06/10

The official publication of ALOA, the international association of security professionals

KEYNOTES

SECURING YOUR SUCCESS

VOLUME 56, ISSUE 6

Economic Prospects

The Door And Hardware Industry Weathers The Storm

+ Emerging Market

Forensic Inspection Of Fire Door Assemblies

ALOA Introduces CFDI | Strategic Exit | Legislation: Get In The Know

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"Do you document installations? This is an area where most of us must improve."

Better Records = More Efficiency

In general, we locksmiths are quite good in documenting the facets of master keying jobs, such as all keys and cylinders as well as who is authorized to order more keys. But do you document installations? This is an area where most of us must improve.

Each installation has many details pertinent to getting the job done correctly and quickly. How much can you remember about the jobs you did this week? Last month? Last year? You will save a lot of time by having proper documentation of your installations.

The same is true with safes. Several times in our company history, we didn't document a safe opening job where we had a lot of trouble. Then two years later, we had to open a similar safe and made the same time-consuming errors again. Don't let this happen to you. Documentation is essential in our business. Document the safes you have opened with pictures and take copious notes about the procedures.

Electronic products offer their own set of challenges. Most locksmith companies started small with electronic products. You do not need a lot of records when selling a stand-alone digital lock or a remote release for a front door. But the moment you are into larger systems, it is essential to document what you are making.

Today, there is now software available to show your wiring in a building. The Norwegian Locksmith Association has even made its own standard of symbols for some of the most common products—such as electric strike, card readers and motorized locks—used by electronic locksmiths.

The better records we keep, the more efficient we become. And as our productivity increases, so does the bottom line. Start documenting today.

Hans Mejlshede, CML
President

KEYNOTES

JUNE 2010 VOLUME 56/ISSUE 06

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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 8,000 members in the United States, Canada and the free world, ALOA is poised to help members obtain the knowledge, strength and 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 help members to achieve theirs.

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"ALOA is introducing a new Certified Fire Door Inspector course and has created the Certified Fire Door Inspector (CFDI) designation."

Become A Certified Fire Door Inspector

As we ramp up preparation for the 54th Annual ALOA Convention and Security Expo in Orlando, Florida, I wanted to share with you an exciting new program that enables you to expand your services and improve your professional image to customers: ALOA is introducing a new Certified Fire Door Inspector course and has created the Certified Fire Door Inspector (CFDI) designation.

In 2007, the National Fire Protection Association (NFPA) released a new version of the NFPA-80, Fire Doors and Frames Code, which is being approved by state fire marshals throughout the country. This new version includes a requirement that all building owners provide for annual inspection of all fire doors and frames of buildings. It specifies that an inspector only need be experienced in doors, frames and hardware. This is an excellent opportunity to gain market share for ALOA members who are servicing locks and hardware on fire doors as part of their regular work schedule.

The ALOA Certified Fire Door Inspector course, which also includes door survey training and life safety codes, has been created in conjunction with International Fire Door Inspectors Association (IFDIA) and is based upon its online course that is on available at www.ifdia.org. A discount is given to ALOA members.

Additionally, ALOA has reached an agreement with the Door and Hardware Institute (DHI) to offer its three-day Fire Door Assembly Inspection course to our members. Educational sessions are held throughout the year; visit www.dhi.org for a complete schedule.

To achieve the ALOA Certified Fire Door Inspector (CFDI) designation, you must meet the following criteria:

- Receive a certificate of completion from taking either the online Fire Door Inspector course through IFDIA or the DHI three-day Fire Door Assembly Inspection course.
- Complete the half-day field door survey class with additional instruction regarding life safety codes. See Upcoming Events on page 11 as well as www.aloa.org for the complete class schedule.
- Pass the Life Safety Codes (L-07) PRP exam, which is scheduled throughout the year and will be available in a computer-based testing format later this month.

Or during the ALOA Convention, you can simply complete the entire program, which includes the Fire Door Inspector class, Fire Door Survey class with Life Safety Code review, and the Life Safety Codes (L-07) PRP exam. To register, see the convention brochure that was mailed with the April issue of *Keynotes* or visit www.aloa.org/convention.

Don't miss this opportunity to grow your professional expertise, increase your business and become an even more valuable resource to your customers.

David M. Lowell, CAE, CML
Executive Director

Nason's Lock & Security Receives 2010 Best Of Oxnard Award

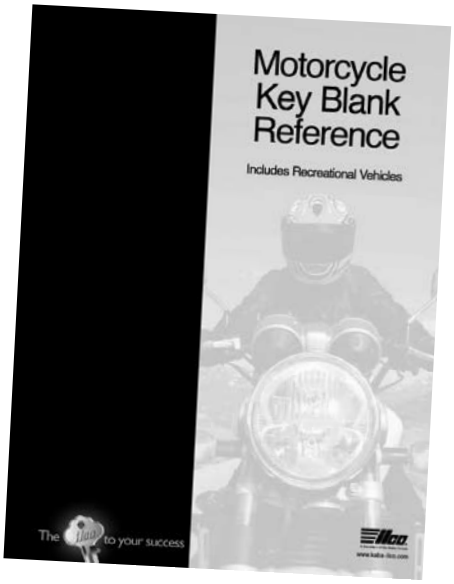
For the second consecutive year, Nason's Lock & Security has been selected for the 2010 Best of Oxnard Award in the Full Service Professional Locksmiths, Safes & Electronic Security category by the U.S. Commerce Association (USCA). The USCA Best of Local Business Award Program recognizes outstanding local businesses throughout the country.

Each year, the USCA identifies companies that it believes have achieved exceptional marketing success in their local community and business category. These are local companies that enhance the positive image of small business through service to their customers and community.

