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Features

The President's Club

Thank you to those who have recruited members to ALOA.

Member Milestones

ALOA recognizes long-time members for their membership anniversaries.

State of the Association

Mary May reports on ALOA's achievements and activities over the past year.

Annual Financial Report

ALOA SPAI provides its Statement of Financial Position and Statements of Activities.

Locksmithing With a 'Smart' Approach

Take a look at some of the useful apps and websites for locksmiths.

Lifetime Benefactors

Thank you to ALOA's Lifetime Benefactors!

ALOA Elections Results Meet your new ALOA Board members.



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Forensic locksmiths are always needed.

Investigative Get your certificates organized to present a professional image.

Business Properly creating and using an employee handbook can protect your company and workforce.

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Mission Statement: The mission of the ALOA Security Professionals Association, Inc., as dedicated members of the security industry, is to ensure professional excellence and ethics; create a public demand for professional locksmith services; represent and speak for the locksmith industry; and expand the exchange of trade information and knowledge with other security-related organizations to preserve and

enhance the security industry. Policies and Disclaimer: Keynotes is the official publication of the ALOA Security Professionals Association, Inc. (ALOA SPAI). Keynotes does not guarantee the accuracy of any data, claim or opinion obtained or quoted from an acknowledged source. The opinions expressed by the authors do not necessarily reflect the official views of ALOA SPAI. Advertisements and new products or service information does not constitute an endorsement by ALOA SPAI, nor does the Association accept responsibility for the inaccuracy of any data, claim or opinion appearing in this publication due to typographical errors on the part of the authors, Association staff or its agents. ALOA SPAI reserves the right to refuse any article for any reason, and to edit submissions for accuracy, clarity and fairness.

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A Bright Future

T'S BEEN A CHALLENGING YEAR.
For many, the repercussions from this pandemic are farreaching and long lasting. From health issues to business and job woes, a lot of people have experienced complications. Travel plans have been changed and events canceled.

ALOA and SAVTA have been through the same experience as organizations. In this column you're reading, I normally would have been urging you to make last-minute plans to come take some classes and have a good time at the ALOA convention. Sadly, we were unable to hold the SAFETECH and ALOA conventions, and our classes at the training center in Dallas have been put on hold. The good news, though, is you still get ALOA education opportunities! Check out the webinar offerings we have. There are several topics each week at various times, so find what works with your schedule.

Your Member Benefits

The good news is that we are still able to provide your member benefits, despite the economic challenge brought on by a year without conventions. As you're seeing right now, one change we've had to make is temporarily suspending the printing and mailing of both *Keynotes* and *Safe & Vault Technology*. This was not a decision undertaken lightly, and we considered many options, but it was unfortunately necessary. While the

"The exciting part is that we'll be adding some enhancements to the digital magazine editions."

magazine won't arrive to you in your physical mailbox, you'll get it sent to your digital one each month. The same informative articles and content will be available at your fingertips by the same writers and with the same quality design. If you want to, you can even print it out on your end and flip through it like a regular magazine.

The exciting part is that we'll be adding some enhancements to the digital magazine editions. You'll see in this issue that we are starting to incorporate more video, starting with author bios where available. If you submit an article for publication, send on some videos with it! You know your fellow security professionals love to see work in action. We'll even give you a bit of extra payment for it, like we do with photos.

Please keep reading and supporting the magazine — and the association as usual. Read it, share with others, click on advertiser links and keep sending in articles. Have some thoughts on what we



can do to make the digital magazine even better? Let us know! Email membership@ aloa.org or send thoughts to the editor at editor@aloa.org.

While you're at it, email education@ aloa.org if there are webinar topics you'd like to see us cover. And save the date for the 2021 ALOA Convention & Security Expo! I don't know about you, but I can't wait to go, even though it's a year away. Plans are already moving forward, so block out those dates, and plan to take classes and walk the show floor.

Change is hard, even when it's temporary. But these steps now will help enable ALOA to weather this storm and come out swinging in 2021. Thank you for your continued support of the association and for being members.

Respectfully,

Jim Wiedman, CML
President
ALOA Security Professionals
Association, Inc.
president@aloa.org

WWW.ALOA.ORG JULY/AUGUST 2020 KEYNOTES

ALOA Goes Digital

first all-digital edition of Keynotes! Hopefully you saw the instructional video at the beginning of this issue. Navigation is fairly straightforward, but please reach out to us if you need assistance. Note that you can print out the magazine on your own printer if you'd like to, and the digital edition can be downloaded in PDF format as well. I know some of you keep your Keynotes issues forever! You can still do so in this way.

Additionally, if you haven't saved the ALOA Tech Link web app to your phone, now is a great time to get familiar with that technology as well. There, you can access technical articles from Keynotes going back 10 years and search by keyword. It's a great resource if you're trying to find some information quickly but don't know what issue of the magazine vou saw an article in. Go to ALOATechLink.com to take a look, and there are instructions for downloading the icon to your phone's home screen. You will need your member number and email address registered with ALOA to log in.

I hope you continue to enjoy the magazine and all of the great information it contains each month. While this change is necessary to keep ALOA in the sound financial position it is in, it also gives us a chance to try out some new things with the digital magazine, and that's exciting.

Annual Membership Meeting

As you know, we were unable to hold the 2020 ALOA Convention & Security Expo. The ALOA staff and board will greatly miss catching up with you, and I'm sure you feel the same about not getting to see your friends and colleagues. No convention also means no in-person Annual Membership Meeting, but we will have a virtual one! Please plan to join us August 8 at 10 a.m. CDT for a Zoom meeting. We'll discuss ALOA activities, present awards and give people the chance to provide feedback and ask questions.

A link to the Zoom meeting will be emailed to the email address you have on file with ALOA. Please ensure your email address is updated, and we will see you there.

Elections

On page 46 of this issue, we have published the ALOA Elections results. Thank you to everyone who participated by running or signing nominations forms. Welcome to the new board members! While we can't welcome them to the board in person like we do at the ALOA Convention each year, please welcome them via email or phone after our Zoom meeting. If you're in one of the regions with a new board member, feel free to reach out to them and let them know your thoughts and ideas. Hearing from members is key so we know your preferences and needs.

Now is also a good time to start thinking about running for next year's board. We print the forms in the



"While this change is necessary to keep ALOA in the sound financial position it is in, it also gives us a chance to try out some new things with the digital magazine, and that's exciting."

December issue of the magazine, but start learning now about the commitment required and what you'd hope to accomplish. The staff and board are here for any questions. Email membership@ aloa.org for more information.

Mary A. May
Executive Director
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SCAN TO WATCH

















Seeking Video Content!

are seeking articles with included video content. Shoot on-the-job footage, demonstrate a technique, show a product or tell an anecdote that relates to the job. Please keep video content to approximately two minutes or less and include it when you send content via our article uplink.

We would also like members to send video-recorded Tech Tips and human-interest content for What's New. Send short snippets of video from job-related charity work, shop pets, a short tour of your van or other such items for potential inclusion in an upcoming issue. For questions, contact Wendy Angel at editor@aloa.org.



New Little Black Box Update

OCKMASTERS' LITTLE BLACK BOX UPDATE 5 WORKS on dormakaba Auditcon 252 and 552 Series locks manufactured from first lock until 2019. Your existing Little Black Box will need to be returned to Lockmasters for a software update before the new module will work.

Earlier this year, Lockmasters unveiled Update 4, which resets and gives a working master and reset code for AMSEC ESL10 and ESL20 series locks and resets and gives a working master code for AMSEC ESL5 and ESL15 series locks.



Attend the Virtual Membership Meeting

LOA SPAI WILL HOLD A VIRTUAL ANNUAL Membership Meeting via Zoom on August 8, 2020 at 10 a.m. CDT. A link to the meeting will be emailed to the email address on file with ALOA. For questions, email membership@aloa.org.

IN MEMORIAM

Industry heavyweight **Allan Halverson** has passed away. He was 76. Halverson spent more than 52 years in the industry, making contributions through articles, manuals, teaching, developing education programs and designing, developing and manufacturing more than a dozen lock opening tools. He is a recipient of ALOA's ACE Instructor Award (1996) and the Greater Philadelphia Locksmiths Association's Philadelphia Award (2002), and he was inducted into SAVTA's Hall of Fame in 1999.

PRODUCT BRIEFS

Advanced Diagnostics customers can exchange any competitive tool with a commercial value of \$500 or more and receive a Smart Pro for a reduced rate.

Customers exchanging a competitive tool for a Smart Pro will also get six months UTP with the Smart Pro. For more information, contact your AD USA distributor.

The new Precision Hardware Apex 2110VI Series from dormakaba is a code-compliant safe egress designed for high-occupancy areas such as classrooms, auditoriums or gymnasiums. This panic device incorporates the ANSI 10 function, with new lock/



unlock status. A directional indicator is integrated into the housing and contains reflective materials that can be seen in low-light conditions. It also features an embossed directional indicator that offers quarter-turn activation.

The Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF) has recognized **ABLOY USA's** high-security PL340 padlock for meeting the regulations as a locking device for securing explosives magazines. Only padlocks that are constructed with at least five disc tumblers and a case hardened shackle with a diameter of at least 3/8" are substantially equivalent to the regulations of 27 CFR 555. Subpart K.

Access Tools' Button Strip Tool was designed for insertion into narrow gaps and for grabbing vertical buttons. Insert the tool into the top of the door, manipulate the tool and grab the button to pull up. It's made from a strong polymer material that flexes and bends and features a special grip zone located at the fold location to assist in the damage-free grabbing of vertical lock buttons. It is slim enough to be used on many vehicles without a wedge tool.

Allegion US has launched Schlage Mobile Access Solutions, an access control solution portfolio. It enables the use of mobile credentials on openings across a property or site, delivering straightforward mobile credential experience for end users and site administrators. Products include a mobile access credential, smart lock, mobile-enabled wireless locks, multi-technology locks and more. For more information, visit us.allegion.com/mobileaccess.

PDQ's new pdqSMART-XLS mobile-based access control system allows locking/ unlocking from smartphones via Bluetooth. It can be installed on any existing network and has cloudhosted software with wireless mobile management. Devices fit

ABLOY CLIO.



standard door preps, and no hard wiring, control panels or servers are needed. The system is scalable for thousands of devices and users, and it uses commercial Grade 1 locks.

For more information, visit www.pdqsmartnetworked.com

ABLOY USA is the first company in the United States to offer a universal hybrid mechanical/electromechanical product with the introduction of its new Traffic Enclosure Locks. The 75481 series provides a solution for three distinct applications. The first is product-specific with less cylinder, such as any key-in-knob Schlage. There also is the mechanical PROTEC 2 and the electromechanical

There are 12 brass models. Each left- or right-handed bolt and slam latch is constructed with an attack-resistant design and tamper-proof features, and each has a built-in dust cover. To arrange for a video-streamed demonstration, email Joe.Brown2@assaabloy.com.



WWW.ALOA.ORG JULY/AUGUST 2020 KEYNOTES

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North Hollywood

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FLORIDA

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▶ Daniel Insua Auvidatel

INDIANA

Indianapolis

► Sean McGill Armored Lock & Security Sponsor: James K. Ashley, CPL, CPS, CEL, CAI

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We Need Your Help

Attention, ALOA Members: Help us eliminate the industry scammer problem by screening these applicants, who are scheduled for clearance as ALOA members, to ensure they meet the standards of ALOA's Code of Ethics Protests, if any, must be made within 30 days of this *Keynotes* issue date, addressed to the ALOA membership department, signed and submitted via e-mail to membership@aloa.org or via fax to 214-819-9736. For questions, contact Kevin Wesley, membership manager, at Kevin@aloa.org or (214) 819-9733, ext. 219.

CALENDAR

For a complete calendar of events, visit www.aloa.org.

<u>AU</u>GUST

August 12-14

www.imlss.com

IML Security Expo Hyatt Regency Hill Country Resort San Antonio, TX

OCTOBER

October 5-10

Six-Day Locksmithing Fundamentals

ALOA Training Center, Dallas, TX education@aloa.org or (800) 532-2562, ext. 101

NOVEMBER

November 4-6

IML Security Expo

Orleans Hotel and Casino Las Vegas, NV

DECEMBER

December 7-12

Six-Day Locksmithing Fundamentals

ALOA Training Center, Dallas, TX education@aloa.org or (800) 532-2562, ext. 101

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ALOA EDUCATION WEBINARS

ALOA has added an incredible number of webinars to its education schedule. Click on the webinar titles below for more information and to register.

CRH Exit Device Overview

July 9, 3 p.m. - 4 p.m.

Working on MK System Created by Someone Else

July 9, 5:30 p.m. – 7 p.m.

Selecting Keying Part 2

July 13, 5:30 p.m. - 7 p.m.

Sargent Exit Device Overview

July 14, 3 p.m. – 4 p.m.

CRH Cylinder Lock Overview

July 16, 3 p.m. – 4 p.m.

MK SFIC and LFIC

July 16, 5:30 p.m. - 7 p.m.

Decoding a Master Key System

July 20, 5:30 p.m. - 7 p.m.

Sargent Cylinder Lock Overview

July 21, 3 p.m. – 4 p.m.

Ethics for the Locksmith

July 22, 3 p.m. - 4 p.m.

CRH Keys & Cylinder Overview

July 23, 3 p.m. – 4 p.m.

Hacking MK Systems

July 23, 5:30 p.m. – 7 p.m.

Reading and Understanding Large Systems Part 1

July 27, 5:30 p.m. −7 p.m.

Sargent Keys & Cylinder Overview

July 28, 3 p.m. – 4 p.m.

Rixson Floor Closers

July 30, 3 p.m. - 4 p.m.

Reading and Understanding Large Systems Part 2

July 30, 5:30 p.m. - 7 p.m.



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#366-5013 HES 5000C-630

5000C Complete Latchbolt Pac

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11

STAY IN THE KNOW

JULY/AUGUST 2020 KEYNOTES

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Forensic Locksmiths Are Always Needed

the convention issue and not have an IAIL Spotlight page, but since the convention can't be held, you now get to read another one of my boring pages.

