



# 2022 ANNUAL REPORT

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

# mission and values

## MISSION

DH Pace's mission is to enhance the communities we serve by improving the safety, convenience and aesthetics of the buildings where we live, work and play.

## VALUES

**Respect** | Treating everyone we encounter with consideration

**Integrity** | Honest and ethical behavior in everything we say and do

**Service** | Building relationships, discovering needs and providing superior solutions

**Excellence** | Continuous improvement through learning, sharing, teamwork and a common purpose

## FULFILLING OUR MISSION

Translating the mission and values into action is the foundation of DH Pace's business. "Living our Values" and "Leading by Example" represent the Company's commitment to consistently making a meaningful difference in the communities we serve. DH Pace strives to deliver meaningful solutions to its customers that meet their needs by incorporating five key elements: Professional Employees, Broad Product Offering, Customized Solutions, Reliable Service and Lifecycle Building Management.

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# LETTER FROM THE CEO

In early 2020, the pandemic arrived in the United States. The choices made on how to deal with this unprecedented crisis not only affected the health care system they also created major ripple effects that are having a significant effect on the economy almost three years later. To reduce the spread of the virus, the government shut down large parts of the economy and flooded the market with trillions of dollars in benefit programs and financial market support intended to cushion the economic damage. As the effect of the virus moderated and the economy began to re-open, material shortages became a major problem. As supply chain lead times improved, inflation did not moderate as many experts predicted. The government responded to this persistently higher inflation by raising interest rates significantly which has placed major stress on the financial markets as well as the banking and real estate industries

with effects reverberating across all sectors of the economy. Only time will tell if the government's choice of action to control inflation will help facilitate a softer landing or be a contributing factor in a deeper economic slowdown than was necessary. What we can say for certain is that the economic effects of how we chose to deal with the pandemic will be with us for years to come. Let's hope that lessons have been learned that will result in better outcomes in any future crisis.

Throughout these pandemic years, the DH Pace Company continued to serve its customers faithfully, worked hard to protect employee health and supported those in need through expanded charitable activities. I am thankful for the spirit our employees demonstrated and proud of what they accomplished despite the difficult circumstances.

## GROWING

Over the last three years, DH Pace company sales have increased \$262 million, or 39%, to \$940 million.

## HIRING

DH Pace ended 2022 with 3,094 employees. Over the past six years, the Company has created more than 1,400 net new jobs and increased the total employee count by 84%.

## INVESTING

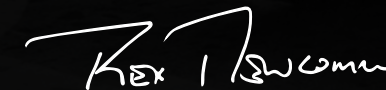
In 2022, we completed three acquisitions located in Nevada, Colorado, and Massachusetts. Real estate highlights include moving into our new 80,000+ sq. foot building in Phoenix AZ, beginning renovations for expanded facilities in Boston MA and El Paso TX, and finalizing plans for an office expansion at our corporate headquarters in Olathe, KS, along with work at several of our smaller leased locations. We are also continuing our multi-year investment in new technologies to better serve our customers.

## GIVING

In 2022, we continued our expanded financial support to organizations serving the less fortunate in the communities we serve. This included food banks and social services organizations.

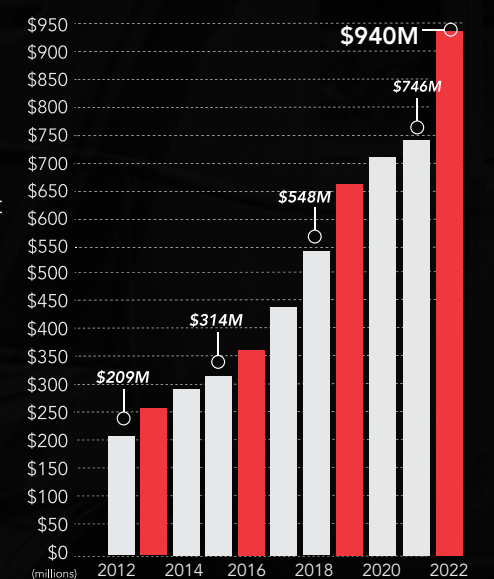
Today, we operate in over 50 markets across the continental United States with additional locations planned. Our National Accounts business, which is active in all 50 states, continues to grow sales and serve customers from coast-to-coast, while also expanding the range of products and services offered.