Nationwide, only one in 70 (1.4 percent) of the 2009 Award recipients qualified as two-time award winners. Various sources of information were gathered and analyzed to choose the winners in each category. The 2010 USCA Award Program focuses on quality, not quantity. Winners are determined based on the information gathered both internally by the USCA and data provided by third parties.

Updated *Motorcycle Key Blank Reference* Available From Kaba Ilco Corp.

Kaba Ilco Corp. has updated its *Motorcycle Key Blank Reference*. This updated key blank reference is available as a pdf download from the Kaba Ilco website www.kaba-ilco.com/key_systems. The document is located under "Literature & Support, Key Blanks, Automotive Key Blanks" under the column titled "Reference Guide." The guide is provided free of charge and printed copies are available from your Kaba Ilco distributor.



New Officers, Convention Dates, For ALOA Europe

ALOA's European Chapter has elected the following new officers:

CHAIRMAN: Rene Andreasen
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val@dennissecurity.co.uk

Additionally, the International Autolocksmiths Convention will be held November 5-7, 2010, at the Hilton Manchester Airport Hotel in Manchester, U.K. The event features an exhibition, training classes and social program. For more information, visit www.the-auto-convention.org.

See Your Chapter In Print

What's happening in your chapter or affiliate? From tradeshows and education seminars to networking events or special recognition, *Keynotes* wants to know about it. Contact editor@aloa.org to submit your chapter and affiliate news—and see yourself in print.

Give Back: Become An ALOA Ambassador

How can you give back to the industry and support ALOA? By applying to be part of ALOA's Ambassador Program. Introduced at the 2009 Annual ALOA Convention and Security Expo, ALOA's Ambassador Program was created as a way to expand ALOA's ability to reach as many locksmith and security professionals as possible around the world.

What does an ALOA Ambassador do? An ambassador, by definition, is a representative; a person who promotes interest in a program and encourages its rise in popularity. That's exactly what you'll do as an ALOA Ambassador.

It's easy. All you have to do is promote ALOA within your organization (and beyond) in any of the following ways:

- Promote ALOA membership by highlighting benefits to colleagues.
- Display the ALOA logo on your organization's message board and include a hyperlink back to ALOA's website.
- Distribute membership, convention and educational promotional fliers and brochures to common rooms.
- Include details of relevant conferences, ACE classes or PRP sittings on your organization's calendar.
- Forward any ALOA convention e-mails to your colleagues.
- Use your own internal mechanisms of communication, such as newsletters or bulletins, to promote ALOA.
- Promote the ALOA weekly e-Newsletter as another source of keeping up to date on industry and ALOA news.

If you are already promoting ALOA, then you are an ideal candidate. Become part of this group of industry professionals who work to advance the industry by promoting ALOA and its mission of enhancing the professionalism, education and ethics. As thanks for their hard work, ALOA Ambassadors receive special recognition in *Keynotes* and are honored at the Annual ALOA Convention & Security Expo.

Becoming an ambassador is easy. Contact ALOA Headquarters by e-mailing mary@aloa.org or calling 214-819-9733 ext. 220 to request the necessary Ambassador Program Application and to receive more details.

ALOA Expands Membership Opportunities With New International Association Membership Class

At the Special Bylaws Revision Election Meeting, held in Dallas, Texas on March 11, 2010, a new class of membership—International Association Membership—was adopted to provide an opportunity for international organizations/associations who represent the locksmith/access control industry, to become members of ALOA.

International organizations/associations with 10 or more members who are actively involved in the locksmith/access control industry and are incorporated within and/or nationally recognized in any country other than the United States are eligible to apply for membership under this new category. Their membership and renewal will be approved as determined by the ALOA Board of Directors, and the designated representative of the international organization/association must be an active member of ALOA.

Those international organizations/associations that qualify are eligible for a one-time, introductory membership dues rate of $200 (USD), plus a one-time application fee of $75 (USD) and a dues rate of $85 (USD) for every additional association member that is enrolled. This offer is available until December 31, 2010.

To apply for membership, each International Association must submit an enrollment form for each of its own organization's members to be enrolled under its membership at the time of application. All required applications, forms and fees must be received at the time of application for processing to begin. If there are changes in enrolled members during the fiscal year, an enrollment form and $20 (USD) administration fee will be required.

For more details on how to apply, contact membership@aloa.org.

Upcoming ALOA Events

JUNE 11
ALOA Special Board of Directors Election Meeting
ALOA International Headquarters, 10 am
3500 Easy Street, Dallas, Texas 75247
Members are welcome to attend.
RSVP: joanne@aloa.org
www.aloa.org

AUGUST 1 – 8
54th Annual ALOA Convention & Security Expo

ACE/PRP: 70 full-day and 40 half-day classes/seminars
Orlando, Florida, ALOA Education
800-532-2562 x101
education@aloa.org
www.aloa.org/education
www.aloa.org/convention

BENEFIT OF THE MONTH

ALOA Member Benefit Of The Month:

FindALocksmith.com

Are you taking advantage of one of the most powerful marketing benefits of your ALOA membership? FindALocksmith.com is a powerful online search tool designed to provide the public with instant search results of qualified locksmiths located in their neighborhood.

The new design allows you to update your company information including a list of services you provide and your hours of operation. If your listing isn't up-to-date or if you aren't listed at all, you may be losing out on new business opportunities in your area.

To get started, log on to FindALocksmith.com and click on the "Get Listed" link under the question, "Are you a locksmith?" Next, log in with the individual e-mail address ALOA has on file. The password is your ALOA member number.

