargent punches.

These new hand operated punches have a few unique features, plus specifications that are worthy enough to mention.

Two models are available, BP201-SGT-L and BP201-SGT-R.

Depending on milling (profile), the blanks are inserted one side or the other. Example; The L series is inserted from the left side and cuts bow to tip. The R series is inserted from the right side and cuts tip to bow, similar to IC products.

If your need is greater for R series, then the BP201-SGT-R will generate them from bow to tip, and the L series tip to bow. Models L or R, each does both. The choice is yours.

SPACES:

.215" to first cut center .156" between cut centers up to  
seven spaces. Factory space tolerance is ± .001".

DEPTHS:

Are in increments of .020", from .330" to .150" for a total  
of 10 depths 1 - 0 (10). Factory tolerance is ± .002".

ANGLE:

Sharpest of most commercial specifications is 78 to 79 degrees.  
Tolerance if any is not specified by Sargent.

FLAT:

Small .051". No tolerance specified.

All of the above are incorporated in each hand punch by;

Locksmithing, Uni. LLC  
Phone: 302-575-0993  
E-mail: [ted@sargentpunch.com](mailto:ted@sargentpunch.com)

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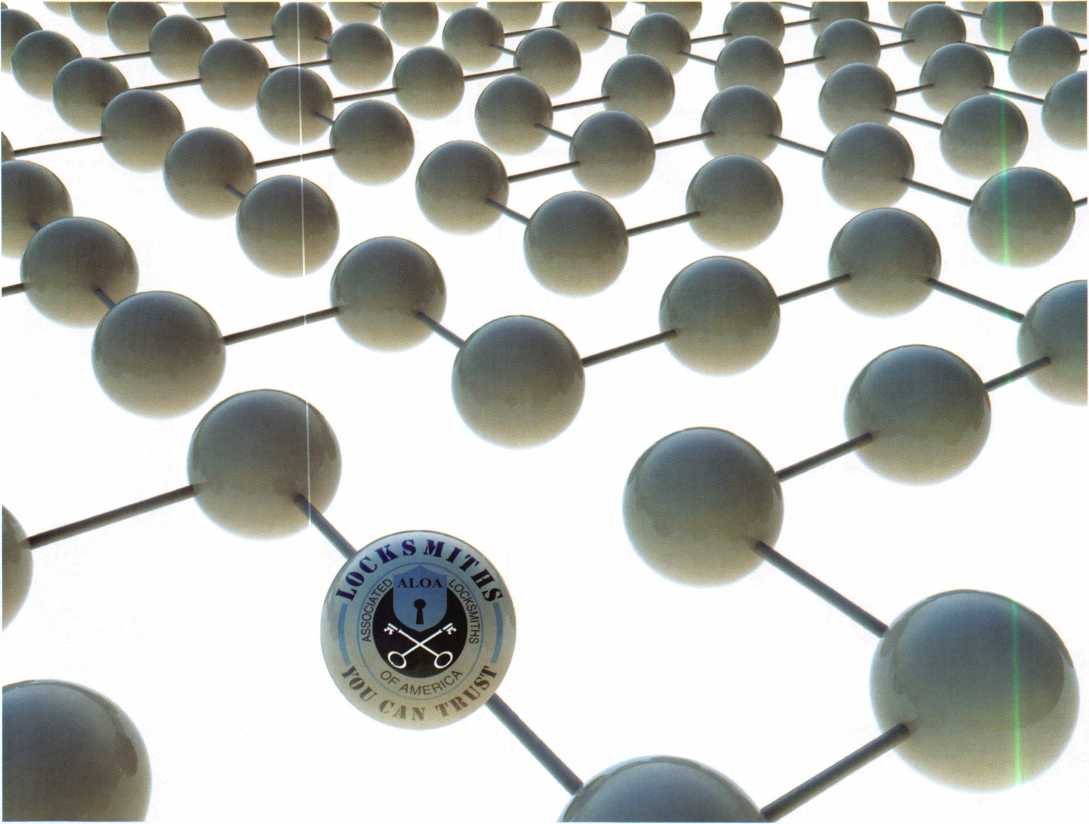
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Rejuvenate, Recharge and Reconnect!



Is your local ALOA Chapter or Affiliate taking advantage of all of the benefits available to you? If not, why not?

As Robert Mock, the President of ALOA, recently suggest­ed in his presidential message, “communication is the thread that runs through and binds our professional lives

and our industry.” What better forum to use as your “shar­ing communication program” than your ALOA Chapter or Affiliate. This communication opportunity is just one of the reasons to “kick start” your local chapter or affiliate for 2007.



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These are just a few of the benefits that ALOA has provided to support your local efforts:

If you need additional information, please do not hesitate to contact your new Chapter and Affiliate Liaison, Ellen McEwen at [ellen@aloa.org](mailto:ellen@aloa.org) or 214-819-9733 extension 203.

Education

ACE class information

Discounts on sponsored classes

Free Chap ter/Affiliate Officer training

• Convention and Trade Shows

ALOA Convention and Security Expo advance information

ALOA endorsement for Affiliate events and shows

Discounts on advertising in Keynotes for Affiliates

An invitation to the “State of the State” roundtable to exchange and share ideas with other Chapters and Affiliates

Communications

Additional copies of Keynotes

Promotion of all chapter activities in Keynotes and aloa.org calendar pages

Legislative Support

Chapter and Affiliate President or designee will receive a Legislative-Action-Network (LAN)-fee- waived membership

New ALOA Slogan

ALOA recently announced a new slogan, “Locksmiths You Can Trust” that can be used  
to accompany the ALOA logo as part of your marketing efforts.

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You can get a digital copy of the logo by contacting the Creative

Services Department ([betty@aloa.org](mailto:betty@aloa.org) or [margarita@aloa.org](mailto:margarita@aloa.org)). You will be  
required to provide your member number to receive the logo.

Shortly you will be receiving a letter explaining our position and one of  
these new logos for your use. Our intention is to create a nationally rec-

ognized symbol which the public can easily identify as representing the  
highest ideals and standards of our profession.

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Be on the lookout for this mailing and if you need more they will be available for pur­chase through the ALOA store by this spring.



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