We are proud to be a privately held, family-owned business, committed to serving our customers, working hard to be a great place to work, and actively supporting our local communities. We are very thankful for the blessings we have received and remain optimistic that the best days for our Company and our country lie ahead of us.



REX E. NEWCOMER | CHIEF EXECUTIVE OFFICER



## TEN YEAR SALES TREND



# company update

The DH Pace Company, Inc. traces its roots back to the 1920s with the invention of the upward-acting garage door. In 1926, the first location opened as the Overhead Door Company of St. Louis™ under the Overhead Door™ Red Ribbon logo. A year later, Overhead Door Company of Kansas City™ (1927) and a few years later the Overhead Door Company of Atlanta™ (1935) opened for business. In 1973, the operation of these three entities consolidated and became divisions of DH Pace Company, Inc. In 1995, the Company began selling commercial products and services under the DH Pace brand name in select markets. In 2003, the Systems Integration division was formed to provide access control, video surveillance, intrusion alarm and parking control system products and services. In 2022, the DH Pace Company completed three acquisitions.

DH Pace Company sales increased in 2022 by more than \$194 million, or 26 percent, to \$940 million. The Company also ended the year with 3,094 employees. In 2022, the Company has created 176 new jobs.

 <b>COMPANY TODAY</b>	<b>3,094</b> Employees	<b>51</b> Markets Served
<b>96</b> YEARS IN OPERATION	<b>176</b> Added Jobs in 2022	Family Owned Privately Held
<b>IN 2022</b>	<b>26%</b> Sales Growth	<b>\$940 Million</b>  In Sales
<b>\$194 Million</b> Sales Growth	<b>41,840</b> Training Hours	<b>1,673</b> Fleet Vehicles

DH PACE COMPANY | TODAY



# company structure

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

## Local Market Group

The Local Market Group supports customers with the Company's full range of commercial and residential products and services in over 50 markets throughout the United States. Each location offers installation, maintenance and repair services 24 hours a day, 365 days a year. These offices support homeowners, companies, building owners and tenants in existing buildings and general contractors on new construction and remodeling projects.

## National Accounts Group

The National Accounts Group specializes in supporting customers with facilities in multiple markets that need a consistent program for all of their locations - whether they span a region or the entire country. These programs are customized to fit the unique needs of each customer. Offerings include coordination of new construction, remodeling, maintenance and repair activities to provide an integrated plan for maximum efficiency over the entire life cycle of the facility. The National Accounts Group provides its services in all 50 states.

## Entry Door Systems Group

The Entry Door Systems Group works with customers in the commercial construction marketplace to provide products and services typically specified in Construction Specification Institute (CSI) divisions 2, 6, 8, 10, 11, 12 and 28. A wide range of additional services are available for pre-construction, construction and post-construction activities.

## Compliance Services Group

The Compliance Services Group is a nationwide, one-stop shop for opening-related compliance needs as it pertains to the International Building Code (IBC), NFPA requirements, as well as all applicable industry standards and best practices. Highly-trained, qualified and experienced staff specialize in providing organizations the support they need to improve their compliance programs. Services include inspections, field labeling, training and consulting. Customized programs are available.



# living our values

At DH Pace, translating our mission and values into action is the cornerstone of the business. "Living our Values" and "Leading by Example" represent the Company's commitment to consistently making a meaningful difference in the lives of people by:

- Serving Our Communities
- Promoting Environmental Sustainability
- Investing in Our Employees
- Serving Our Customers

## SERVING OUR COMMUNITIES

### Newcomer Family Foundation

Since 1997, the Company has donated a portion of its profits to the Newcomer Family Foundation to support the Foundation's charitable activities in the community. The focus of the Foundation is to develop long-term partnerships with charitable organizations with an emphasis on programs that directly affect the lives of those in need. Since its inception, the Foundation has provided millions of dollars in grants to selected local organizations. The Foundation, whose mission supports education, housing and health services, and human services has a longstanding relationship with these organizations.