Follow the prompts to update your company information, add business hours and include business specialties. This is the information consumers see about your business. If updating your address, ALOA will verify the new location before it is posted online. Once the data entry is complete, click "submit" and you're done.

If you have questions or need technical assistance, contact membership@aloa.org.

Door Opener

» Developed specifically for the hotel market, AElement allows hoteliers to control the security of their entire building, grant access privileges to individual rooms and gather audit trail data from every door—all without leaving the front desk. The backbone of the system is a series of gateways and repeaters that act as antennas, collecting and sending information from the computer server directly to the wireless locks. One gateway can manage several electronic locks as well as repeaters, minimizing infrastructure costs and maximizing flexibility. It operates on a 2.4GHz wireless network over an 802.15.4 protocol and works with mainstream RFID technology such as Mifare and Desfire, the latest versions of Mifare Plus and Desfire EV1, as well as with standard low cost hotel guest cards. It is available in two contemporary colors, pearl black and ice white, and can be combined with a wide range of designer handles.

For more information, go to www.saltosystems.com.

Reverse Course

» The Auto-Reverse 5 Series Mortise Lock from Marks USA enables the lock handing to be reversed without removing the lock cover and exposing the internal components. The locksets are UL Listed, BHMA/ANSI certified to Grade 1 and are backed by a limited lifetime mechanical warranty. Additionally, they are available in more than 40 functions, all with thru-bolted trims for automatic trim-lock alignment. Lever trims and lock bodies include independent support springs and self-adjusting spindles. Both standard and custom trims are available with knobs, levers, rosettes and escutcheon plates to accommodate even the most challenging customer's needs.

For more information, go to www.marksusa.com.

Superior Upgrade

» The Lori Mortise Cylinder Deadbolt by Ilco® has been upgraded to include built in spacers to support the cylinder and roses in the bottom of the prep (2 1/8"). Additionally, the bolt side rails have been strengthened, providing even further support. Two new finishes—permanent brass (03P) and stainless steel (32D)—are available and have a five-year fade and tarnish warranty. It is offered with cylinders in 32 keyways and sizes from 15/16" to 2" as well as without cylinders. And any standard mortise cylinder with an Adams Rite style cam can be used with no modification required.

For more information, go to www.kaba-ilco.com.

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CHUN CHEON-SI GANG WONDO
Jong Seok Kang

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GEONGGI-DO
Yeong Hwan Yeong

GYEONG JU-SI GYEONG SANG
Han Seop Choi

GYEONGGI
Gyeong Seop Weon

JEONJU-SI
Myeong Gyu Lee

JZONBOOK
Yong Nam Kim

NAMDONG-KU
Song Bok Kwon

SEGUI-SI JEJU-DO
Sang Hwan Hyun

YANG SAN-SI GEONG NAM
Byeung Ho Kim

These applicants are scheduled for clearance as members of ALOA. The names are published for member review and for comment within 30 days of this *Keynotes* issue date, respectively, to ensure applicants meet the standards of ALOA's Code of Ethics. Protests, if any, must be addressed to the ALOA membership department, signed and submitted via e-mail to membership@aloa.org or via fax to 214-819-9736.

CALENDAR OF EVENTS

June 2010

10–12
Clark Security Products Northwest Regional Security Expo and Educational Conference
ACE: Introduction to Safe Servicing
ACE: Transponders From A to Z
ACE: Principles of Combo Lock Manipulation
ACE: Automotive Key Generation
ACE: Basic Safe Penetration
PRP
Clark Security Products, Burlingame, California
Stephanie Parrott, 859-425-3325
stephanie.parrott@clarksecurity.com
www.clarksecurity.com

11
ALOA Special Membership Meeting: Board of Directors Election
Dallas, Texas, Members are welcome to attend.
RSVP: joanne@aloa.org, www.aloa.org

12
ACE: Keyless Mechanical Locks
PRP: L-20
Locksmith Security Association of Michigan
Livonia, Michigan
Marc A. Dearing, CRL, 810-603-4100
marcdearing@marxlocksmith.com
www.lsamichigan.org

PRP
North Jersey Master Locksmiths Association
Secaucus, New Jersey
Ken Vitty, CPL, CFL
732-237-0209
kvitfs@aol.com, www.njmla.org

13
North Jersey Master Locksmiths Association 16th Annual Flea Market
Garfield, New Jersey
ww.njmla.org

June 2010

16
Canada Security West
Richmond, British Columbia
www.canadasecurityexpo.com

17–19
Louisiana-Mississippi Locksmith Association Spring Convention
Marksville, Louisiana, www.loumiss.org

23–25
IML Expo
Denver, Colorado
www.imlss.com

24
PRP
Intermountain Lock & Security Supply
Lakewood, Colorado
Gino Brienzi
303-698-1898
gino.brienzi@imlss.com

26–27
ACE: Comprehensive Access Control
PRP: L-40
Alabama Locksmiths Association
Foley, Alabama, 205-338-1150
locksmithala@gmail.com
www.locksmithala.org

July 2010

17
ACE: Safe Lock Servicing & Troubleshooting
Nebraska Locksmith Association
Norfolk, Nebraska
Ryan Andersen, CRL, 402-499-3195
randers75@yahoo.com
www.nebraska-locksmith.com

For a complete Calendar of Events, visit www.aloa.org.

Economic Prospects

While not immediately hit by the recession, the door and hardware industry is weathering the storm of an unpredictable future.

By Jerry S. Heppes, Sr., CAE

From newspapers and magazines to blogs and the evening news, the recession and its aftermath on the U.S. economy are still making headlines. While some industry segments have experienced relief, the door and hardware industry continues feeling the pain.