I talked to a couple new clients in the past two weeks looking for

I talked to a couple new clients in the past two weeks looking for investigative services. One was for automotive, and the other involved an injury in a restroom stall in an airport lounge. I referred each of those to a member in the respective areas.

I did do some research on the second one, just for my own curiosity, though. It appears the person was departing the stall. When the door was pushed open, it came back at a speed greater than the minimum three seconds and collided with the person, separating their shoulder and causing other injuries. In talking with the investigator who did land the job, the door was a standard 3' x 7' solid core with a half light frosted glass. It did not have a door closer, but it had spring hinges.

This case would fall under ADA and is part of the building and fire code. Restroom stalls are not required to have a door closer, but by adding the spring hinges, they added a closing device. ADA and the building fire code specifically state that the door cannot close faster than three seconds from an opening of 70 degrees. Clearly, this is in violation of that code, and the facility will be responsible for all damages and can be fined by the AHJ.

Why We Get This Work

Now you might wonder, since it is so cut-and-dried, why they would need to hire a forensic investigator to investigate and write a report? Good question. The answer is that the facility does not want to pay for damages caused by the door. This is good for us because we get to make a site inspection and write a detailed report outlining what caused the injury and which building ADA code was violated. Then our report goes through three to five edits because attorneys are such wordsmiths that no matter how good of a writer you are, it will never be good enough for the attorney. That all works for me, because I charge \$350 an hour, and rewriting the report can take up to an hour. This case is worth about \$18,000 in fees by the time it is settled, and it will not go to court. If it does, then double my estimate.

For those of you who have 40-plus years in locksmithing and are starting to feel the aches and pains of service work, look at a new career as a forensic investigator. You

"For those of you who have 40-plus years in locksmithing and are starting to feel the aches and pains of service work, look at a new career as a forensic investigator."

will need to take many classes and go after those credentials you never had time for. This will help you build a solid curriculum vitae (CV) that will help attorneys see that you are the expert they are looking for.

As always, if you have any questions, comments and/or suggestions, please contact me at iailpresident@aloa.org. @



Tom Resciniti Demont, AHC, CAI, CFDI, CFL, CMIL, CML, CMST, ICML, IFDI, LSFDI, ARL. President, International Association of Investigative Locksmiths.

IAILPresident@aloa.org

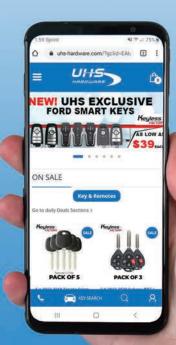
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IAIL members: Submit your articles for the Investigative Spotlight department. Send your information to Ross Squire at ross@abcforensic.com.



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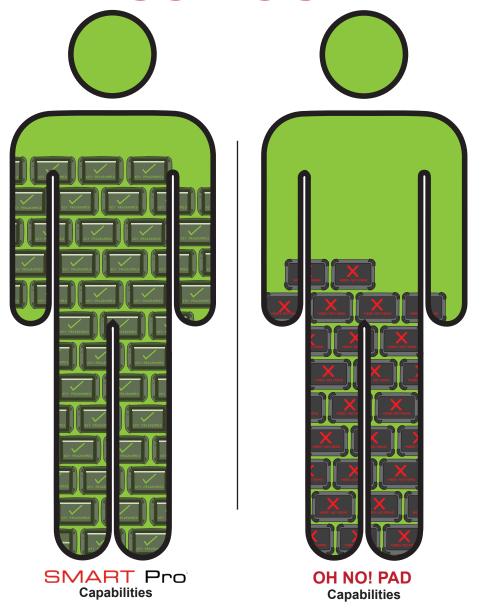
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it creates allows the association to have a bigger impact on the industry, provide you more benefits and allow for even more networking with your peers. ALOA SPAI is honored to recognize the following individuals who have worked tirelessly to recruit new members to us. In honor of their efforts, we're pleased to welcome these individuals to ALOA's most prestigious organization, the President's Club. If you'd like to be a part of this group, talk to your colleagues about the networking and benefits that ALOA SPAI provides for security professionals and help them become new members.

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The Completely and Utterly Awesome World of Document Storage

Get your certificates organized to present a professional image. By Vernon Kelley, CFDI, CFL, CMIL, CPL, ICML, IFDI, LSFDI

that you bypassed all other articles in this fine magazine to read this one first, halted all service calls for the afternoon and called the kids in from the yard (or away from the Xbox, at least).

Now that your heart is racing with anticipation, I won't keep you waiting any longer. I'll get right down to business and fill your brain with all you need to know about... long pause... storing all those certificates you've accumulated in your many years as a security professional!

Well, that was anticlimactic to say the least. But for expert witnesses and those who live in states with licensing, proper document storage is a real thing. While receiving a certificate that's suitable for framing after completing a class or seminar is always gratifying, most will probably never see the light of day again once you file it in your favorite storage vessel.

For professional licensees and expert witnesses, it's a bit of a different situation. A licensee may be audited by whatever authority exercises control over the licensing process. Expert witnesses may be asked to produce their cadre of certificates as a part of the expert witness qualifying process or if a lawyer challenges their credentials. Having your hard-earned certificates readily accessible in these situations will make your life simpler and can make you appear more professional when it may matter most.

My teaching partner-in-crime, John Truempy, and I talk about document storage in the International Association of Investigative Locksmiths (IAIL) mandatory classes Investigative Locksmithing 1 & 2. (If you've been working toward your Certified Forensic Locksmith credential in the last five years or so, you've probably attended our mildly amusing dog-and-pony shows.) I finally decided to see what it actually took to catalog certificates according to the methods we outline.

I hope you've taken your motion sickness medicine. The ride is about to get very exciting!

Step 1: Find All Your Certificates and Take a Count

I am, shall we say, highly organized. I had two folders for class certificates: one for classes I claimed toward my professional licensing renewal and one for all my other certificates. I rounded up my certificates in about five minutes. This was by far the easiest and least time-consuming part of the process. Be sure you count how many certificates you have in preparation for the next step.

Step 2: Purchase Suitable Storage Materials

You need to purchase an archival-quality three-hole binder (or binders if you have that many certificates) and enough sheet protectors to store each certificate separately. *Figures 1* and 2 are examples of what I purchased, but you can use any product





Figures 1 and 2. Purchase an archival-quality three-hole binder and enough sheet protectors to store each certificate separately.

as long as it says "archival", "heavy-duty" or "PVC-free." I went with the 2" binder, but there are other sizes available. And, frankly, the 2" binder almost was not big enough to house all my certificates once installed in the protectors.

It's important to not go with the cheap stuff when buying your storage materials. We've all experienced the ink on a document sticking to a binder or sheet protector. This is what you're looking to avoid. Plus, you definitely want your material to look as professional as possible if you actually do need to present your certificates to anyone in the legal system. Image and credibility are very real and important "things" in the legal community. Don't shortchange your brand by using some cheap, craptastic binder.

Step 3: Organize Your Certificates

I mentioned in Step 1 that I found all my certificates easily. Except for the certificates I claimed against my triennial license renewals over the years, the rest were somewhat of a mess.

My catalog needs are for both my roles as an expert witness and for professional licensing. I separated my plethora of certificates into sections as follows:

Industry Certificates

 You may have noticed all those initials at the end of my name at the top of the article. Each corresponding certificate is located in this section.

General Locksmithing and Master Keying

 Sort of the catch-all category. All mechanical classes are in this location.

Investigation and Inspection

 Certificates related to my forensic locksmith and fire door inspection training are located here.

Life Safety and Industry Standards

I've taken a lot of code compliance classes as well as classes about standards organizations such as ANSI, BHMA and UL. They're all here.

Management

 Located here are things like shop safety, specification writing, critical incident management, employee management, etc.

Electronic Access Control and Software Management

While actually installing electronics is not a strong suit of mine, I am

rather good at managing the software side of electronic access control. I have attended many related classes as a result.

This structure may work for you, or it may not. Catalog your certificates any way that suits your needs and highlights your particular expertise. I organized certificates in groups like this because I wanted to highlight my areas of expertise: investigative locksmithing, fire door inspection, building and life safety code compliance and shop management.

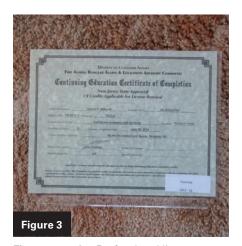
Once I separated my documents into the sections listed above, I put them in alphabetical order. I had a few situations where I had taken the same class numerous times, like life safety classes. I organized them by date.

Now, for you investigative locksmiths, this is an excellent time to make sure the names of your classes/certificates *precisely* match what you have listed on your curriculum vitae (CV). If they don't, you can bet some lawyer will find those discrepancies sooner or later. You don't need a chink like that in your expert witness armor.

Professional licensees may want to label the certificates claimed during the renewal process (*Figures 3* and 4). I made

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Figures 3 and 4. Professional licensees may want to label the certificates claimed during the renewal process.

a set of labels for each triennial I've been licensed and stuck them right on the appropriate certificates, not the protector. This part of the process took a lot more time than I would've imagined. At one point, almost every flat surface in my sunroom — including the floor — had a certificate covering it.

For the record, I have 139 certificates. I took my first class in December 1991 at a General Motors training facility in Moorestown, NJ, about VATS servicing (*Figure 5*). I'll admit that I don't miss automotive work in the least!

Step 4: Set Up Your Binder

You're almost done. All you have to do is install the certificates into the protectors and then put them into the binder. But don't think you'll be done in mere moments.

Placing a piece of paper in a protector or two goes quickly. But installing 139 certificates turned out to be monumentally time consuming.

My advice is to take a protector and rub it against itself lightly to get it to loosen a little and get the sleeve of the protector to separate. It'll also help to do this part on a somewhat humid day to minimize static. (It was just my dumb luck that I performed this exercise on a rainy Sunday.) But it's still going to take a long time, static or not.

"For expert witnesses and those who live in states with licensing, proper document storage is a real thing."

In most cases, I only installed one certificate per sheet protector. There were a few occasions where I had two certificates for the same class. In those instances, I put both certificates in one protector.

That's it. The excitement is over. Take a moment to towel off and let your heart rate lower. What a ride!

How long did it take me to create my binder? Well, I never thought that it would take me as long as it did, so I didn't track my progress down to the minute. I'll guess that it took nine to 10 hours to complete the entire project.

The lesson here is to not wait until the last minute to complete this project if you



Figure 5. The author's first certificate is from a December 1991 class at a General Motors training facility.

think that there is even a remote chance you may need a binder like this in the future.

Your credibility and image may rely on this portfolio and its expeditious presentation to anyone who dares question your credentials.



Vernon Kelley, CFDI, CFL, CMIL, CPL, ICML, IFDI, LSFDI, has been involved in the locksmith and security industry since 1989 and is a licensed locksmith in the

state of New Jersey. A noted instructor and editor, he's co-author of the book "Institutional Lock Shop Management." Vernon has served on the ALOA board of directors, and he is currently the first trustee of ALOA Institutional Locksmiths and director for the ALOA Scholarship Foundation. A recipient of the prestigious Lee Rognon Award, as well as the Robert Gress Award, Vernon is the supervisor of access control at The College of New Jersey.

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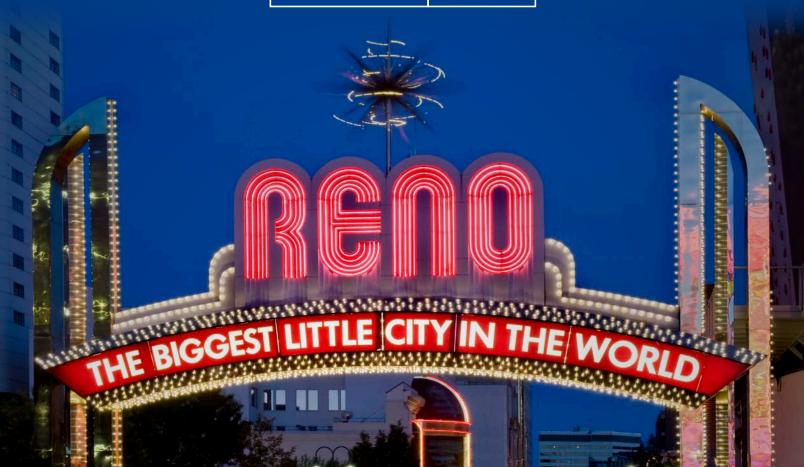
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Ronald J. Almagno Bruce W. Andres, RL Ronald G. Betschman, CML, CFDI Tracy A. Brown, RL Daniel A. Bryant, RL Jay A. Cheyfitz, RL Michael D. Coffman, CRL David A. Croy, RL Carl L. Feinberg, CML Dale A. Feldt, CML Robert B. Ferguson, CML Glen W. Fessenden, CML Joseph T. Flaherty, CML Michael L. Gibson, CPL Kenneth A. Griffin, CML, CPS Fred H. Hepp, RL Clark E. Houghtby, RL Masashi li Timothy M. Jayne, RL Richard J. Kalicki, RL Kenneth E. Kim, CRL, CPS Robert J. Klein, RL Penelope A. Landgraf, RL Peter S. Landry Tom B. Larsen, RL Elliot Leibowitz, RL James R. Lint David M. Lowell, CML, CMST, Dennis D. McLeod, RL Bruce G. Melin, CML Ernest W. Merrill, CPL Ellsworth Nelson, RL David E. Palmese, RL David Petit, CML

John D. Premo, CPL

Kelly E. Quinn, CPL

Richard A. Rolland, RL



Carl G. Ronk Dennis S. Ryan, RL John H. Sawyer, CRL Douglas I. Schneider, CPL, **CFDI** Victor W. Segally, RL Clifford L. Shafer, CML, CPS Joe A. Smith, CRL Kent A. Smith, CML Bruce J. Tarbet, CML, CPS Gary F. Teams, CPL James A. Tucker, RL Vernon E. Vyborney, CML Kevin W. Walker, RL Eugene M. Williamson, RL Terry R. Young, RL