*Through the Company's Team Impact groups, it has provided additional financial support to organizations helping the less fortunate in the communities we serve.*

*This includes local food banks and social service organizations, with whom long-term partnerships have been established.*

### Local Team Impact

DH Pace has local activity teams made up of employees in each operating division that organize events and activities that focus on community service, health and wellness, employee recognition and team building. These teams support their local communities and engage employees in activities that support a positive work environment.

In 2022, the local activity teams organized a large number of employee and community events such as food drives for various charitable organizations that annually raise over 2,500 lbs. of food, blood drives, toy drives, supply drives, a '12 days of giving' holiday charitable giving campaign, along with thousands of hours of volunteer time to community outreach efforts. The teams recognized employees with a food truck celebration to highlight a record sales month and provided a car wash and breakfast to show appreciation for technicians.

Employees enjoyed fun events throughout the year such as a local Monarchs Baseball game where DH Pace was honored to throw out the opening pitch, the Administrative Team Olympic Games, a unified Company collaborated Customer Service Week Celebration, competitions in events like pumpkin carving, cookie decorating, and gingerbread house making and our annual Holiday Luncheon.



## PROMOTING ENVIRONMENTAL SUSTAINABILITY

DH Pace believes protecting the environment is a shared responsibility. The Company actively encourages recycling in all its facilities across the country. In addition, the Company provides its customers with a full range of training, compliance programs, products and services designed to better support environmental sustainability in their facilities.



### Green Building Best Practices

The Company supports the green building movement by investing in the necessary knowledge, training and certifications to support sustainable construction practices.

Several key programs in this area are:

- Forest Stewardship Council® (FSC®-C011089) to ensure the wood used in products is from sustainable forests
- Green Building Council (USGBC) by participating in the LEED® green building certification system
- Net Zero Energy (NZE) movement by working to reduce the energy consumption of products
- Building Information Modeling (BIM) to improve the overall efficiency of the construction process

### 2022 Recycling Program

The Company actively encourages recycling at all its facilities to reduce the amount of waste sent to landfills. In addition, DH Pace works closely with suppliers to eliminate unnecessary packaging materials to reduce the overall impact on the environment.

Scrap Metal | 2,658 Tons

Aluminum, Cardboard, Paper + Plastic | 102 Tons

Printer Cartridges | 336

Tires | 1,195

Vehicle Batteries | 203

Petroleum Waste | 3,410 Gallons

## INVESTING IN OUR EMPLOYEES

DH Pace recognizes that highly-skilled and motivated employees who consistently deliver exceptional customer experiences are critical to the successful operation of the business. DH Pace places a top priority on recruiting, training and developing career growth opportunities for qualified individuals.

### Training and Development

DH Pace utilizes a state-of-the-art Learning Management System (LMS) to deliver online training to employees and supplement classroom-based programs. In addition to required training, the self-service catalog has 1,150 courses consisting of more than 4,635 videos, articles, quizzes and other materials related to products, professional skills, software and safety. In 2022, total training hours completed through all delivery methods reached more than 41,840 hours.



### Employee Benefits and Wellness Program

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

# customers testimonials

“Phillip was the best technician we have ever called to have any work done at my parents’ house. He did excellent work and took care of many extra requests from my 90-year-old dad in very professional and kind manner. He is one of the most technical, sincere and kind persons we have ever met. Thank you so much. Couldn’t be any happier with him and all the service he provided today.”  
- Heimi from Colorado Springs, CO



ABOUT TECHNICIAN | **PHILLIP CHELAR**

“Steve Noble was nothing short of excellence! He took on this call that lasted well into the night, was able to get the call near resolved and was back today to complete the call. THANK YOU STEVE!”  
- Melissa from Boston, MA