While I am neither an economist nor a financial expert, I do have some perspective on where the commercial door and hardware industry is headed. As a 23-year employee of the Door and Hardware Institute, I have watched the industry evolve and have stayed informed on the direction of this downturn and its potential impact on our industry.

SETTING THE STAGE: A HISTORICAL PERSPECTIVE

The residential market downturn started

in 2007, and by September 2008, the U.S. financial markets began hemorrhaging. The federal government assumed control of the mortgage giants Freddie Mac and Fannie Mae, investment bank Lehman Brothers went bankrupt, AIG received an $85 billion cash infusion, credit markets locked up and stock markets began to fall.

"It takes longer to complete most commercial projects—from funding to final construction—than residential. This enabled the industry time to prepare for a downturn."

At this time, the door and hardware industry was still surviving off of a healthy backlog. This carried many through the first two quarters of 2009, which is when the stock market became volatile and hit its low. There are several reasons our industry didn't feel the immediate hit.

Fortunately, commercial construction is not as immediately volatile as residential construction. It takes longer to complete most commercial projects—from funding to final construction—than residential. This enabled the industry time to prepare for a downturn.

Additionally, it is much easier to put residential construction on hold in reaction to a decrease in demand in comparison to commercial construction, which is not as directly tied to immediate demand for the property. For example, a slower economy is not going to stop a school from being built if the need has been determined and funding has been granted.

Of course, demand eventually impacts commercial projects, but when compared to residential construction, it is not as immediate. This phenomenon allows those in the commercial construction channel plenty of time to recognize warning signals—such as a smaller backlog and fewer projects to bid—of an eminent downturn. Thus, businesses have sufficient time to prepare for survival.

Another factor giving our industry time to heed warning signals in advance of actual decreases is that door and hardware products are delivered during the final stages of construction projects. In talking with both distributors and manufacturers throughout late 2008/early 2009, a consistent message was heard: "Our business is still good." "We look to finish off a strong fiscal year (2008)." "Backlogs throughout the first quarter of 2009 are solid, and we are still seeing encouraging bidding activity." "We believe the first two quarters of 2009 will be fine but anticipate future change at some point."

McGraw Hill Construction's Outlook 2009 Industry Forecast and Trends predicted less of a decrease compared to the last two years. However, full recovery was another matter.

What Is The Door and Hardware Institute?

» Members of the Door and Hardware Institute (DHI) are engaged in the manufacturing and distribution of doors and hardware, access control, fire door inspection and correction, primarily in the commercial building industry. They supply solutions and the appropriate products for all types of buildings: healthcare centers, educational campuses, office spaces, sports complexes, multi-dwelling units and religious facilities.

The DHI and its members are active in writing the majority of the specifications for the design industry on the commercial architectural opening. To support the industry, DHI is aggressive in developing and managing many codes and standards, and it conducts lobbying activities on Capitol Hill to advance the key role the industry's solutions and products play in life safety in every building every day.

For more information, visit www.dhi.org.

dhi Door and Hardware Institute

Many economists believe the early signs of recovery will begin in the residential housing market and, at the time, were targeting mid- to late-2010 before a healthy residential construction market appears. Unfortunately, we're not there yet.

While the government began identifying and implementing strategies to return consumer confidence and health, many have not had an immediate and successful impact. For example, the $700 billion rescue package to acquire risky mortgages in the lending community has not produced the desired result: improved consumer confidence and increased lending, which leads to more consumer purchasing.

Rather than lend, however, many financial institutions have held onto the available funds to maintain liquidity. The lower interest rates offered by the government have not generated more lending for items such as automobiles. Unemployment has stayed above 10 percent (for reference, it reached 25 percent during the Great Depression). This type of news has been devastating on consumer confidence.

The construction industry has been severely impacted by the current recession. In fact, construction spending declined by $137 billion last year and now is the lowest in six years, according to Stephen E. Sandherr, CEO of the Associated General Contractors of America, as reported in the January 20, 2010, edition of *Construction NEWS*.

The forecast for 2010 nonresidential construction is just as bleak. Figures from the American Institute of Architects (AIA) Non-Residential Construction

"Many economists believe the early signs of recovery will begin in the residential housing market and, at the time, were targeting mid- to late-2010 before a healthy residential construction market appears. Unfortunately, we're not there yet."

Forecast from January 14, 2010, which includes a Consensus Forecast comprised of data from Global Insight, McGraw Hill, Moody's Economy, Portland Cement Association and Reed Construction Data, show significant decline. McGraw Hill estimates a 3.1 percent decrease; Reed Construction Data estimates an 8.5 percent loss; and the AIA Consensus estimates 13.4 percent decline.

School construction is also estimated to decrease. Reed Construction Data estimates 3.4 percent decline; McGraw Hill believes it will be 5.4 percent decrease; and the AIA Consensus predicts a 5.6 percent decline.

The recession has also impacted jobs. While the construction industry comprises only five percent of the U.S. workforce, construction workers shouldered 20 percent of non-farm layoffs last year, according to Sandherr's remarks in the afore mentioned *Construction NEWS* article. He goes on to say that the latest federal figures make it clear that the depression-like conditions in the construction industry are one of the main factors dragging overall employment.

LOOKING FORWARD: PLAN ACCORDINGLY

While the Commerce Department claims the U.S. economy grew at a 5.6 percent pace in the final quarter of 2009, commercial construction dropped 18 percent, according to the article "Construction Spending in the U.S. Decreases to Seven Year Low" in the April 6, 2010, issue of *Business Week*. The article also says that, "Construction spending in the U.S. fell in February to the lowest level in seven years, signaling this part of the economy remains in a recession." At this point, the prospect of a turnaround in commercial construction and for distributors of doors and hardware looks bleak for 2010.