35-Year Anniversary

James H. Arnold, RL Gary Baldino, CML

Raiford M. Ball, CML David O. Beckles, RL Michael L. Belden, CRL, CPS Anthony J. Broncata, RL Dallas C. Brooks, RL Robert W. Buckley, CPL Robert J. Cameron, CRL Dennis L. Coleman, CRL David W. Dalby, CML Paul V. DeMichele, RL Robert T. Doran, CML, LSFDI Ronald E. Drew, RL Charles P. Dubberstine, RL Alfred W. Ellsworth Gregory A. Fisher, CRL Kim H. Furrow, CPL, CPS Barry M. Gelfand, CML Deloy J. Hamblin, CML Linus K. Harrold, CML Daniel L. Holbrook, RL

Dennis M. Huff Mark W. Jackson, CRL Thomas J. Jewett, CML Ronald J. Jones, RL Maurice F. Kruckenberg, RL John R. Kruse, RL Blaine S. Lucas, CML, CPS Hin-chor Mak John B. McHale, RL William H. Meck Elwin C. Mitchell, CML Robert M. Mooneyham, CRL D. Keith Moore, CRL Alan J. Morgan, CRL Robert J. Morrissette, CML, CPS Carl D. Norlin, CPL James L. Pappas, RL Lloyd P. Patterson, CRL Ralph M. Perlman

Curt D. Pratt, CPL Wanda J. Robbins, RL Maurice J. Robichaud, CPL John T. Rosselli, CRL Elyse D. Rothstein, RL Van R. Schneider, CRL Reginald A. Seel, CRL Mark A. Sepulveda, ARL Randy L. Simpson, CML, CPP Yvette G. Sink, RL James L. Snider, RL Scott A. Spindel, RL Mark Sternefeld, RL William F. Streenz, CRL Ted J. Strinz, CML Wesley D. Sugden, CRL Robert B. Summers, CRL Philip D. Tharp, CPL David E. Thielen, CML, CHI Darnell Tolbert, RL

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David A. Weigle, CML Mark B. Whitlow, CRL

30-Year Anniversary

Robert S. Badger, RL Stephen E. Barnett, CPL Rodney W. Beard, CRL Richard D. Bernatis, CPL Ira J. Bishop, CRL Newt H. Bittick, RL Julie L. Bonnet, RL Donald A. Bulloch, CPL Michael N. Byars, RL Gregory R. Carter, RL Michael W. Charnota, CRL Thaddeus C. Cichock, CRL David A. Clark, CRL Steven L. Clark, CRL Jerry S. Cohen, RL Jesse G. Cohen, RL Ronald R. Cone, RL Gary M. Crabtree, CML Alan G. Davis, RL Jimmy Deckelman, RL Bob DeWeese, CML, CPS Anthony Euganeo, RL Diane M. Foto, CRL Freddy Gerard, RL Chester Greene, RL Raymond J. Hage, RL Robert Hartz, RL Robert Haynes, RL Sven K. Hellwig, CRL Calvin A. Hobson, CRL James K. Hollis, CPS, RL David M. Howdle, CRL Shane E. Huff, RL Thomas L. Hunt, CPL, CPS Leland K. Imm, RL Lawrence Jaria, RL Robert L. Jones, RL Carroll J. Kohler, RL Robert F. Kovac, RL Eric W. Krause, RL Mary E. Krol, RL William J. Kush, RL David-TaiWai Kwok, RL

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Milnor G. Larson, RL Ernest Lay, CPL, CPS James E. League, RL Clifford D. Lipscomb, CML, CPS, CAL James Mahony, CRL Hin Yiu Mak, RL David B. Maye, RL Edward E. McKenzie, CPL, CAL Carmine A. Mercauto, CRL Joseph W. Messina, RL Art Misiewicz, CRL, CIL Robert E. Mock, RL Gary S. Mooney, RL Charles M. Mouery, CRL Stephen K. Murray, CRL Greg W. Null, RL Barry Penrose, RL Colin B. Perry, RL C. David Pierce, CRL Brian J. Reetz, RL Lewis J. Richardson, RL James W. Roberts, RL Augusta Robinson, CRL James Rock, RL John P. Scharff, RL Glen M. Silverstein, RL Michael V. Sims, RL Daniel G. Simson, CRL Thomas L. Smith, RL Jack E. Street, CRL Beta Tam, RL, AFL, CFL, CAI Bret L. Tascott, CRL Hank Tenenbaum, CRL, FDAI Michael L. Votaw, CRL Robert O. Watson, CML Danny L. Whitaker, CRL Samuel Williams, RL Carl E. Willis, RL Lester B. Witty, CPL Bonita Woo, RL Wayne L. Zweifel, RL

25-Year Anniversary

Jerry T. Abernathy, RL Michael E. Adams, RL

Jeremy M. Ameen, CML Kenneth N. Andrews, CRL Blaine E. Barry, RL Berry Battle, RL Keith T. Bedrossian, CRL Ted J. Beishir, RL Mark A. Boatman, RL Kevin C. Bowers, CRL James P. Branciforte, RL David J. Braun, RL Timothy Braun, RL Kenneth W. Briggs, CRL Jeff A. Burby, CRL, CAI Michael J. Buttigieg, RL Jose R. Carmona, RL Ben W. Carroll, RL Richard F. Casper, CRL Jan B. Chatwin, RL Richard C. Conroy, CRL Jedd J. Cox, CRL Charles R. Devine, RL Brian V. Dia, RL Milagros F. Dion, RL Patrick V. Driscoll, RL Ronald E. Duff, RL George E. Ferreira, CRL Kirk W. Fisher, RL George C. Fogle, RL William J. Freer Ralph J. Gaw, RL Walter R. Goldstein, RL James D. Grieve, RL Larry Gusmano, RL Ian C. Henderson Mark F. Higgins, RL Ted L. Hofmeister, RL Kevin J. Hudak, CRL David A. Jacques, RL Roger E. Jordan, RL Michael P. Kane, CRL Tae Hwa Kim, RL Les C. Kitchings, RL Ken Kupferman, CML, CPS, CAL Takashi Kuwana, CRL

Robert H. Lewis, RL Jay E. Long Doug K. Martin, CPL Raymond T. Mason, RL Kelly K. McBride, CPL R. Paul McKay, RL Don Meany, RL Gerald O. Menard, CRL Michael C. Merritt, RL Mike C. Middick, CML David M. Moen, CRL Philip Mortillaro, RL Charles L. Noe, CPL, CAL Bert R. Parsons, CRL Sherry A. Penrose, RL Frank W. Pickrell, RL John R. Presti, RL Steven H. Redwine, RL Kelvin E. Rhodes, RL John Rivera, RL Donald R. Robinett, RL Neal A. Rose, RL Mike D. Schmidt, RL John M. Schwar, RL Tom Seager, RL Daryl E. Seiple, CRL Richard M. Smith, RL David L. Spelliscy, RL John W. Stary, RL Robert L. Strange, RL, CFDI Len Swanberg, RL Lloyd A. Taylor, RL Craig A. Toocheck, CRL Peter Van Den Hoven Buddie R. Voris, RL Martin C. Wexler, CRL James L. Whidden, CML Gregory E. Yonkers, RL Stephen Zies, RL Mark R. Zizza

20-Year Anniversary

Peter J. Badertscher, RL Don C. Barber, CRL Billy G. Bartram, CRL Joe E. Battelli, RL Scott R. Bierbaum, RL

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Scott JH. Lehning, RL



William Blanchard, CML, CPS, CAL Seth D. Blumberg, RL Allan C. Brandy, CRL Mark K. Brooking, RL Joseph T. Carneval, RL Steven L. Conradt, CRL Steve L. Cothron, RL Chris W. Cyree, CPL Ruth E. Davis, CRL David Davis, RL Nathan M. Deets, CRL, CPS Denise DiSalvo, RL Alex M. Domsky, CRL Bill Durst, RL James Ellis, RL Minas Fermanyan Frank Flam Michael J. Foty, CPL, ARL, PLT Tom Foxwell, RL, CFDI Naohiro Futagami, CRL Yizhar Gelbart, RL Lowry R. Gentry, RL Perry C. Gipson, RL Michael A. Goad, RL David Gold Chuck J. Golden, RL David A. Gonelli, RL Michael L. Guild, CRL, LSFDI Johnny A. Hefner, CRL George F. Henderson, RL Claude A. Hensley, RL Leslie K. Herndon, CRL Gregory K. Jackson, RL James Jacobs, RL Sang Gil Jeong, RL Roy N. Jones, RL Robert A. Kern, CRL Yeon Su Kim, RL Dennis Kobasuk, RL Michael J. Kolb, RL William C. Landesman, RL Lonnie L. LaSourd, RL Jae Gi Lee, RL

Charles Merriman, CRL Foy L. Moseley, RL Paul Nguyen Jesse C. Oberman, CRL, CFDI, LSFDI John F. O'Connell, RL Dae Soo Oh, RL Russ W. Ortiz, RL Craig A. Pahl, RL Michael Pennino, RL Jim Peters, RL David L. Peterson, RL Allan Phillips, CRL Steven W. Polyard, CRL Doyle W. Pope, RL Ed Povinelli, RL Ron Rael, RL Anthony W. Reed, CPL Lonnie H. Ringe, RL John D. Roberson, RL Chris A. Roberts, RL Gene R. Saathoff, CRL Steven S. Sandlin, RL Mark D. Schumann Carlton L. Scott, RL Lawrence M. Sedgwick, CRL Lloyd Seliber, CML, CAI Chun Sik Shin, RL Bradley J. Smith, CRL Craig R. Smothers, CML Leonard P. Solt, CRL Paul F. Spina, RL William A. Stagg, RL Glenn E. Stahl, RL James T. Stanley, RL Mike Stephan, RL Wayne A. Stinson, RL Michael Sullivan, CML Yoshio Suzuki, CRL Elliott Tamony, CRL, CAL Lawrence S. Vanselow, RL William T. Waterhouse, RL James F. Weaver, RL Michael Werbowski, RL Wayne Wilkins, CRL Paul Winicki, RL

Perry W. Zranchev, RL

15-Year Anniversary

Edward R. Aguilera, RL Dasmid Alberty, RL Rachel A. Alvarez, RL Gonzalo R. Alvarez, RL Erik L. Bardoff, RL Edward Barr, RL Jonathon D. Bean, CRL, CFDI Greg S. Belles, CRL Mike Bencz, RL Gary L. Blanchard, CRL Peter Boddy, RL David Bohnenstiehl, RL Paul W. Bonkoski, CRL Fred A. Brudnowski, CRL, CAL, CPS Tom Burk, RL Patrick M. Chapman, CAL

Daniel L. Clutter, RL James A. Cornell, CRL William D. Crouse, RL Jim Dicker, RL Chester Donati, RL Anthony J. Doody, CRL Seymour W. Duncan, RL Steven B. Engen, RL, CIL John Esposito, RL Bryan A. Fay, CRL Jacob C. Feinberg, CRL, CPS Edward L. Gav. RL Michael Hanish, RL Rick R. Hartig, CRL John C. Hazen, CRL Mike Healey, RL Arie Itelman, RL Mark Kaehler, CPL Chad A. Kahle, CRL, CFL, LSFDI



Koji Machida, RL

Walter McNair, RL



Daniel Kinney

Bryan H. Krist, CRL Andrew W. Lawrence, RL Dan Lawrence, RL Daniel W. Lee, RL Brian Leffingwell, RL Victor O. Lopez Renedo, RL Jack R. Machon, CRL Terence Mahon, ARL Francis J. McCabe, CAL Scott R. Meister, RL Marvin W. Mock, RL Sami Mokni, RL Melvin Morris, RL Joe Moyer, CRL Elmo E. Nelson, RL Eric Nelson, RL David B. Ochal, CRL Scott Pantanella, CRL Fred Paxton, RL Steve Poznikoff, RL Cary D. Roberson, CRL Paul M. Robert, CRL Robert W. Robinson, RL Debbie Russell, RL Kamran Sajed, RL Ruben V. Sanchez, RL Carl Schmidt, RL Richard W. Shaw, RL Richard R. Shuford, CRL, CFL, CAL Ying Wai Sin, RL Donald M. Sly, CRL Matthew Spady, RL Jared Urman, RL Daniel L. Walters, RL Barry Westbrook, CRL Thomas Williams, CRL Steven Zuccari, RL

10-Year Anniversary

Chris E. Ambrosi, RL, CFDI Ghalib Amun, RL Beau C.S. Armstrong, RL James Arnold, RL Nir Asaf, RL Ohad Assulin Doug Barnes, RL

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Daniel W. Barney, RL Edward Bell, ARL Michael Berry, RL Jim Bershers, CRL, ARL Tobias Bluzmanis, RL Bonnie Brown-Morse, RL David L. Cardwell, RL Edwin Castro, RL Daniel D. Cathcart, CAL Sang Jun Cha, RL Thomasina W.M. Chan, RL Bobby L. Colbert, RL, CAL Nathaniel D. Condon, CRL Kevin Corcoran, RL Jeff Cornell, CRL Zephaniah D. Davis, RL Casey Deily, RL Derek Ellis, RL Thomas E. Fischer, CRL Loren A. Fleming, CRL Timothy Flood, RL John C. Fordyce, RL, LSFDI Bryan K. Freeman, RL Michael J. Fuller, RL David Gallager, RL Thomas J. Gillespie, CML, CIL Marc Gladd, CRL Dennis Gregory, ARL Paul Grossman, RL Steven E. Hamilton, RL Curtis Hamlin, RL Michael R. Haney, RL Erick E. Hartman, RL Mark Henson, RL Dean Higgins, RL Zack J. Holden Mike Hollandsworth, RL Paul E. Jantzen, RL Anthony C. Jensen, CRL Michael Jensen, RL Kristi J. Jones, RL John C. Kastak, CRL Steven A. Katz