ABOUT TECHNICIAN | **STEVE NOBLE**

“Rodney was great! He reviewed, in detail, the options available to us in regards to purchasing new doors and openers, and fixed the problem with our existing door very quickly. He was courteous and professional, and we would absolutely work with him again in the future!”  
- Brad from Bloomington, IL



ABOUT TECHNICIAN | **RODNEY PICHON**

“Jonathan, the technician, did an exceptional job both in explaining the problem and solution, and in completing the repair to our warehouse door in a timely manner. He is truly an asset for your company!”  
- David from Oklahoma City, OK



ABOUT TECHNICIAN | **JONATHAN CARTER**

“The service technician that performed this service is the best door service technician we have ever had. From start to finish...he is the Best! We will request him on all future service calls. Thank you for a great service experience..”  
- Mike from Des Moines, IA



ABOUT TECHNICIAN | **JASON HUSS**

“The technician (Anthony) did an outstanding job from beginning to end. He was courteous, friendly and efficient. He considered every aspect of the installation and made certain that we knew how to operate the system.”  
- Chris from Boston, MA



ABOUT TECHNICIAN | **ANTHONY THOMAS**

“The technician was in and done before I even realized he was here. He showed me exactly what the issue was and how we can help avoid another call out if it is the same issue as it was a minor fix. Always a pleasure working with DH Pace. Your staff & your team of technicians are always pleasant & easy to work with.”  
- Misty from Seattle, WA



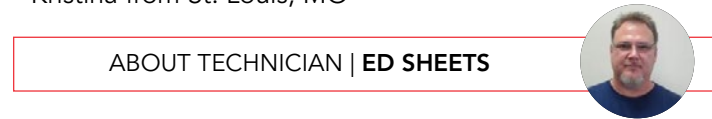
ABOUT TECHNICIAN | **LEVI WOOD**

“My technician, Josh- I believe last name Wright- was excellent. He came out and examined the door first and then he returned to install new door. He explained all my options well and he did an outstanding job. Cleaned up everything and left my garage cleaner than it was before all his work. He deserves notice for his great work ethic and communication skills with customers. He impressed me.”  
- Jan from Nashville, TN



ABOUT TECHNICIAN | **JOSH WRIGHT**

“The fact that you sent a tech the same day to diagnose my opener and then replaced it the next day!! Now that’s service! Plus Ed was just dynamite! Explained what he was going to do, piece by piece, and then got busy. I couldn’t believe he got done so quickly, and he did a great job on top of it!! Will definitely use Overhead Door™ next time I need anything!”  
- Kristina from St. Louis, MO



ABOUT TECHNICIAN | **ED SHEETS**

“Travis was awesome. My garage door never worked so good as it did after he was finished. Thank you very much.”  
- Ken from Las Vegas, NV

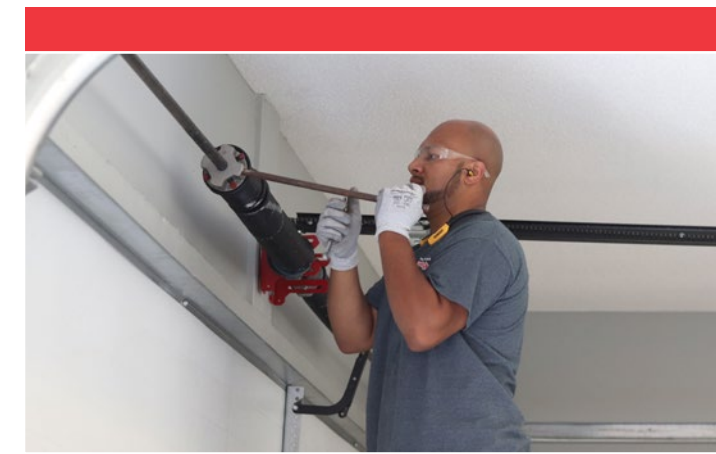


ABOUT TECHNICIAN | **TRAVIS HUMES**

“Dylan Valdez installed our 16’ door and opener in 3 hrs. I thought he was kidding when he said he would be done by lunch. That young man was incredibly fast and very thorough. He recommended that we get on your preventative maintenance schedule to keep our door in great shape. We are 110% satisfied. He did a fantastic job and we highly recommend your company to everyone.”  
- Mike from Des Moines, IA