But the future is of greater concern. Commercial construction is financed in two ways: state and federal government projects and private funding. While commercial construction costs are at a low point, which should provide an incentive to those considering building, the funding is not readily available to take advantage of these low costs.

State tax revenues to be released this summer will show substantial decreases, with some states estimating more than a 50 percent reduction. And with the federal deficit and federal tax revenue decreases, the same will most likely be experienced at the federal level. This results in budget cuts, new construction delays or stops and renovation money decreases for infrastructure, such as schools, government housing and government buildings. Until tax revenues increase, there will be record budget cuts at the state and federal level.

From the private sector perspective, developers borrow money from banks to fund construction projects for office buildings, multi-dwelling units and hotels. When the TARP money went to the banks last year, two things unfortunately occurred. First, the banks held onto the money to firm up their reserves. Second, the banks, at the direction of the federal government, tightened up their lending requirements because of the risky loans that caused many of the problems.

Now, the amount of equity required by a borrower is substantially higher than in the past. Developers do not like to invest their money in such a manner and, accordingly, loans to developers are not in the pipeline. This is a real concern for the future of commercial construction, and when it will change is uncertain.

Finally, the architectural community has experienced numerous layoffs as well as decimations (meaning they are not designing projects). Again, until this changes, I believe the poor economy will continue.

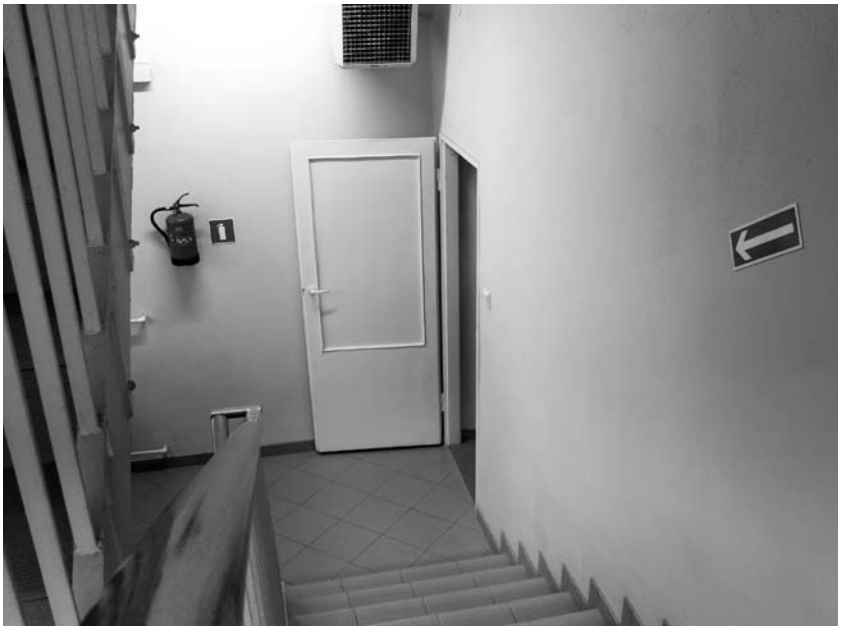
If I had to make a prediction, I believe the recession will last until then end of 2011—at the very least. Of course, as economists and weather reporters know, it is ok to be wrong most of the time. While great at telling us what happened in the past, economists and weather reporters are often lousy at predicting what will happen in the future. The best advice: prepare for the worst and hope for the best.

Jerry S. Heppes, Sr., CAE, joined the Door and Hardware Institute in 1987 as assistant to the vice president and has been the chief executive officer since December 1994. He is a special consultant to the Door Security & Safety Foundation and serves on the Door Safety Council as well as the Industry Advisory Council of the International Code Council. An appointee to the Underwriters Laboratories Security Council, Heppes also sits on the Board of the Small Business Legislative Council, a Washington, DC-based federation of small businesses dedicated to protecting the rights of such entities.

Growth Opportunities

Forensic inspection of fire door assemblies an emerging market for locksmiths.

By Tom Demont, CML, AHC, CFDI, CFL, CMIL



What do television crime dramas and locksmithing have in common? Forensics. As a Certified Forensic Locksmith, I use forensic skills in all of my inspections. Just like the famous CSI and NCSI TV shows, every inspection is treated as a crime scene. Using this principle, I first photograph every angle of the scene. Next I document all noticeable violations, and then I test each component of the complete assembly to determine if there is any failure.

Additionally, once you go onto the scene to investigate, review everything in the vicinity of the inspection area. This includes checking for any violation of the Uniform Building and Fire Codes voted into law in the state where the incident occurred. Although it may or may not have anything to do with the incident in question, all violations must be reported. All information gathered may help attorneys settle a civil suite or it may build a stronger argument for the prosecution in a criminal case.

FOLLOW THE RULES

When inspecting fire door assemblies, follow these simple door and hardware specification writing guideline rules from the Door and Hardware Institute:

Door Hanging

- Is the door hung properly using the correct hinges/pivots?
- Are the screws tight and the hinge/pivots snug with no movement?
- Is there 1/8 inch uniform clearance on the two styles (sides) and top rail of the door to frame?
- On a pair of doors that meet in the center, does the gap not exceed 1/8 of an inch (+/- 1/16-inch)?
- Is the undercut (bottom) gap of the door to floor less than the ¾-inch maximum?
- Is the door and frame label present? Are they covered with paint? (Wood label doors the label may be stapled on the top edge of the door. Missing labels or painted labels fail inspection.)

Door Control

- Is the door-closing device installed properly?
- Is it the correct closing device for the assembly?
- Is it loose and/or is fluid visible at the device?