Rudean L. Kemp

Bu-seong Kim, RL

Jeong-Gi Kim, RL

Greg Koellhoffer, RL Brian Koltzau, RL Reid T. Kruger, CRL Kelly LaFollette, RL Michelle L. Lawn, CRL Ben Lawrence, RL Myeong Gyu Lee, RL Ryan J. Lindner, RL Byron Lu, RL Garry Mahan, RL Randy Matuzak, CRL Brad McInturf, RL Thomas A. McMahon, CAL Michael D. Meyer, RL David J. Miller, RL Dorrant G. Mowatt, RL Manuel A. Natal, CRL, CMAL, CFL Adam Neth, CRL Ran Nitzan, RL Penny G. Osterhout, RL Alan B. Palmer, RL Jeff Parson, RL John Patience, RL Jeffery Peck, RL Joseph L. Prieur, RL, CAL Randall Pritt, RL Susan K. Quinlan, RL Jeffrey Refinati, RL Cheryl D. Ristow-Kyro, CRL Jerry M. Robinson, CRL, CPP Mac Rodgers, RL Sue A. Rodgers, RL Yoel Rodriguez, RL Howard A. Savage, RL George H. Sellard Chris Serbeck, RL Paul H. Sewall, CRL Paul T. Shallow, RL Ilan Shirazi, RL Troy D. Sims, RL Christina Slater Darell L. Slater, RL Robert A. Smith, RL Shlomi Sorin, RL

Patrick Strang, RL
Zachary A. Stratmann, CRL
Steven Talisman, RL
William Thomas, RL
Russell D. Turner, CRL
Jeff R. Wagler, RL
Ryan J. Warren, RL
Rhonda J. Wilson, CFDI, LSFDI
Daniel Wilson, CRL
Thomas J. Wittemann, CRL
Phillip R. Worthington, RL,
CPS
William J. Youngson, CAL

5-Year Anniversary

Paul J. Abrahamsen Gary F. Alford, RL Craig Allen WilliamBalkwill Kenneth G. Belk, RL, CAL Miro Ben-Shabat David E. Beranek Christopher G. Briggs James E. Brown James C. Bruntz Terry L. Bunch, CFDI Andrew B. Campbell Chris Cassavoy Jeffrey D. Catts Bobbie Jo Collins James Coughlin Jon Dees Paul Demetrius Nicholas F. Denaro Jon Draheim Samantha M. Easter Woodson Elston Sammy J. Farland Jason Fritz Dave Gammage Dennis N. Green, CPL Paul Haddix **Janet Harrington** Russell J. Harverson Stephen Hoffman, CAL Kent D. Hoffman Ronald D. Kannewurf



Burton D. Kaper, CRL Daniel K. Keisling Jonathan A. Kewal Michael P. Kitchings Peter Kiellberg Jimmie H. Knight Ben Kolpitcke John L. Krstenansky

Graem J. Kubin

Francis Lage

Dave Larson

Bovd Lazelle

Austin Lockard

Matthew B. Lockbeam

Gary D. Long Angelo Lucero

Jesse M. Lyons

John C. Magee

Kevin Malloy

Cindy L. Meyers

Michael G. Mielke

Darlis D. Minick

Scott Minick

Hendry Moise

Anthony M. Montoya

Adam C. Morash

Ken G. Nixon

Richard M. Odegaard

Gilad Ohana

Ryan Olden

Liberal Oliveira, CFL, LSFDI

Arthur M. Park

Danny P. Patry

Jim Patterson

Shane M. Pearson, RL

John Pennick

Bradley T. Prince

J. Scott Rahn

Jennifer C. Richards, CRL, CMAL

Darren L. Ritchie

Laurie Rogers

Robert E. Rudolph

Felipe E. Sanchez

Jerry M. Schaffer

Nathaniel E. Schantz

Laura Schneider

Thomas E. Seidel, CFDI, LSFDI

Val Semencha

Odinn Sigurdsson

Ron Silberman

Michael P. Sims, CRL

Patrick D. Soto, LSFDI

Robert T. Steffan

Paula M. Thompson

Paul Toh

Daniel Van Denburgh Anthony P. Vasquez William L. Velez Jeff Wireman Tim Young

Kenneth R. Zimmer



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STATE OF THE ASSOCIATION

Mary A. May, executive director, provides a report of ALOA SPAI's activities and accomplishments on behalf of members during the past year.

the membership annually concerning the state of the association and its financial condition. The board establishes "Ends" — or goals — for the association. The staff then determines the "Means" (methods) that are required to achieve these Ends and works to achieve them based on reasonable resources available. Currently, the board has established five Ends. These Ends are: Education, Membership, Operating Efficiency, Annual Conventions/Tradeshows and Financial.

Monthly reports are submitted to the board concerning progress toward these Ends. In addition, a column is placed in the official publication in relation to what steps have been taken toward the furthering of the Ends. The report I am making to the membership in this issue of *Keynotes* is a summary of these reports. For a better understanding of the manner in which the association is governed, members are invited to read the Board's Governance Policy. The policy is available online in the members-only area of www.aloa. org. You may also request a copy by contacting the ALOA office at info@aloa.org.

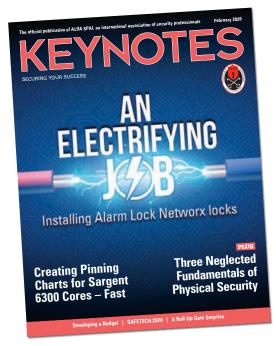
End 1: Education

The ALOA Board has specified in the governance policy that we will have **sustained growth and industry leadership in education**.

In keeping with our governance, high ethical standards and the best interests of our membership at large, we do the following in support of our goal:

- 1. An education budget is developed each year, and the educational mission, vision and action plans are updated periodically.
- 2. Enhance membership value by profitably providing a broad range of relevant educational offerings and delivery vehicle options that represents flexible, affordable opportunities for members to acquire and improve professional skills and knowledge. An online Fundamentals class has been created and is now available through the bookstore. Additionally, we've increased webinar offerings tenfold since the 2020 Covid-19 pandemic.
- 3. We have researched other facilities and entities that offer training similar to ours and began developing a matrix of their offerings compared to our own. However, many of these hold their training primarily in the spring and have cancelled due to Covid-19, so a fair and accurate assessment is not possible at this time.
- 4. We have established and maintained comprehensive data and generated reports regarding offerings, participation, trends, economics and feedback for use in achieving continuous improvement.





ALOA SPAI continuously communicates with members through Keynotes, member emails and participating in industry events.

End 2: Membership

The ALOA Board has specified in the governance policy that we have sustained membership retention and growth as the recognized industry leader in providing education, training and a voice for locksmith security professionals.

In keeping with our governance, high ethical standards and the best interests of our membership at large, we take the following actions in support of our goal:

- 1. We measure the potential membership universe, major segments, their wants, needs and preferences as they relate to joining industry membership organizations. We identify why potential members do not join ALOA and what is required for them to join. This process transpires year round by surveying convention and training center students, non-student convention attendees and prospects from purchased mailing lists and license boards.
- 2. By including a questionnaire on membership renewal invoices and receipts, we have the ability to develop a comprehensive membership profile of why they are members, what they value and why they do or don't renew membership. In addition, we are able to identify and track trends.
- 3. Membership drives, campaigns or other targeted initiatives aimed at acquisition and/or retention of members are carefully crafted and implemented.
- 4. Screening and other activities (such as background checks) are performed to prevent illegitimate and/or unqualified applicants from becoming members of the organization and to



The association carefully crafts and implements membership campaigns and drives to increase its member roster.

- remove from membership via due process those who violate our code of conduct/ethics.
- 5. Specific strategies and action plans (including ownership, process steps, due dates and deliverables) are created to be consistent with and in support of the Strategic Plan. These provide a high level of accountability and keep us focused and on track.

End 3: Operating Efficiency

The ALOA Board has specified in the governance policy that:

- The association should have continuous development of new avenues of communication with members, prospective members, industry-related associations, security hardware distributors and manufacturers.
 - a. The goal is accomplished by the association and its divisions by participating year-round in conferences, tradeshows and local meetings, as well as by members of the board holding positions on various industry boards and contracting training at events other than those operated by ALOA or its divisions.
- 2. Consumer awareness should be promoted regarding industry-related changes, advancements and available consumer benefits offered by the industry. This occurs:
 - a. each month in official ALOA publications, *Keynotes* and *Safe & Vault Technology*;
 - b. in the weekly edition of the e-newsletter, which is delivered directly to members' email addresses; and
 - c. through direct communications such as press releases.

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End 4: Annual Convention/Tradeshows

The ALOA Board is proposing in the governance policy that ALOA is recognized as the industry leader in advancing the locksmith security professional through sponsorship of relevant events.

In keeping with our governance, high ethical standards and the best interests of our membership at large, we have done the following in support of our goal:

- 1. Scheduled, arranged and promoted various primary industry events, including two recurring national conventions and tradeshows, at geographically dispersed venues that offer reasonable access to the membership at large. We had two very successful conventions in 2019 in Las Vegas and Lexington, KY.
- 2. Offered members and prospects good value by facilitating opportunities to engage in networking, training and other member-preferred activities.
- 3. Generated sufficient overall event profits to significantly offset administrative overhead expense, to the best of our ability. This ensures the organization's ability to provide services to the membership.
- 4. Worked toward the development of strategies and action plans that are consistent with, and in support of, the proposed strategic plan. This will provide a high level of accountability and keep us focused and on track.

End 5: Financial

The association will operate with high standards of competency and professionalism, maintaining a financially stable and viable organization.

- 1. The ALOA SPAI code of ethical standards is upheld and publicized.
- 2. A minimum of 4% annual net income is achieved, ensuring timely retirement of debt when applicable, credit worthiness status and adequate levels of cash for ongoing operational requirements and unforeseen events and needs.

The 2019 Financial Statement, prepared by Sutton Frost Cary LLP is on page 33 of this issue of *Keynotes*.

Information gathered from dues invoices and pricing surveys has produced valuable demographic information that we did not have, and this should be useful in advancing the association's goal to offer more benefits that the members really want and need.

May a. May Mary A. May

Executive Director

Annual Financial Report

Following is not-for-profit ALOA SPAI's Statement of Financial Position (similar to a balance sheet) and Statements of Activities (similar to an income statement/profit-and-loss), as audited by the accounting firm of Sutton Frost Carry LLP.

Statement of Financial Position

ASSETS

Current Assets:	
Cash	\$ 1,243,978
Accounts receivable	174,133
Inventory	58,695
Due from affiliate	25,482
Prepaid expenses	142,154
Total current assets	1,644,442

Property and equipment:	
Land	97,500
Building and improvements	894,160
Furniture and equipment	262,445
	1,254,105
Less accumulated depreciation	(621,265)
Property and equipment, net	632,840
Total Assets	\$ 2,277,282

LIABILITIES AND NET ASSETS

Current liabilities:

Accounts payable	\$	62,458
Accrued expenses		78,985
Deferred dues		702,537
Deferred exhibit fees		270,050
Total liabilities	-	1,114,030

Net assets:

Without donor restrictions:	
Undesignated	1,142,599
Board designated for support	

of the legislative fund 20,653 Total net assets 1,163,252 \$ 2,277,282 Total liabilities and net assets

Statements of Activities

REVENUES

Membership dues and services	\$ 1,280,182
Convention	990,326
Educational programs	168,343
Legislative income	3,500
Advertising	245,452
Promotional programs	59,028
Interest	50
Miscellaneous	4,030
Total revenues	2,750,911

EXPENSES

L/(I LITOLO	
Program services	\$ 2,273,774
Supporting services	422,055
Total expenses	2,695,829
Excess revenues over expenses	55,082
Gain on involuntary conversion	57,792
Change in net assets	112,874
Net assets at beginning of year	1,050,378
Net assets at end of year	\$ 1,163,252

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The Employee Handbook

Properly creating and using an employee handbook can protect your company and workforce. **By Noel Flynn**

N THIS 13TH ARTICLE IN THE "TOOLS FOR MANAGING Your Business" series, we'll discuss employee handbooks. We'll look at what should be included and other use considerations. Obviously, space limitations preclude us from developing an actual specimen or template or venturing beyond the fundamentals of this far-reaching and intricate topic. But, after reading this article, you should have a rudimentary introduction to employee handbooks.

The Purpose of an Employee Handbook

An employee handbook sets forth a company's policies, procedures, requirements for behavior, benefits and expectations for people employed by the company. It's where both tenured and new employees can find written information about their employer's terms and conditions of employment. Notes scribbled on the restroom walls won't cut it!

But let's not forget that it's also where supervisors, managers and even owners can find information to refresh their memories. Sometimes that reminder sounds like, "What the hell was I thinking when I wrote or agreed to this provision or policy?" Handbooks also serve as a handy reference to help supervisors understand, apply and enforce company employment policies consistently. Far too often, handbooks are proudly disseminated and then placed on a shelf to collect dust.

Should You Have One?

Ask four attorneys, and you will probably receive five opinions or the ever-present "it depends" reply. Unfortunately, today's litigious society often places employers between the proverbial rock and a hard place when it comes to following and applying ambiguous and sometimes conflicting employment laws and regulations. In fairness to attorneys, they are just trying to protect the company from liability. But recognize that some overly cautious lawyers tend to see a potential lawsuit under every rock, and they probably lack business management and/ or ownership experience.

Although obvious, whether or not your business has a handbook, you will be subject to applicable laws and regulations. And before you drive yourself crazy dealing with a particular employment regulation or law, first determine whether it applies to your business. For instance, many federal regulations only apply to companies with more than 20 or 50 employees or only those doing business *with* the government.

Although we tend to think the purpose of many employment laws and regulations is to promote safe working conditions and protect employees, regrettably, some employers desperately need written policies also to protect the *company* and its managers from their employees... and even themselves. Yes, incompetent management can hurt the company!

What Are Employers Supposed to Do?

You could request guidance and consult your attorney, which may be a wise investment if done properly, or you could consider a service such as Legal Zoom. But, remember, you will likely get what you pay for; read the reviews first. Other alternatives are mentioned later in this article.

Also consider that, beyond the basics, it will be difficult for most attorneys to keep up with the complex and ever-changing area of employment law and regulations unless their practice includes an employment law specialist.

If your business is a smaller sole proprietorship consisting of one or two employees, you may not feel that a handbook is necessary at all. Alternatively, you could establish a very limited handbook (or just a short handout), that covers company benefits and other fundamental employment information.

On the other hand, if you have operations in several states or provinces, if your business has more than a few employees and especially if you have more than one branch or division, you should seriously consider having an employee handbook for your company. Keep in mind that when you have operations in several states, you may have to include separate state-specific provisions to comply with that particular state's employment laws and regulations.