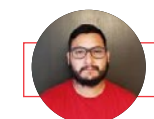
ABOUT TECHNICIAN | **DYLAN VALDEZ-GORDON**



ABOUT TECHNICIAN | **ENRIQUE TURPIN**

“Everything was great; literally couldn’t have been better. The quality of the work was superb, the fit and finish great, and the knowledge of the salesperson and installers was top-shelf. Just a great experience, and we’re delighted with the finished project.”  
- Kanon from Kansas City, MO

“Jose was courteous, knowledgeable, and professional. The work was completed in a timely manner. I will definitely use King Door Company again in the future and will recommend their services to friends and family!”  
- Amber from Dalton, GA



ABOUT TECHNICIAN | **JOSE RANGEL**

“Greg was the most professional door person! He helped explain the issues with the door track, and the mounting bracket problem. I’m 100% a fan of Greg!”  
- Brian from Farmington, NM



ABOUT TECHNICIAN | **GREG QUINTANA**

“Cole Gilbert is a rock star and now a good friend. This man can work and repair anything, and with that, reduces downtimes which gains us reliability! Please know how much we appreciate what Cole does for us..”  
- Robert from Orlando, FL



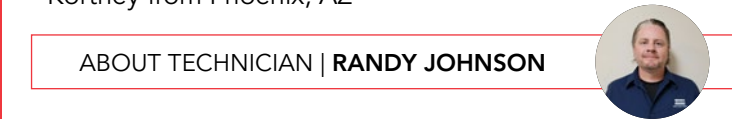
ABOUT TECHNICIAN | **COLE GILBERT**

“Kevin Cornish was the installer and exceeded my expectations with his effort. He showed several examples of not “settling” for “good enough” and made sure that each component of the door system was perfect. He was on time, fast, professional and courteous. Thumbs up!”  
- Steve from Four Corners, NM



ABOUT TECHNICIAN | **KEVIN CORNISH**

“I have gotten to know DH Pace, probably more than I wanted, over the last year while completing this major project. I have found them to be courteous, respectful, and hard-working. This visit was no exception. The described problem was listened to and logically approached by Randy. He went about his business, successfully remedying the problem. Thank you. The pre-call email communication was appreciated, as well.”  
- Kortney from Phoenix, AZ



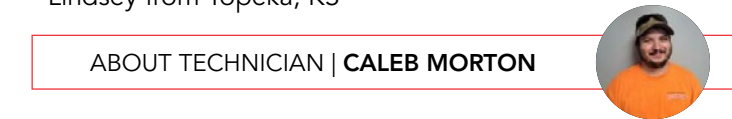
ABOUT TECHNICIAN | **RANDY JOHNSON**

“DH Pace is always on their “A Game.” Mr. Rudy Garcia is the ultimate pro, like the rest of your staff. Once again a job well done, thank you, DH Pace!”  
- Charlie from San Antonio, TX



ABOUT TECHNICIAN | **RUDY GARCIA**

“Caleb was amazing! I appreciate his honesty and professionalism so much. I am so grateful you were able to come out the same day and fix my door for a reasonable price. Will definitely be recommending you to anyone that asks and already recommended you to my neighbors. Thank you so much for your customer service.”  
- Lindsey from Topeka, KS



ABOUT TECHNICIAN | **CALEB MORTON**

# serving our customers

DH Pace is committed to serving the diverse needs of its customers in all types of facilities. From improving customer convenience and employee productivity to increasing security and safety, you can count on DH Pace to have a complete range of products, systems and services ready to address any need for any type of facility, anywhere in the country.