To answer the above questions, first open the door and let it close from 70 degrees. The door must close smoothly and no faster then three seconds until it arrives three inches from closing, at which point the latching speed takes over and pulls the door closed until it latches. All fire door assemblies must have positive latching.

Using a gage (O-Ring plunger type is suitable), test the pressure for releasing the latch. It should be no more than 15 pounds. Practice using the gage so the motion is smooth; you should be guiding, not pushing, the door to the open position.

Next, check the force to get the door in motion by pushing the door at the lock area to three inches. The gauge should not exceed 30 pounds at this point. Then, determine the opening force from three to 90 inches; the standard for interior doors is five pounds.

If the door does not meet the five-pound regulation, the door fails inspection and the report must indicate that the spring tension may need to be turned down. While

you are not allowed to make the adjustment, the facility representative assigned to you can make a quick change while you are evaluating something else. Then you can recheck the device and update the report as necessary.

Door Latching

- Is the latching device working properly?
- Is it loose?
- Are all of the visible screws present?
- With the door latched, did it meet the 15-pound requirement to unlatch the door?
- Does the latch have the "F" or "UL" mark on it?
- Is the latch secure with both screws tight?
- Is the strike plate (keeper) tight with all screws in place?

Door Protection

- Is there a stop to protect the door from hitting the wall or structure?
- Is there a built in or surface applied stop?
- If yes, are all of the screws in place and the device tight?
- Are there protective plates on the door?
- If any exceed 16 inches from the bottom of the door, are they labeled?

CONSIDER HISTORY

The above rules are simple, and it may seem like any competent locksmith or hardware person could conduct forensic inspections. However, there is more to the process than inspecting the openings.

Of course you must understand today's standards, but you also must know past criteria and conduct the inspection to the standards in place when the building was built. Using current rules, there are some apparent violations that would jump out during inspection. For example, a fusible link closer on a labeled door is considered a violation, right? Not if the building was built prior to 1980. What about fail safe electric strikes on stairwell door assemblies? If the building was built prior to 1989 and the electric strikes are original equipment, they are not in violation of the uniform building code at the time. But for life safety reasons, they have been banned since 1990 and should be noted on the final report.

COMPLETE DOCUMENTATION

The on-site inspection of the door may take about 45 minutes to complete, but there's more work to be done. The finished written report must be complete with pictures and direct code references. So, you'll have a couple of hours of research to do in your office and online to gather the facts.

To make sure you have the necessary documentation, photograph the building plans and the door schedule where the incident occurred using a high megapixel camera. Include a high-resolution, 8x10 photo of the location with the incident area circled. Include any close-ups necessary to see detail.

Additionally, keep subjective opinions to yourself; the report must only contain facts. In the event you are asked to testify in court, act as an expert witness and only state facts. While you may be asked for your opinion either on the stand or privately with counsel, the answer you give must be based on the facts as outlined in the report—nothing else.

EMBRACE THE OPPORTUNITIES

Fire door assembly inspections will become the law in most states very soon. The International Code Congress introduced this new requirement in its 2009 edition of the International Fire Code and the Fire Door Assembly Inspection, Chapter 10: Means of Egress. In 2007, the National Fire Protection Association (NFPA) released a new version of the NFPA 80 Fire Doors and Frames Code and has recently updated it with a NFPA 80 2010 version.

While the code does not require that Fire Door Assembly Inspectors be certified—only knowledgeable in doors, frames, and hardware—certification is extremely valuable if you are pursuing this aspect of the business. ALOA has partnered with the Door and Hardware Institute (DHI) and International Fire Door Inspectors Association (IFDIA) to develop a curriculum addressing the needs of fire door inspectors. Additionally, ALOA is introducing the Certified Fire Door Inspector (CFDI) designation at the 54th Annual ALOA Convention and Security Expo in August. For details, see "Executive Perspective" on page five.

If you would like to go a step further, you can become an expert in architectural forensics and offer your services to testify as an expert in this field. Blue Bell, Pennsylvania-based Technical Advisory Service for Attorneys (TASA) has a program that matches attorneys with an expert witness in a specific field. While there is a small charge for the enrollment, the average hourly rate for a TASA expert is approximately $200 per hour, plus expenses.

Most locksmiths have a good working knowledge of building and fire codes and are proficient in fire door assembles, and thus make good inspectors. To get started in this highly lucrative and rewarding field, sign up for courses in life safety codes, fire door hardware and the fire door assemblies. Explore getting certified. This market may be just the spark your business needs to get to the next level.

By Tom Demont, CML, AHC, CFDI, CFL, CMIL, is a consultant for McMurray, Pennsylvania-based Technical Services, Inc. A 50-year locksmith veteran, he also actively teaches and helps companies worldwide achieve their goals.

Strategic Exit

Working on your exit strategy today can net higher returns when you're ready to sell.

By Tom Demont, CML, AHC, CFDI, CFL, CMIL

How much is your business worth? As a business owner, you have a gut feeling about how much you would want for your business if you sold it. But is this figure realistic?

Once you have an initial amount in mind, consider buying a competitor that is identical to you in equipment and income. Would you buy this business for what you want for your company?

If the answer is "probably not," then determine what you would be willing to pay. This exercise helps you come back to reality, determine how much you want your business to be worth and then work toward it.

In 1980, a competitor who was interested in purchasing my company approached me. We met, signed the nondisclosure forms and discussed what my company was worth. As it

shop management
TWELTH IN A SERIES

turned out, what I believed to be my company's worth and what they were willing to pay were two different things. However, this experience showed me what I needed to do to increase my company's worth and get the dollars I desired.

Start working on your exit strategy now. This doesn't mean that you must sell the company once you have it all figured out. Just the opposite. Having an exit strategy in place puts you in the driver's seat for future negotiations.