Union Shops

Although unlikely to apply to most readers, if you operate under a collective bargaining agreement with one or more unions, many details will be specified in your labor agreement. In certain states and industries, union shops are more common in larger companies, although the decline in manufacturing has ushered in a waning membership trend over the past few decades.

It's a bit off topic, but you may be wondering if unions are good or bad for business. Having been a member of several unions in my early days and also having been a member of managements' labor contract negotiating teams, I believe that unions can be either a positive or negative influence upon a business. It depends upon the union and its leaders.

Resources for Developing a Handbook

You may be wondering where to begin with developing your handbook. No, don't get an 8x10 glamour photo of you for the cover — once seen, some things can never be unseen! This reminds me of my first business trip to Africa in the early '90s. While in Nairobi, Kenya (a very dangerous place back then), I noticed a photo of their president on what seemed like every business office wall. "What a popular guy!" I thought, naively.

That's when I learned that displaying his photo was required by law! So, forget the Realtor-type photo cover and consider using the readily available array of software applications, manuals or other options containing templates. You can either accept general verbiage or customize standard provisions for your business and situation.

Online, you will find a number of readily available actual handbooks from large institutions such as universities or hospitals. But, be aware that — especially in universities — some provisions were probably written, or at least inspired by, Karl Marx. You can also ask your payroll service (such as ADP or Paychex) if they offer a standard handbook or template that could save you time. You don't have to start from scratch, but be careful to avoid copyright infringement.

Some payroll processing services can do much more than take care of your payroll, reports and other tax-related stuff. Some offer small businesses access to large group health insurance, 401(k) retirement savings plans and even some human resources services. These can be very handy when you are too small to have your own HR department or person. Many of these services can be less expensive than engaging your own attorney.

Do yourself a favor and at least explore this option, which may be far more affordable than expected — especially when you consider all the potential features and programs that would otherwise be out of reach for your small business. What's it worth to avoid having your lack of knowledge expose your business to legal trouble? Just don't expect a free lunch or backrubs!

An often-overlooked source of guidance is your insurance provider. They can be especially useful for weapon and drug policies.

Just don't forget that insurance providers promise to keep you in good hands, but try filing a claim. You might find those same "good hands" wrapped tightly around your throat. Please forgive the cynicism, but the basic insurance economic model is built on maximum collection of premiums and minimum payment of claims.

Even if your company does not have dedicated HR staff (most smaller companies don't), you can likely access employment-related stuff via a local, regional or even national professional HR organization and maybe a subscription service. Some companies engage a local consultant to set things up and then provide limited "on-demand" or periodic guidance thereafter. If this is overkill for your situation, some resources might be available from your local chamber of commerce or networking groups. Now, let's look at the structure and content of a typical employee handbook.

Structure and Content

If your company does not have an employee handbook — and especially if you are not familiar with such documents — the following will provide the gist of typical content.

Although there isn't a prescribed structure or verbiage and order may vary, handbooks generally include several customary sections:

- 1. Introduction
- 2. Employment Policies
- 3. Work Hours and Payroll Practices
- 4. Conduct and Employee Performance Standards
- 5. Employee Benefits
- 6. Employee Absences and Time Off
- 7. Confirmation and Receipt of Employee Handbook

Although space limitations preclude us from including specific verbiage (you have other resources for that), let's take a closer look at typical content in each section so you have a general idea about what to expect.

1) Introduction

- Welcome letter (Avoid statements such as "now that you've won the career lottery" or "now that your prayers have been answered"... It's just a job!)
- Handbook is the go-to place for rules concerning employment with the company
- Applies to all employees (The owner's favorites and even parasitic relatives!)
- Contents and policies can be changed by the company without notice
- Not a binding contract of employment or promise of employment
- Not intended to be all inclusive cannot cover everything
- Company reserves the right to interpret provisions of employment and handbook
- Employment is "at will" either party can end it, and a reason is not required
- Departures from provisions must be in writing, signed by president/CEO
- Newer editions and/or provisions will supersede previous versions
- If unsure of provisions in handbook, see your supervisor or HR department

2) **Employment Policies**

Background checks and employment reference checks

"Far too often, the handbook unfortunately becomes a dust collector."

- Types of employment: exempt (salaried), non-exempt (typically hourly, but can be salaried), full/part-time, etc. ("Lazy ass," "almost useless" and "zombie-like" are not official employee categories.)
- Equal Employment Opportunity and Americans with Disabilities Acts (ADA) compliance
- Provisions regarding confidentiality and proprietary company information
- Possibly includes policy regarding employment of relatives (Don't hire relatives!)
- Probationary or introductory period (typically 90 days of "test employment")
- Personnel records and privacy
- Might have immigration law compliance provision (know what an I-9 form is)
- Religious accommodation reasonable accommodation for religious practices (but probably prohibits sacrificing chickens in the lunchroom)
- Political neutrality keep politics out of the workplace (becoming more common)

I'm reminded of that description of a job in a communist society: "Where I pretend to work ... and you pretend to pay me."

3) Work Hours and Payroll Practices

- Business hours and work schedules (start and end times, etc.)
- Attendance and punctuality (use some sort of clock system)
- Payroll cycle and what happens when there is a holiday
- Overtime eligibility, etc.
- Mealtime and breaks
- Use of timecards and applicability (Do it! Invest in a clock system of some type.)
- Payroll deductions (withholdings and legal compliance)
- Garnishments/child support compliance with laws (Hint: Your college graduate son living in your basement for 12 years playing video games while holding out waiting for the ideal job is not considered a "child support" employment issue.)
- Direct paycheck deposit (if applicable)
- Policy details such as reimbursement for business use of employees' vehicles
- Performance incentive program participation (if applicable)



BUSINESS The Employee Handbook

- Performance evaluation (nothing to do with partner's assessment of your love life)
- Job descriptions
- Employment termination

4) Conduct and Employee Performance Standards

- Anti-discrimination and anti-harassment policies and procedures (serious stuff)
- Attendance policies and procedures (avoid telecommuting

 causes jealousy)
- Discipline and standards of conduct (from reprimand up to termination)
- Code of ethics and conflicts of interest (Hint: Don't use the same one as Congress.)
- Dress code (Do yourself a favor: have uniforms or shirts with company's logo.)
- Safety (a very big deal in potentially dangerous work environments)
- Smoke-free workplace (Check state laws, workers' compensation insurance and employer's exposure to second-hand smoke liability)
- Donations and solicitations (Once you make an exception, a line will form at your door. You could establish an annual budget, and don't exceed it.)
- Weapons policy (can also apply to visitors)
- Drug/alcohol use and abuse** (Check with your workers' comp provider.)
- Workplace searches (not applicable to company picnic Easter egg hunt)
- Computer, internet, email, cell phone, social media use policies (a huge issue)
- Care and return of company tools and equipment (Get the broken tool back.)

**In the mid-1990s, I was COO of a high-tech company engaged in metallurgical thermal processing (still clueless about the molecular science). We did work on parts for NASA's space shuttle, and several of our six divisions were official Federal Aviation Administration (FAA) repair stations. This subjected our entire workforce (including me) to unannounced random drug testing. So, if you are working with certain agencies of the federal government, you may be subject to such random drug testing — and, remember, federal law takes precedence over conflicting state laws. Although marijuana may be legal in some states, it is still technically illegal under federal law. The good news is that you can still watch reruns of old Cheech and Chong movies.

5) Employee Benefits

- Overall or general application (Although potentially an unforgettable, life-altering experience for some, the privilege of working in your midst is not considered an employee benefit.)
- Group health insurance
- Employee assistance plan (Most group medical plans include this counseling.)
- Dental and/or vision insurance (if applicable)
- Life insurance (often includes both company paid and employee paid)
- Pension plan (almost extinct) or 401(k) retirement savings plan***
- COBRA (medical insurance coverage option after employment separation)
- Workers' compensation insurance coverage (on-the-job accidents)
- FICA, Social Security benefits (employer pays half, employee pays half)
- Unemployment insurance (each state's requirements and benefits are different)

*** Smaller companies are often attracted to banks that offer to establish and administer 401(k) programs at little or no cost to the company. Such programs typically offer the bank's own proprietary investments (usually mutual funds), which are often loaded with fees and are not covered by FDIC insurance. Pay attention to fund peer performance history. Look for the SEC's rate of return and fees rather than what the bank tells you. High fees destroy retirement investment growth. Even ½% matters over 20-30 years.

6) Employee Absences and Time Off

- Overview and general application
- Paid time off (PTO) (No, you don't have two weeks' vacation on day one.)
- Holiday pay (typically from six to 10 days annually for smaller firms)
- Workers' compensation time off
- Bereavement leave****
- Jury duty (disruptive, but would you want a jury of fools if you were on trial?)
- Time off for voting (a good idea)
- Military leave (a great idea and required by law)
- FMLA (unpaid family leave law, which may not apply to your smaller company)
- Maternity leave (No, your dog having puppies is not a qualifying event.)

****I must admit that, prior to my experience dealing with employment personnel issues such as bereavement leave, I mistakenly believed that an employee's grandmother could only die once! Who knew?

7) Confirmation and Receipt of Employee Handbook

- A form that confirms receipt of handbook
- Places burden of understanding and compliance on the employee
- Confirms general and some specific concepts of employment terms
- Signed and dated by employee and company-designated manager

You should provide an overview and highlights of your company's handbook as part of your onboarding process for new employees and for all employees when you introduce such a document for the first time. If you find yourself onboarding employees often, consider video recording at least part of this process to save time. You probably won't have time to review and explain every provision, so just do your best. At a minimum, explain employment at will and cover benefits, hours of work, pay and basic stuff that a new employee obviously needs to know.

After discussing essential employment terms and handbook provisions, have the employee sign the confirmation/acknowledgement and receipt form. Reinforce the employee's responsibility to read the handbook and to pose any questions they may have to their immediate supervisor or human resources.

Traps to Avoid

When we think of the good, the bad and the ugly of employee handbooks, we need to look at both ends of the spectrum. First, consider how your handbook can be weaponized against your company. As mentioned earlier, far too often, the handbook unfortunately becomes a dust collector.

Many take the time to compile policies, procedures and provisions for all that good employment stuff but then are inconsistent in applying (or don't enforce at all) some of those provisions. So, when things get ugly, your own handbook is used as a cudgel to beat you senseless in court or at a disputed unemployment insurance or workers' compensation hearing.

It might go something like: "So, El Jefe, will you please explain why your *actual* workplace practices are consistently at odds with and even violate your own company policies, as prescribed in your company's employee handbook? Essentially, you are consistently inconsistent!"

"Online, you will find a number of readily available actual handbooks from large institutions such as universities or hospitals."

You could try saying they are just guidelines and each situation is handled on a case-by-case basis, and management has the sole right to interpret provisions of the handbook. Oh, and don't forget to bring your checkbook, and be prepared to suddenly discover that your insurance agent no longer speaks English.

Conversely, without a handbook at all, how can you expect to have clarity about your company's employment terms and policies? How will you explain "the rules of engagement" to new employees, not to mention ensure consistent application by you and/or your supervisors? And, lest we forget, you are still subject to applicable employment laws and regulations!

Eating the Elephant One Bite at a Time

Consider being somewhere between the two ends of the hand-book spectrum. Start with a list or table that outlines your company's employee benefits. This can be a summary snapshot trifold or other handout. Be sure to indicate that the provisions are subject to change at management's sole discretion without notice. You can include a date issued and cross-reference to your employee handbook (if applicable) for more details.

Next, begin constructing your handbook one section at a time. You certainly don't need to have a 50- to 75-page handbook. Even if you build it one section at a time, you are probably better off not releasing it piecemeal. In other words, publish a reasonably complete handbook, even if it does not cover everything on the first pass. Reasonably complete means covering at least the most important provisions.

Hint: Ask yourself what you would want/need to know if you were considering employment or had just accepted employment with the company. Don't forget to cover the more important legal and regulatory provisions such as anti-discrimination and anti-harassment stuff. Again, you can find templates for these types of policies.

Once you start developing a handbook, it's hard to stop until you're done, and that's where a template can really save you



time. Once you have your draft well developed, consider having a qualified attorney review it.

To Print or Not to Print?

Many companies with well-developed employee handbooks elect to print them. This can be expensive, and then there is the problem of how to update as changes become necessary. For relatively minor revisions, you can always DIY print revised pages or issue a supplement covering the changes. After too many changes and updates, you will need to reprint the complete handbook again. You can also find low-quantity printers online, and this may be a solution for your company's needs.

As an alternative, other companies prefer to build, maintain and update their handbooks in an electronic format, such as a word processing document or PDF. With this approach, there is no printing cost (except paper and ink for your printer or photocopy machine), and anyone can print a current copy whenever needed. In some situations, it may make sense to just refer employees to the current edition on your website, company electronic bulletin board or somewhere else accessible to employees.

But be sure to have a realistic method of letting employees know when changes are made so they can get up to speed immediately. Posting a notice on the bulletin board in the employee lunchroom would be a good start.

Keep in mind that you will need a mechanism to indicate the original effective date of each section and/or provision, or the revision number and revision date. You should also maintain a table of contents so that the recipient can determine what the latest updated version is. Some changes should provide a

transition period before the effective date and never try to make changes retroactively.

You can also elect to maintain a loose-leaf binder for each employee and simply issue replacement pages as necessary. Again, you should clearly indicate the effective date of sections or provisions and whether they are original or revised and, if so, which revision. The user needs to know whether they are looking at the current section, provision or page.

Conclusion

Having read this article, hopefully you are now familiar with the fundamentals of employee handbooks and their application. You should also know where to find various resources to help develop your company's handbook. As always, the information in this article is general in nature and, thus, you will need to decide what is appropriate for your business situation — and also whether or to what extent you should seek professional or legal advice.

The next article in this series will discuss the challenges of a family business.



Noel Flynn is a degreed business management consultant with global senior leadership experience, including more than 20 years in manufacturing, wholesale distribution and consulting sectors of the security industry. Noel has been a senior executive, officer, board director and adviser to

not-for-profit and for-profit companies in numerous industries worldwide. This includes being an ALOA board member since 2011, and he is also an ACE instructor, developing and teaching business management. Contact him at nflynn@aloa.org.