HEALTH CARE



INDUSTRIAL AND MANUFACTURING



COMMERCIAL CONSTRUCTION



EDUCATION



RETAIL



DISTRIBUTION AND LOGISTICS



GOVERNMENT AND MUNICIPALITY



SINGLE AND MULTI-FAMILY RESIDENTIAL

## THE DH PACE DIFFERENCE



### PROFESSIONAL EMPLOYEES

Trained, highly skilled and ready to serve



### BROAD PRODUCT OFFERING

For every type of door, loading dock and security system in all types of buildings



### CUSTOMIZED SOLUTIONS

Designed to meet each customer's specific needs



### RELIABLE SERVICE

Nationwide service when and where customers need it



### LIFECYCLE BUILDING MANAGEMENT

A trusted partner for construction, renovation, maintenance and repair

**DH PACE**® | Building Safer Communities  
Everything Doors Since 1926



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

#### Arizona

- Flagstaff
- Phoenix
- Tucson

#### Arkansas

- Little Rock

#### Colorado

- Colorado Springs
- Denver
- Loveland
- Pueblo

#### Florida

- Orlando
- Tampa
- Port St. Lucie

#### Georgia

- Atlanta
- Athens
- Dalton
- Gainesville

#### Illinois

- Bloomington
- Chicago

#### Iowa

- Des Moines

#### Kansas

- Kansas City
- Lawrence
- Manhattan
- Topeka
- Wichita

#### Louisiana

- Shreveport
- New Orleans

#### Massachusetts

- Boston

#### Missouri

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

#### Nebraska

- Omaha

#### Nevada

- Las Vegas

#### New Hampshire

- Salem