GETTING DOWN TO BUSINESS

First, start running the company like a business, which means getting out of the truck as fast as possible so you can effectively manage the business. Don't get me wrong; driving a truck is a nice life. You receive the call slips in the morning, and the day is spent going from job to job. At one time, I had eight service trucks and one safe delivery truck, and the last thing I wanted to do was give it up.

For a shop to run smoothly, however, it needs you. Your employees cannot direct your service truck locksmiths like you can, and often the shop ends up in total upheaval. Additionally, your locksmiths can get more work done because you are directing them.

Next, rearrange the shop so it runs smoother. I enclosed the dispatching area so the operator could talk on the phone without all the noise from key machines in the background. I also set up a parts room and worked on a minimum and maximum supply level, which allowed me to order better from my wholesalers and take advantage of deeper discounts.

KEEPING IT IN THE FAMILY

Whether you sell to an employee or groom a family member to take over the business, you must be organized and know where your retirement money is going to come from without bankrupting the business. Most owners believe they need to sell the business before they can retire. Not true. You can retire and still own controlling interest in the company.

However, avoid cutting your salary to the point where you have no income. Pay yourself a fair salary even while you find your replacement. Once you have handed over the reins to your successor, the company should still continue to operate and grow while paying your salary, health insurance and other benefits.

"Start working on your exit strategy now. Having an exit strategy in place puts you in the driver's seat for future negotiations."

Of course, how much you draw is your decision, but don't think that you shouldn't draw a salary if you're not bringing in any income. In lieu of a straight salary, you could receive more benefits, such as a company car or expense account, as these items are deductable to the company but not to you as an individual.

If your family is taking over the business, use the above strategy for setting up a new head of the company while you go into an advisory role. If you sell the company to an employee, the same design applies.

LOOKING AT INVESTORS

Just like you don't need to know how to make pizzas to manage a pizzeria, you don't have to be a locksmith to run a locksmith business. The key is managing people. There may be investors who want to buy your business and manage it, but only if you have the company set up where they have something to manage.

If you sell the company outright, what should you expect? Many people say you should receive three times your annual sales. From my experience, you would be lucky to get twice your annual sales—and that would be payments over time. If you want a check at closing, be prepared for less than your annual gross sales.

When I sold my company for $3 million,

I took a 15-year payout. Why? I was only 40 years old and had a lot of options. But if I were in my 60s, I would have taken another approach because my needs would have been different.

CREATING ASSETS

I recommend owning the building where your locksmith shop is located, as this gives you rental income after the sale of the business. Recently, a friend and I ate at a local diner. I met the former owner, a man in his late 70s who sold the business to his son-in-law.

We chatted over breakfast, and I asked him was he still getting payments on the business. The purchase agreement was a 10-year buyout, and his son-in-law paid him off a couple of years ago. However, he still lives comfortably from the rental income because the property is worth so much more today.

The same principle applies to a locksmith business that is sold. By owning the building and leasing it back to the new owners, you'll continue earning income throughout retirement.

DOING THE MATH

To determine exactly what you company is worth, do the math. Take an inventory of all equipment, vehicles, parts, supplies and accounts receivable. This number is exactly what your company is worth to someone buying assets. Unfortunately, your good will means nothing to the buyer because it cannot be depreciated.

Once you know the value of your business and have an exit strategy, don't be in a big hurry to get out of the business. Think about how you want to see your future life after retirement, and plan your exit strategy well so that you are protected in your twilight years.

"Most owners believe they need to sell the business before they can retire. Not true. You can retire and still own controlling interest in the company."

Tom Demont, CML, AHC, CFL, CMIL, is a consultant for McMurray, Pennsylvania-based Technical Services, Inc. A 50-year locksmith veteran, he also actively teaches and helps companies worldwide achieve their goals.

ALOA OPEN GOLF Tourney

PAR-Tee at the Falcon's Fire Golf Club
Wednesday, August 4, 2010

Proceeds Benefit the ALOA Scholarship Foundation
$150.00 registration fee includes transportation, green/cart fees for 18 hole scramble, range balls, lunch/2 drink tickets and prizes. The bus departs for the course at 6:30 am and returns at 3:00 pm. Fax registration form to 214-819-9736 or register online at www.aloa.org/convention

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A SECURE FUTURE?
It's A Lock.

For 24 years the **ALOA Scholarship Foundation** (ASF) has been dedicated to one mission: securing the future of the locksmith/security industry. By providing scholarships and financial assistance to current and aspiring locksmiths/security technicians, ASF works to ensure our industry is powered by motivated, educated trade professionals.

GIVE: ASF is funded through convention fundraisers, charity golf tournaments, individual and business donations and new this year, an online auction, which will feature collectibles, products and equipment. Auction donations, as well as financial contributions are now being accepted.

RECEIVE: Over the years, ASF has awarded over 300 scholarships to industry professionals seeking to advance their careers through continuing education opportunities. **Information and applications are available at www.securityscholarship.org.**

Submit completed forms to scholarship@aloa.org.

In The Know

Get the legislative information you need at the 54th Annual ALOA Convention & Security Expo.

By Tim McMullen, JD, CAE

There are many reasons to attend the 54th Annual ALOA Convention & Security Expo, August 1-8 in Orlando, Florida: Find out the latest happenings at your state capitol. Learn about ALOA's efforts against locksmith scams. Attend the State of the States Roundtable. And this is just some of what you can expect this year from the ALOA Legislative Department. Here are the highlights:

LEGISLATIVE BOOTH AT THE SECURITY EXPO

Thursday, August 5 – Saturday, August 7

Find out the latest happenings in your state. Stop by the ALOA Legislative Booth to receive information on all bills affecting our industry. Plus, you can pick up a copy of *Locksmith Lobbying for Licensing: A Guide for Influencing Your State Legislature and Governor.* And if you join the Legislative Action Network Council ($100+ donation required), you'll receive free convention merchandise.