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LOCKSMITHING WITH A' 'SIRRIT' REPROBLEM

Take a look at some of the useful apps and websites for locksmiths. **By Joshua Sands, RL**

OCKSMITHING IS THE ONE OF THE OLDEST TRADES IN HUMAN HISTORY. For centuries, humans have had a need to secure their world. From the Babylonians using different-size boards behind their gates to create what we know now as a tumbler design to the almighty cloud giving access to our entry points, there has been constant innovation.

With technology sprinting ahead of the mechanical world, the only logical thought is that digital is the way of our future. Just about all of us have a cellphone with internet connection, and thanks to developers, we can access information right in our hands at the job site.

In this article, we will look at what I think are some very helpful apps, websites and even my favorite support group on Facebook, Locksmith Nation.

A simple search of the keyword "locksmith" in the Google Play Store on Android systems or the App Store on iOS systems brings up hundreds of search results. Which ones are right for us, and which apps are most helpful in the field?

Apple Apps

Those who know me know I am not a fan of Apple products. However, I will admit, I do own an iPad just for some of the apps that are only on iOS. Let's begin with iOS apps that I have found to be of great assistance.

One of my favorite developers of iOS apps, Philip Domenici, has 16 apps in the App Store. I tip my hat to you, good sir! Your apps are amazing and very helpful. Philip's apps range from free to \$5.99 (at the time this article was written), and they are worth every penny, in my opinion.

Let's look at my personal favorite, A2Calc (see *Figure 1*). As the name suggests, and as seen in the image, A2Calc allows the user to input the bittings of an A2 IC to find the control, master and change keys. You can calculate bittings to find the current set up or randomize the bittings to make your own system. This app is especially helpful to those who have not taken IC courses such as ALOA Southeast Director Tyler J. Thomas's IC webinar, found on www.wayneslockshop.com run by Wayne Winton. ALOA has also offered courses in this area over the years.

My next favorite app from Philip is the PadPal. PadPal is a great app to use when working with keypads of many varieties. From intercom keypads to access control keypads and even safe keypads, PadPal is designed to show you default master codes, master change codes and manuals for every keypad listed in the app.

For example, we are all familiar with Kaba's Simplex L1000 mechanical keypad locks. Let's say you remember the simple factory combination (which many clients never change,

but you should be changing them as a security professional) 2+4 and then 3, but you cannot remember the lengthy process to change the code. Simply pull up the Pad-Pal app, scroll to Kaba Simplex L1000 and see the combination change instructions without having to open the manual.

Another cool app I like from Philip is the Kaliper app, which shows what the key bittings should look like if you input the bitting into the program. For example, select the screen size of your iDevice (the Apple product you are using), and then select the manufacturer (in this case, I chose Schlage). Using the up and down arrows, you are then able to input the bitting and see what the cut key should look like.

In *Figure 2*, you can see I chose an SC1 with a bitting of 83848. The free version comes with Arrow and Schlage, but for \$1.99 (at the time this article was written), you can upgrade to the full version that contains Kwikset (Standard and Titan), Sargent, Yale, BEST A2, A3 and A4 as well as other customizations and extended key lengths.

There are plenty more apps available for iOS (some of which are also available on Android systems). Just head over to the App Store and search for "Philip Domenici" or "locksmith."

Android Apps

The next apps I like are on my Android. For these examples, I am using a Samsung Note 8.



Figure 1. A2Calc allows the user to input the bittings of an A2 IC to find the control, master and change keys.

As an automotive and residential/commercial locksmith, I am quite fond of my physical resource manuals, books and some magazines. I can make notes and changes with an ink pen or pencil in a book, but I can't make changes to an app. However, these apps do serve me well when I need a quick check of something without flipping through thousands of pages in a book.

The first app is the AutoPro App, or APP for short. This app is developed by well-known distributor American Key Supply and has a plethora of information. The main page of the app allows you to do a general search, YMM search or product category search (*Figure 3*).

By choosing the "select vehicle make" option, you can search by make, model and year. For this example, I chose the 2013 Ford Explorer. Once you select a vehicle, APP shows a stock photo of the vehicle, the code series, how many spaces and depths the key has, what type

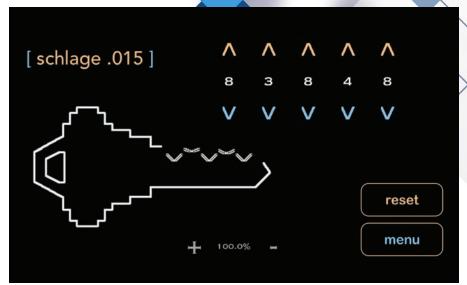


Figure 2. The Kaliper app shows what the key bittings should look like if you input the bitting into the program.

of ignition and the MACS rule (Figure 4).

Below this information is a picture of a key and the tumbler locations. This is especially helpful in finding where the bittings are located in the ignition, door, trunk, glove box or storage (if applicable).

Scroll down to find the type of keys this vehicle uses. Here, we can see the mechanical key (H75), the transponder key (H92 80Bit) and the different remote head keys possibly used for this vehicle.

Scrolling past the keys, we see which decoders work for this vehicle, followed by which key cutters have been tested with this vehicle. Please note, some of the newer key machines, such as the new Triton or Tiger Shark 2, have not been added at the time this article was written.

Finally, we see a list of tested key programmers and their success rates. The success rates are generated from users of the programmers noting whether it worked for them or not. Please note that human, vehicle computer and many other kinds of errors may have accounted for the "not working" ratings. Try your programmer yourself for your own results.

This app also allows you to search American Key Supply's inventory and place an order right from the app.

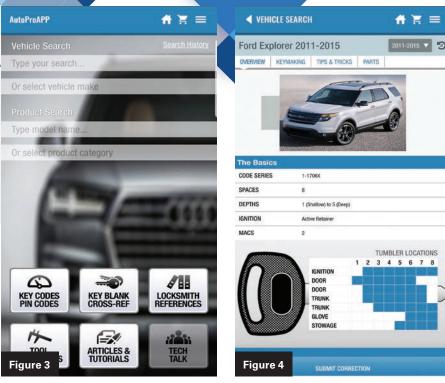
At the bottom of the first page, we see six options (five available at the time this article was written) for Key Codes, Cross References, Locksmith Resources, Tool References, Articles & Tutorials and Tech Talk (not available at the time this article was written).

I recommend that you check out each option on your own, but I want to discuss a popular question that is commonly asked by many locksmiths who work with the Kwikset SmartKey system. If you click on Locksmith References and then scroll to the bottom, you will find Kwikset SmartKey Try-Out Keys. Clicking this option will show you 243 different cuts that may work on the Kwikset SmartKey locks. Cut the keys yourself following the bitting chart, or order them right from the app.

Midwest Keyless also has a similar app where you can search by YMM, but this is more for ordering parts rather than a resource of information.

The next app is the InstaCode Live app. This paid app is very useful in finding bittings for vehicles, furniture and some residential locks such as the Kwikset SmartKey Try-Out set.

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Figures 3 and 4. The AutoPro App provides information such as photo of the vehicle, the code series, how many spaces and depths the key has, what type of ignition and the MACS rule.

As this is a paid app, we will not be able to discuss in detail or show pictures of the content, but it is one of my go-to apps for finding the rest of a vehicle bitting, or furniture/cabinet bittings where the lock code is stamped on the face of the cylinder.

The final Android app I want to briefly discuss is the Lishi 2 in 1 Reference Guide. This is a helpful app that shows exactly which Lishi tool to use on specific vehicles. No more guessing or broken Lishis with this app.

Just select the make of the vehicle and a list of models appears, showing which Lishi to use. This app only shows support for The Original Lishi tools and gives reference to Mr. Li himself at the bottom of the main page in the app. Remember, for best results, only buy original Lishi.

Websites

As mentioned at the beginning of this article, in addition to apps, I have a few favorite websites and other sources. I have already mentioned my favorite

Facebook group for locksmiths, Locksmith Nation. Locksmith Nation has several sub-groups as well, such as, Basic Automotive, Advanced Automotive, Beginners Safetech, and a Locksmith Marketplace just for locksmiths. I highly recommend submitting your application. Be sure to mention your ALOA membership number when applying!

Another is the wonderful website of ALOA.org. Here, you can apply for membership, check out other locksmiths who are members of ALOA, search for training, see important industry updates and buy pins, decals and books in their store. This is a very helpful website, especially when it comes to training. ALOA has a few state-specific training books to help you prepare for your state locksmith license, if applicable to you.

Another helpful website that not many people know about is allaboutdoors.com. Here, you can contact a great company that specializes in window and screen/security doors, such as Hoppe & Fuhr.

The staff at All About Doors and Windows is very knowledgeable and friendly. Just email them your measurements and a few pictures of the hardware you need to replace, and they will send you an email showing which product(s) work with your situation. In my experience, this website has a very high success rate in finding the proper hardware for some of those very specific or hard-to-find doors.

Finally, I'd like to discuss the ASSA ABLOY Academy, which can be found at assaabloyacademy.com. This is a great website to search for ASSA ABLOY training, either online or in person at select locations. There are hundreds of courses to choose from, ranging from basic locksmithing to life safety and fire egress.

Also, if you don't know, Medeco is owned by ASSA ABLOY, and you will find several online courses for certain Medeco products, including for product certifications.

Go search in your app store or play store for the word "locksmith" to find even more apps that I couldn't fit into this article. The apps and websites I chose to speak about are very useful to me, and I'm sure you will find them helpful as well.

Editor's Note: Be sure to check out the ALOA and SAVTA Tech Link web apps. For information on how to access, contact membership@aloa.org. Have a favorite app not listed here? Email editor@aloa.org with the app and what you like about it. A list will be published in the next issue.



Joshua Sands, RL, is a proud member of ALOA and has been a locksmith for over eight years. He has been in the personal and public safety industry

for over 15 years.

Thank You to Our Lifetime Benefactor Members

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Congratulations to the 2020 Elections Winners

Following are the minutes from the annual meeting to elect the newest ALOA officers and directors.

HE MEETING WAS CALLED TO ORDER ON JUNE
5, 2020 at 10:00 a.m. CDT by Secretary Clyde
Roberson. The following were in attendance:
President Jim Wiedman, Executive Director
Mary A. May, Secretary Clyde Roberson, Education Manager Jim Hancock, Proxy Barry Roberts, Assistant
Education Manager Joe Peach and Matthew David from Simply Voting.

Matthew David read the elections results, and a motion was made by Jim Hancock to accept the elections results. Jim Wiedman seconded the motion, and it was adopted unanimously.

Proxy Barry Roberts discussed results and will retain all proxy ballots until their final disposition is determined at a future membership meeting. The winners of the 2020 ALOA elections are:

- Secretary, Clyde T. Roberson, CML, CMST
- South Central Region Director, Mark E. Dawson, CRL, CFDI, LSFDI
- Northeast Region Director, Anthony E. Wiersielis, CPL, CFDI
- Northwest Region Director, Adrian Holley, CRL, LSFDI
- International Region Asia Director, Beta TAM BA (Hons), FCSFS, RL
- International Region Europe Director, Hans Mejlshede, CML

President Jim Wiedman declared that there was no other business to be conducted at this meeting. The meeting adjourned at 10:29 a.m.

Meet the Winners



Secretary
Clyde T. Roberson, CML, CMST



South Central Region Director Mark E. Dawson, CRL, CFDI, LSFDI



Northeast Region Director
Anthony E. Wiersielis, CPL, CFDI



Northwest Region Director Adrian Holley, CRL, LSFDI



International Region –
Asia Director
Beta TAM BA (Hons), FCSFS, RL



International Region – Europe Director Hans Meilshede, CML



Membership Application

CANDIDATE PLEASE TYPE OR PRINT					
Name: ☐ Mr. ☐ Mrs. ☐ Ms. First		Last		MI	Designation
Business Name					
Mailing Address					
City	State	_ Zip Code	Country_		
Work Phone	Home Phone_		Fax		
Email Address		Website			
Date of Birth (required)	Place of Birth	Soci	ial Security # (requ	uired) _	
US Citizen? ☐ Yes ☐ No If No, citizen	of what country?				
ALOA occasionally makes its members' addresse the industry. If you prefer not to be included in the			vailable to vendors who	provide	products and services to
PROFESSIONAL INFORMATION Please check the description that best □ Locksmith Owner □ Electronic Security □ Institutional □ Other			□ Employee □ Mechanica □ Investigati	al Door	cian Locks & Hardware
Are you licensed to perform Locksmith	/Access Control wor	k in your state? o Yes	s o No If Yes, Lice	ense #_	
Business License #		EIN #			
Any other license held by applicant (Co	ntractors Lic., Low \	/oltage)			
Any other states you do business in and	d licenses held in the	ose states			
List all phone numbers used by your co	mpany/companies:				
Number of Employees □	Store Front Busines	s 🗆 Mobile Only			
How did you learn locksmithing/access	control?				
How long have you worked in the locks	mithing/security ind	ustry?			
ALOA member Sponsor Name/Who intr Sponsor Name (Required)				_ Years	known
Have you ever been a member of ALOA	before? □ Yes □ N	No If Yes, when?		ID #, if kr	nown
Are you a member of any local locksmit	th association? 🗖 Ye	es 🗆 No If Yes, name	e of association: _		
Give the names and phone numbers of	two industry-related	d references:			
Name C	Company		Phone Numbe	r	
Name C	Company		Phone Numbe	r	

IMPORTANT: Have you ever been convicted of a felony? I yes No If yes, please give details on a separate sheet. All convictions are reported to the Advisory Committee for review.

A routine background check is performed on all new applicants, unless you live in a State in which passing a background check is a part of the licensing requirements. Non-US citizen background checks are required. If you live in a country that does not allow third party background checks, you will be required to submit an authentic report upon request (no copies/duplicates allowed) before final membership approval can be granted. A copy of your business permit/license, license number, business card, company letterhead or suitable proof of employment in the locksmith/access control business must accompany application.

TYPES OF MEMBERSHIP AN Check only one box from the cate					
Active Membership	90.100 110100 120101				
Persons actively engaged in the lorecognized program designations		control industry for a minimum	of two years and have	achieved one of ALOA's	
☐ US and US Territories☐ International	\$255 \$270	☐ I elect to Go Green☐ I elect to Go Green	\$230 \$200		
International Association of Inve Must be an ALOA Member in orde		iths Membership			
☐ US and US Territories	\$55				
Probationary Membership Persons undergoing training to qua shall be a probationary member fo			one of ALOA's recogn	ized program designations. No pers	on
☐ US and US Territories	\$255	☐ I elect to Go Green	\$230		
☐ International	\$270	I elect to Go Green	\$200		
90 days to one (1) year. Probationar background check will be performe period will result in immediate term US and US Territories	re new to the industry status lifted if spoot ed by ALOA after 2 yination of members \$255	try and do not know any Active ronsor acquired within year. Musi years of the 3 year maximum ter ship. I elect to Go Green	t obtain license if resid m. Any violation of ALC \$230	ip. Probationary period extended fro ing in State requiring licensure. A sec DA Code of Ethics during probational	conc
☐ International	\$270	I elect to Go Green	\$200		
	ksmith/access cor	ntrol industry relates to locksm	niths, and cannot qual	ify for any other class of membersh	ip.
☐ US and US Territories	\$255	☐ I elect to Go Green	\$230		
☐ International	\$270	☐ I elect to Go Green	\$200		
Note: Your application will be prod Any institutional locksmith not usi			m employer stating th	at you are an institutional locksmith	١.
Canada, Denmark, Ecuador, N Australia, Bahamas, Barbados Israel, Korea, Papua New Guin	ew Zealand Bew Zealand Belgium, Belize Bea, Saudi Arabia	e, Bermuda, China, France, a, United Arab Emirates	Haiti, Philippines, U	\$ JK\$	3160 3210 3360
FINAL CHECKLIST Required Proof of Employm Annual Dues Amount Application Fee Total Amount Due		——————————————————————————————————————	eport from local La	w Enforcement with application	I.
METHOD OF PAYMENT ☐ Check ☐ MasterCard ☐ V	'isa □ Americar	n Express □ Discover			
Card Number		Expiration	on Date	SEC	
Print Name on Card					
Signature				_ Date	
I understand and consent that purpose of verifying the inform				lically available information for t	he
	Code of Ethics of	ALOA as my own, and adher	e to it to the best of	egulations, and Bylaws of ALOA, my ability. Should my membersh	ip

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Date Signed

Return to:

Signature

ALOA, 3500 Easy Street, Dallas, TX 75247

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Locksmiths and the Search Engine

Help fight Google's gatekeeping power.

By Barry Roberts, Legal Counsel to ALOA

OCAL CONSUMER SERVICE BUSINESSES, INCLUDING RETAIL LOCKSMITHS, depend on being able to easily inform consumers of the nature of their services and availability. Historically, local service businesses relied on newspapers, business directories such as the Yellow Pages and other local media to get their message to consumers. Everything changed with the internet.

The internet has eclipsed all other media in providing consumers with information about local service businesses, especially locksmiths. Locksmith websites are common, and almost every retail locksmith relies on internet search engines such as Google to drive business to them. A large number of ALOA member locksmiths have emphasized to the organization that they could not survive without the business directed to them by internet search engines.

The search engine market is dominated by Google, which accounts for approximately 90% of all internet searches in the United States. It is considered to be the gateway to the internet. As a practical matter, retail locksmiths have few — if any — alternatives to using Google to reach potential customers. Most markets depend on vigorous competition to control prices and increase the variety, quality and availability of products and services. Google appears to be using its dominant position in the market for internet search services to discourage the use of competing search engines and to maximize revenue, knowing that users have few alternatives.

Lawsuit Against Google

The United States Department of Justice, the Federal Trade Commission and 50 state attorneys general have launched antitrust investigations into the conduct of Google. The Justice Department has issued a "civil investigative demand" to Google, seeking information and thousands of pages of documents relating to Google's growth and business methods. The documents are being shared with the state attorneys general. The investigation is looking into whether Google used unfair methods to gain and maintain its dominant market position and whether it is using its dominant position to gain a competitive advantage in other internet advertising markets where it does business, such as Google Maps and YouTube. Google compiles location data from the millions of cellphones used for Google searches and uses that data to gain a competitive advantage.

The antitrust laws rest on the premise that free and open competition is in the public interest. When a company such as Google uses its dominant position to stifle competition, to actually regulate and control how other companies compete or to extract "monopoly profits," the antitrust authorities may bring an enforcement action. It has recently been reported that the U.S. Department of Justice is preparing to file suit against Google this summer and that the state attorneys general, under the leadership of the Texas attorney general, will either join the suit or file separate parallel suits.

In the Locksmith Industry

Google's market dominance (control over internet searches) has had a particular impact on the retail locksmith industry. Early on, a large number of "scammers" began to use Google to capture business. A common technique was for scammers to flood Google with listings that had phony addresses, and their phone calls were answered at a distant dispatch center. The scammers would provide inferior service at inflated prices and then disappear. In many markets, the scammer listings totally overwhelmed the listings posted by legitimate locksmiths. In some markets,

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more than 75% of the locksmiths shown on Google were scammers. In many cases, Google did not check to see if the address shown on a scammer listing was legitimate or if the so-called locksmith actually had a presence in the community. It just published the scammer listings and let the per-click revenue roll in.

Many legitimate locksmiths were steadily losing business as a result of the scammers. Lawsuits were brought against Google, asserting that Google knowingly allowed the scammers to thrive and engage in deceptive practices. Google never seriously denied that it knowingly allowed scammers access to its search engine but was able to ward off the lawsuits by hiding behind Section 230 of the Communications Decency Act. Section 230 relieves internet service providers such as Google from responsibility for anything it posts based on information received from a third party. Google was immunized against lawsuits by claiming that it just posted the information provided by the scammers.

Google Guaranteed

Although the locksmith lawsuits did not directly cause Google to change its business methods, the attendant publicity and threat of endless litigation appears to have had an impact.

In 2017, Google instituted programs where it would actually investigate and review the background and qualifications of home service businesses — including locksmiths — before allowing them to appear on the search engine.

Chief among these programs is "Google Guaranteed." Locksmiths apply for inclusion in this program, and Google reviews and investigates the locksmith's business, background and qualifications. If accepted into the program, the locksmith is listed at the top of Google's search results and is assigned a telephone number controlled

"For every locksmith accepted into the Google Guaranteed program, several others are excluded. Competition is restricted."

by Google. When a consumer calls the assigned number, it is assumed that it's a live lead and Google receives a payment of between \$20 and \$30 for each call. Google then guarantees the locksmith's service to the consumer. Google thus gets a piece of the action whenever a consumer calls a Google Guaranteed locksmith.

Being listed as a Google Guaranteed locksmith gives a business a decided advantage over other locksmiths. The favored locksmith appears at or near the top of the Google search results, and there are no per-click fees. The locksmith only pays Google for each phone call, i.e., each live lead. Google also does some investigation when a locksmith seeks to purchase Google Ads, which moves companies up in the Google search results, but below the Google Guaranteed listings.

Google claims that the programs with which it investigates locksmiths are beneficial to consumers. It does appear that there are fewer scammer listings, and consumers calling a Google Guaranteed locksmith will likely be connected with a competent and legitimate locksmith. But the benefits to consumers are probably outweighed by the damage Google does to a competitive market. For every

locksmith accepted into the Google Guaranteed program, several others are excluded. Competition is restricted.

Unfair Exclusion

Because of its dominant position in the search engine market, Google effectively functions as the gatekeeper to the internet, a facility that is essential for most retail locksmiths — especially those providing residential and automotive service. Google effectively decides who may participate in the locksmith service market.

Many ALOA members have complained to the association that their applications have been rejected by Google. No reason is given, and the criteria used by Google to approve applications are tightly guarded secrets. Rejection by Google essentially means that the locksmith will be shown far down the list of Google search results, if at all. Rejection by Google effectively kicks the locksmith off the internet.

The locksmiths rejected by Google include many who have been in business for several years and are licensed by their state or local government where required. Many have completed numerous ALOA training courses and have certifications. These locksmiths are legitimate by every objective standard. Yet, Google's rejection has put many of them out of business.

While we cannot be certain, since Google does not disclose its acceptance criteria, it appears that locksmiths whose business is new and those who operate from mobile facilities are most likely to be turned down. Google appears to favor larger established locksmiths with a fixed shop. In the short run, this policy makes it more likely that a consumer calling a Google Guaranteed locksmith will reach a legitimate business. But in the long run, it is extremely damaging to a truly competitive market and will eventually harm consumers. Newly established locksmiths and smaller companies



seeking to expand their customer base are especially reliant on Google. Google's gatekeeping activities act as a significant barrier to entry and business expansion. It ultimately will benefit consumers if the market is open to new entrants.

Antitrust Laws and How to Help

The antitrust laws were passed for the very purpose of preventing a company with dominant market power from acting in its own self interest and distorting what would otherwise be a free and competitive market. The Sherman Antitrust Act was passed in 1890 and supplemented by the Clayton Act in 1914. The antitrust laws were passed in response to the railroad and oil monopolists using their size and control of key markets to eliminate competition.

The idea that a large private company with monopoly power could use that power to not only dominate the market in which it competes but to control entry and regulate other markets dependent on the services provided by the monopolist is clearly at odds with the basic purpose of the antitrust laws.

The current antitrust investigation

appears to focus on the dominating impact Google has in the market for internet search services and generally on the market for internet advertising, a second market increasingly influenced by Google.

While the Justice Department and state attorneys general have gathered a substantial amount of information from Google, it would be helpful if they also received information from legitimate small businesses that Google has hurt. Consider contacting the U.S. Department of Justice or your state attorney general and tell them your story. Briefly explain your business, the importance of Google access and whether Google has placed a hurdle in the way of your ability to compete. Have you been turned down by Google? Explain your qualifications and how the rejection by Google has damaged your business. The goal is to have the investigation and any resulting court action open up the market and perhaps place restrictions on Google's ability to control the market.

You may contact the Justice Department and Texas attorney general as follows. (I am listing the Texas Attorney General because that office is coordinating the action for all 50 state attorneys general.)

United States Department of Justice Antitrust Division

950 Pennsylvania Ave., NW Room 3322 Washington, D.C. 20530 antitrust.atr@USDOJ.gov Phone: (888) 646-3258 or (202) 307-2040

Office of Texas Attorney General

P.O. Box 12548 Austin, TX 78711-2548 Main phone: (512) 463-2100 Consumer protection line: (800) 621-0508

NOTE: The author of the above article, Barry Roberts, serves as counsel to ALOA Security Professionals Association, Inc. However, the views expressed in the article are strictly those of the author and do not necessarily reflect the position of the association.

The Law Offices of Barry Roberts are located in Palm Beach Gardens, FL, and serve as general counsel for ALOA. The practice focuses on assisting business owners and business associations. Barry can be reached at (561) 360-2737 or at barryrlaw@aol.com.

Double Vision and Forgotten Lessons

Tony Wiersielis, CPL, CFDI, explains double egress and double-acting doors.

the first part of this article is for the Newbies. I was recently in a school, looking at some fire door issues, when it dawned on me that — while I knew what I was looking at — newer folks might not. Here goes.

Double Vision

Figure 1 shows two corridor doors that swing in opposite directions within the same opening. These are found in hospitals and schools and are known as "double egress"

doors. To egress means to exit, but why double? Read on.

Note the exit sign above the doors. Figure 2 shows the actual exit doors at the end of one corridor, and Figure 3 shows the corridor in the other direction, leading to other exit doors. You can just see the exit sign over the doors



Figure 1. Two corridor doors swing in opposite directions within the same opening.



Figure 2. The exit doors are at the end of one corridor.



Figure 3. This is the corridor in the other direction, leading to other exit doors.

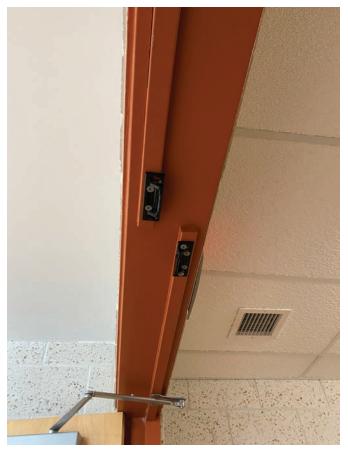


Figure 4. This image shows how the stops for each door are situated.

in *Figure 2* and on the wall in *Figure 3*.

Figure 4 shows how the stops for each door are situated. Figure 5 shows one door against the stop and engaged with the strike. Figure 6 shows the hardware used.

Vertical rod devices are used almost exclusively on these and on standard-opening pairs of doors because no mullion is required. This is especially important in hospitals because beds and large equipment are moved through these openings.

What's not obvious from the pictures is that these doors are being held open by wall-mounted electromagnets. The armatures are on the doors themselves. If an alarm goes off, the power drops to the magnets and the doors will close, helping to protect against the spread of fire and smoke.

"One of the important things about panic bars is the 'no prior knowledge' I just mentioned."

Let's say you have a pair of fire doors and both swing into the same corridor, not like double egress doors. You see this a lot when the corridor leads directly to exit doors or a stairwell. If the doors are closed and you need to go the other way, you'd have to physically grab a handle and pull the door toward you to

go through. In a panic, this could be an issue. The general idea is that no prior knowledge should be required to egress. In other words, getting out shouldn't require thought or specific actions — such as unlocking a deadbolt.

Double egress doors allow people to pass through the opening in either direction, toward whatever path of egress they can get to, just by hitting the panic bar with some part of their body. In *Figures 2* and 3, for example, if either corridor was blocked by fire or smoke, people could go down the other one to safety.

One of the important things about panic bars is the "no prior knowledge" I just mentioned; there's nothing to think about when exiting. They are installed how they are and do what they do to prevent a situation like the following.

53

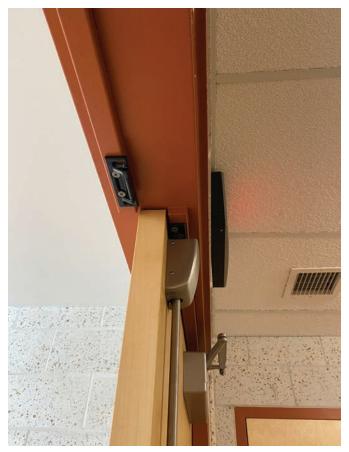


Figure 5. One door is against the stop and engaged with the strike.