STATE OF THE STATES ROUNDTABLE

Saturday, August 7, 2 – 5 pm

This meeting is designed as a forum for ALOA chapters and local/state regional locksmith associations to share information about the state of locksmithing in their region. It's a dynamic way to share ideas. While primarily for the chairman, president and legislative representative from each organization, all locksmiths are encouraged to participate. This is the perfect opportunity to learn about what's going on in the industry across the nation. Light refreshments will be served.

To learn more about the 54th Annual ALOA Convention & Security Expo, visit www.aloa.org/convention.

LEGISLATIVE UPDATE

» **For the latest happenings in your state, go to www.aloa.org/legislation and click on "Weekly Legislative Report."**

Member Benefits

Forty-two ALOA members have joined the Legislative Action Network Council. You, too, can become a LAN Council member—today.

By Tim McMullen, JD, CAE

With the significant amount of legislation in the works that affects your business, being a member of the Legislative Action Network (LAN) Council has never been more important. The Council is an important instrument in raising the standards of the locksmith profession through the legislative process because it ensures locksmiths have the final say in how our industry is run.

Thank you to the following 42 ALOA members who have joined or renewed their membership in the Legislative Action Network Council since the last ALOA convention by contributing $100 or more to the Legislative Fund: *(list as of April 22, 2010)*

Lior Biton
Mark E. Blum, CML, CPS
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Join these 42 individuals in supporting Legislative Action Network Council. Becoming a member—or renewing your membership is easy: simply contribute $100 or more to the Legislative Action Fund either through your annual dues invoice or securely online. *(Note: Donations made to the Legislative Action Fund are not tax deductible as business expenses under IRS Regulations.)*

LAN COUNCIL MEMBERS RECEIVE:

- The quarterly Legislative Action Network Update alerting you to important legislation in your state and around the country
- Invitation to LAN Council Only Conference Calls
- 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
- Complimentary Legislative Convention gift (for those in attendance)

Go to the ALOA Store at www.aloa.org/store. If this is your first visit to the ALOA Store you must set up a username and password different from what you use to enter the members only section of the ALOA website. Click on "Legislative Funds." From there, you can join at one of the four donor levels. Add the level of choice to your shopping basket and check out.

Tim McMullen, JD, CAE, is ALOA's legislative manager. Contact him at tim@aloa.org.

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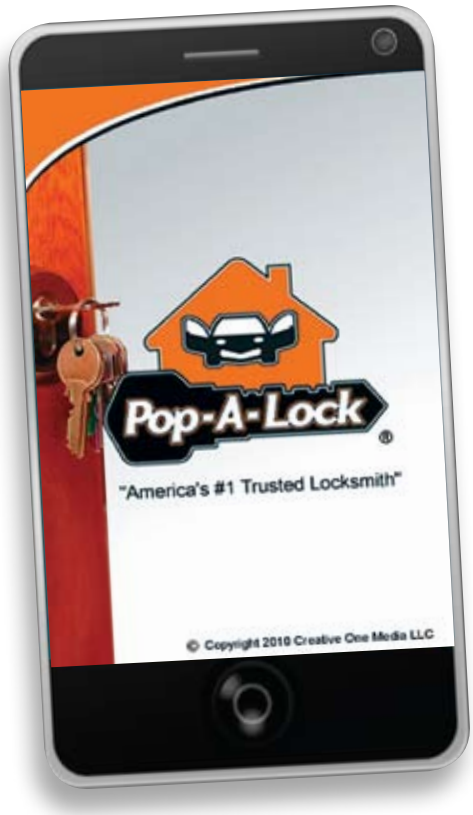

Got An App For That?

With My Locksmith Locator, a locksmith is only one touch away.

By Lisa Horn, CAS

With more than 15,000 iPhone applications and nearly a billion downloads, it seems like there is an app for everything. And if you're wondering about an app for the locksmith market, yes, there's one for that.

My Locksmith Locator was developed to locate a user's exact position and send those coordinates to a professional locksmith to assist with problems such as lost key replacements, dealer electronic keys, residential and commercial lock changes, high-security locks and keys, and installation, repair and service of virtually any locking system 24-hours a day.

Created by SystemForward America, Inc., franchisor for the Pop-A-Lock® system, My Locksmith Locator features latitude, longitude and altitude with accuracy of your current location, all of which are updated in real time. There are also three different view modes: street map, satellite and hybrid.

While the app directs customers to a PopALock franchisor, it will direct users to FindALocksmith.com if they are outside the PopALock service area.

My Locksmith Locator is currently only available for the iPhone, but Robert J. Reynolds CPL, CPS, director of operations for SystemForward America Inc., says the company is developing Blackberry, Droid and Windows based platforms as well. What a great way for customers to be able to access your services—with only one touch.

Lisa Horn, CAS, is editor of *Keynotes*.

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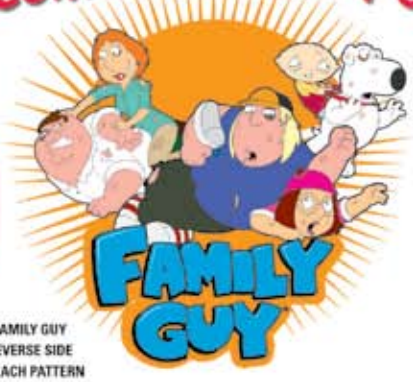

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