Figure 6. The hardware is shown.

A group of 20 people is running for the exit doors in panic, bunched up together. The person at the front of the group is slammed into the door by the weight of the people behind him. If there was a knob that had to be turned to get out, those people might very well wind up dead. This is because the person against the door is likely to be crushed or severely injured and unable to turn the knob.

With a panic bar instead of a knob or lever, the person hitting the door with his body would depress the bar and open the door regardless of the people behind him. This is why the bars are almost always installed about waist high. There might be a pileup, but the door/doors would be open.

A historical note: In the 1942 Cocoanut Grove nightclub fire in Boston, more than 400 people died. Many of the exit doors opened inward or were locked to prevent folks from skipping out without paying. Many died near those doors. The only way in or out of the front entrance was through a revolving door, which jammed when too many people converged on it.

I've read that one of the exit doors opened outward, but what I described above occurred because of the people piled up at the door; no one could open it. A lot of the codes we have today were instituted because of this tragedy.

A note about fire doors: These doors are "in the path of egress." They are found in corridors and leading to stairwells. Since they must close and *latch*, they cannot have any provision for dogging the latch, keyed or otherwise. Doors that open to the outside of the building are not fire doors, unless they are within 35 feet of

another structure. That's why you may see dogging devices on exit doors.

Something to think about: If you face the lock side of a pair of conventional fire doors, one will be left hand reverse bevel (LHRB) and the other will be RHRB. If you face the lock side of a pair of double acting doors, both will be either RHRB or LHRB.

I recently spent several weeks in a school district, surveying and repairing all the fire doors. I numbered each pair of doors and listed what I did to each door, referring to individual doors as LHRB and RHRB. I had to rethink that strategy with the DE doors. I wound up with notes like "DE door close to classroom 102." Next time, I think I'll number the DE doors individually rather than in pairs.

Double Egress Versus Double Acting

One thing to remember: Don't confuse double egress with "double acting." Double acting doors swing in both directions. Because of this, there's no stop molding, and they usually don't lock. You often see them on doors from the kitchen to the dining room in restaurants.

Recently, I had to install a cylindrical lever on one of these, so I installed 1" x 2" to create stops on the lock edge and header. I also did this on Ellis Island, as seen in the May 2017 article "The Golden Door." That was necessary to install vertical rod panic devices.

Since I mentioned hospitals before, here's a little wisdom: Have you ever been in a hospital and noticed what you see in *Figure 7* at the bottom of a doorframe? That's called a "hospital" or "terminated" stop; it doesn't touch the floor.

The purpose of this curious construction is cleanliness. By leaving off the bottom of the stop, they remove the inside corners that would otherwise be there. Thus, it's easier to mop — and hospitals are constantly mopping — around the frame, and dirt doesn't get trapped in those corners.

Forgotten Lessons

I've been out on furlough for the past month and recently started reading my published articles again, starting from the beginning in 2010.

Once I submit an article to the publisher, it is edited and laid out in what will become what you see in the magazine. It's sent to me to review, and I note any corrections that might need to be made and send it back. Then it gets sent to the printer.

Sometimes, when I get the magazine in the mail and read it, I realize there were still things that I left out or felt I didn't explain clearly enough, or I've since seen

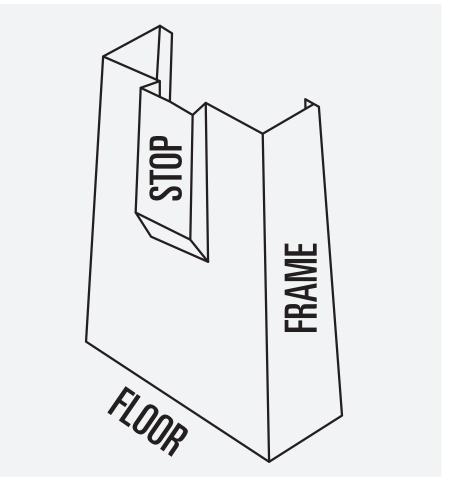


Figure 7. The purpose of the "terminated" stop at the bottom of the doorframe is cleanliness.

a lock problem in a different light — not for every article, but some of them. Hind-sight is indeed 20/20. Next month, I'm going to compile some of these for you. For now, here's the first one.

My first article ("Get 'Em Out of There" in October 2010) dealt with the locksmith's role in the eviction process. I wrote that when picking locks to get into a home or apartment, "I tend to keep my body out of the doorway..." I never explained why I do this.

During an eviction, when the constable/court officer rings the bell and bangs on the door, it's not uncommon for the person inside not to answer, thinking we'll go away. On numerous occasions, the door has been violently opened from

the inside while I'm picking it, and the person inside thinks we're breaking in.

I keep my body out of the doorway because I don't want to be the victim of a panicked tenant with a gun firing shots through the door because he thinks he's being burglarized. Some may laugh at this, but you don't live where I live.



Tony Wiersielis, CPL, CFDI, has more than 30 years of experience and has worked in most phases of the trade throughout the New York metropoli-

tan area. He was named *Keynotes* Author of the Year for 2016.





It's a Whole New World

By Jim Hancock, CML, CMST

about all the great things that happened at the ALOA Conference in Whatever City, USA, and how we are all looking forward to next year. While it gets written beforehand, every word has been true regarding how much we have enjoyed it, how much we look forward to next year and how well it was received. This year, that won't happen. What I can write is now real time.

With the world in turmoil over the rapid spread of the Covid-19 virus, the total politicizing of who, what and where it started and the very real fear of losing jobs, business and homes, there is no joy in Mudville, and Mighty Casey never made it to the plate. But like so many other events in our history, this can become seminal moment, a defining chapter in the history of mankind and the future of all things — including ALOA.

The SAFETECH and ALOA conventions are the two sustaining events for the association. While Training Center classes, bookstore sales and PRP testing add to the pie, the biggest wedges of that pie are no longer available in 2020. And though the loss in revenue is troubling, the biggest concern for the ALOA Education department is, well, education. Without these classes, many people are being denied the opportunity to learn a new career or enhance their existing skills, both of which could lead to that loss of business, jobs, homes, etc.

ALOA Education Webinars

To help mitigate some of the loss of educational offerings — and yes, have a degree of financial gain for ALOA — we are offering one- to two-hour webinars on myriad subjects. These sessions have a live feed where you can see and talk to the instructor directly, ask questions and get real-time hands-on instruction. These sessions generally will range from \$30 to \$50 each and will be conducted during the week at various times to try to accommodate as many as possible in various time zones.

Thus far, we have held two sessions on Ethics for the Locksmith, Small Format Interchangeable Core Pinning and Bypass and Basic Group 2 Safe Lock Service and

Combo Changing. Coming up, we have Basic Master Keying, Cabinet and Cam Lock Service, Basic Automotive, a more Advanced Master Keying session that will span three days, Life Safety Codes, Business 101, Corbin Russwin Core Pinning and many more.

We are also — for a limited time — offering web-based PRP testing proctored by ALOA staff. The number of people who can take them and the number of tests allowed is limited, but with the testing centers closed and normal online unavailable, this is a great way to spend some slow or down time to get that credential or get it upgraded.

We have a lot of new and (we feel) exciting ideas coming soon for members and non-members to help you with your business, from training and testing to new ideas that we hope will make your continued support of ALOA worthwhile.

While we are indeed in a "Whole New World," if you and your family wake up every day healthy and you have a job or sustained income to get you through, be thankful and say "Hakuna Matata." And know that every day is a gift, and good or bad is what you make it.



Jim Hancock, CML, CMST, is ALOA's education manager. You can reach him at jim@aloa.org or (214) 819-9733.

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Autel US Inc.

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Bulldog Fasteners LLC

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CompX Security Products

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Door Closer Service Co.

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Door Controls International

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Dorma Architectural Hardware

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dormakaba Best

Phone: 317-810-1000 www.dormakaba.com

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FJM Security Products

Phone: 800-654-1786 Fax: 206-350-1186 www.fjmsecurity.com

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Global Tecspro, Ltd.

Phone: 86 152 2033 2799 www.gtl.tw

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HPC/Hudson Lock

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IKEYLESS LLC.

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International Key Supply

Phone: 631-433-3932 internationalkeysupply.com

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Phone: 718-257-9600 Fax: 718-257-0973 www.jetkeys.com

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KABA ILCO Corp.

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KEY-BAK/West Coast Chain Mfg

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Keyline USA

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Locksmith.CZ

Phone: 420-604-226550 www.locksmith.cz

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Master Lock Company LLC

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Medeco Security Locks

Phone: 540-380-5000 Fax: 540-380-1768 www.medeco.com

Mul-T-Lock

Phone: 800-562-3511 www.mul-t-lockusa.com

National Auto Lock Service Inc.

Phone: 650-875-0125 Fax: 650-875-0123 www.laserkey.com

Olympus Lock Inc.

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Pacific Lock Company

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PDQ Manufacturing

Phone: 717-656-5355 Fax: 717-656-6892 www.pdglocks.com

Philadelphia Hardware Group

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Stanley Security Solutions Inc.

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STRATTEC Security Corp.

Phone: 414-247-3333 Fax: 414-247-3564 http://aftermarket.strattec.com

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Phone: 626-965-8917 Fax: 626-965-8919 www.townsteel.com

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Wilson Bohannan Company

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Lang Labs Inc.

Phone: 780-978-1309 www.langlabs.ca

Workiz Inc.

Phone: 855-790-7363 www.workiz.com

FOR SALE

FOR SALE

Antique scale and safe collection for sale. All or part. Located in Ocala, FL. contact Irving 305-588-9662. <10/20>

Locksmith Business for Sale

24-year Locksmith Business For Sale (everything behind the counter) – put the following number in the search bar at eBay: 254412354519 for details. \$70k worth for \$13k due to retiring and health. Email ffc.jcv@att.net for questions. <09/20>

Great Business Opportunity!

A-1-A Preston's Lock Shop has been in business for over 43 years. Located in downtown Atwater, CA, this family-owned locksmith was originally started out of a garage in January 1977. The Shop officially opened in Atwater in 1981. In 2002, the current owners, which are husband and wife, continued the family business and are both licensed locksmiths. A-1-A provides services for Residential, Commercial and Automotive. They offer in-house lock services and full mobile service! They provide services to Merced County and surrounding areas. The Shop sells keys, locks, safes, handles special orders, programs transponder keys, reflashes ECUs, and many other products and services. This is a well-established business in a great location and is an amazing business opportunity! This thriving 43+ year business is active and will remain open during the sale. Current owners are willing to stay on during transition to new owners. Turnkey business includes building, complete inventory, key machines, two vans and programmers. Contact Kelly Hasko at (209) 495-1263 or kellyhasko@gmail.com. <09/20>

IN SEARCH OF

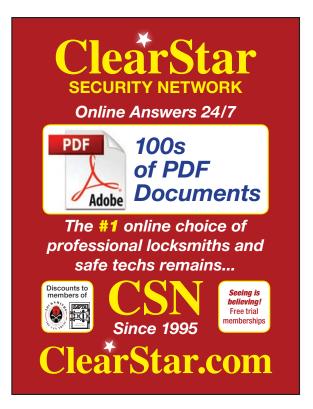
I am looking for an ad for a BEST Model B, wind up exit alarm. I saw the ad in a 1940s - 50s *Locksmith Ledger* or *National Locksmith*. It's possible it was a Detex similar to a Model B. The ad states, "Now you can legally lock fire doors!"

Please call Tony 201-965-7156 or email aew59@juno.com. I need this for an article. <10/20>

Classified Advertising Policy

Classified advertising space is provided free of charge to ALOA members and for a fee of \$3 per word with a \$100 minimum for nonmembers. Classified ads may be used to advertise used merchandise and overstocked items for sale, "wanted to buy" items, business opportunities, employment opportunities/positions wanted and the like. Members or nonmembers wishing to advertise services or new merchandise for sale may purchase a "Commercial Classified Ad" for a fee of \$4 per word with a minimum of \$100.

Each ad will run for three consecutive issues. For blind boxes, there is a \$10 charge for members and nonmembers. All ads must be submitted in a word document format and emails to adsales@aloa. org by the 15th of the month two months prior to issue date. ALOA reserves the right to refuse any classified advertisement that it deems inappropriate according to the stated purpose of the classified advertising section.





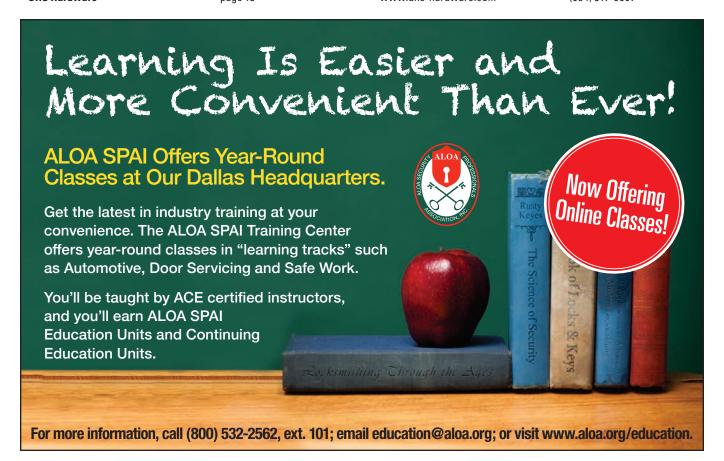
We have the perfect audience ready and waiting — all you have to do is reach out to them.

KEYNOTES

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Autel	page 7	www.autel.com	(855) 288-3587
Big Red	page 41	www.bigredsafelocks.com	(877) 423-8073
Bullseye S.D. Locks	page 41	www.bullseyesdlocks.com	(800) 364-4899
Capitol Industries	page 45	www.capitolindustriesinc.com	(800) 567-0451
ClearStar Security Network	page 59	www.clearstar.com	(360) 379-2494
Framon	page 19	www.framon.com	(989) 354-5623
Hollon Safe	page 1	www.hollonsafe.com	(888) 455-2337
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Stone & Berg Company	page 27	www.stoneandberg.com	(800) 225-7405
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