#### New Mexico

- Albuquerque
- Farmington
- Santa Fe

#### North Carolina

- Asheville
- Charlotte
- Greensboro

#### Ohio

- Columbus

#### Oklahoma

- Oklahoma City
- Tulsa

#### Rhode Island

- Providence

#### South Carolina

- Greenville

#### Tennessee

- Nashville

#### Texas

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

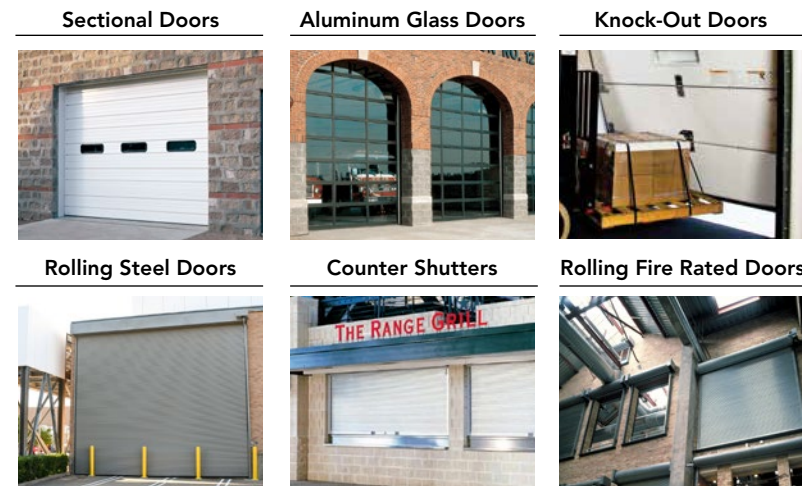
#### Washington

- Seattle

#### Wisconsin

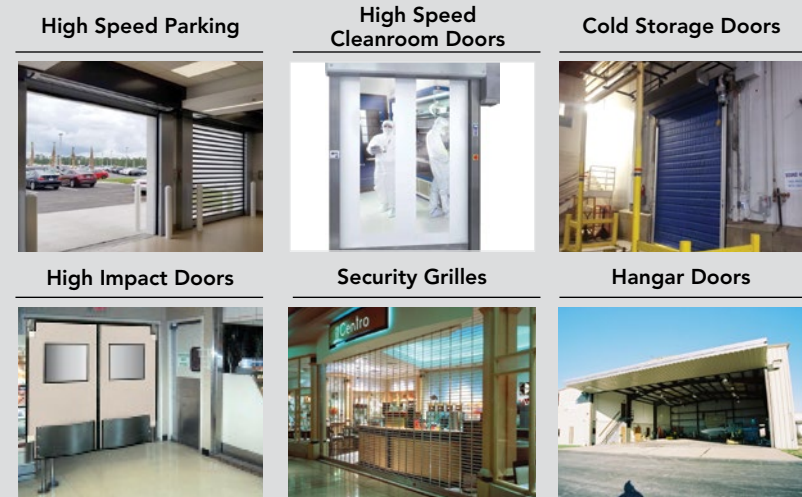
- Milwaukee

# products and services



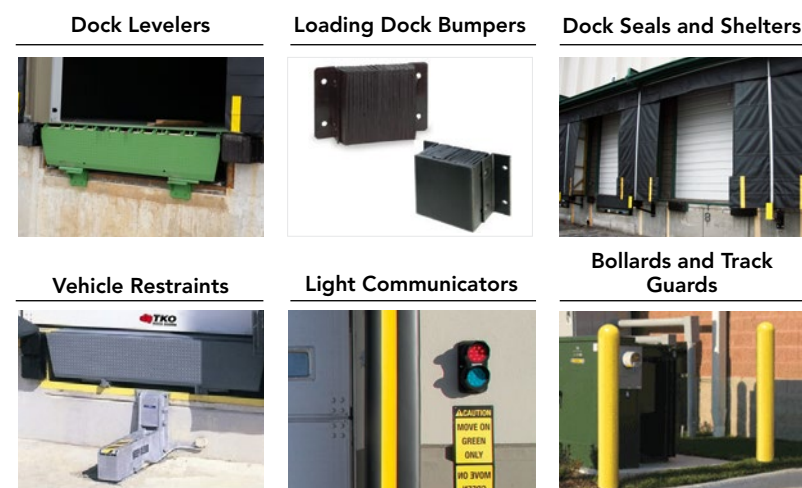
## Commercial Sectional and Rolling Doors

Commercial sectional and rolling doors play a critical role in increasing employee productivity, customer satisfaction and facility security. Proper product selection, installation and maintenance are necessary for the safe and efficient operation of these large door systems. DH Pace offers a complete range of design, installation, maintenance and repair services for all types of doors to meet these challenging requirements.



## Industrial, High Performance and Specialty Doors

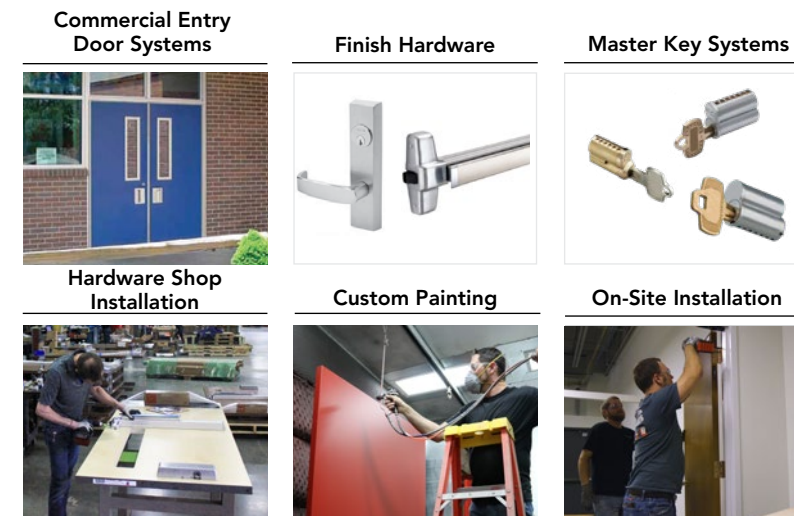
Industrial, high performance and specialty doors are typically installed in mission-critical openings where safe and dependable performance is essential. DH Pace offers a complete range of design, installation, maintenance and repair services of these highly specialized door systems.



## Loading Dock Equipment

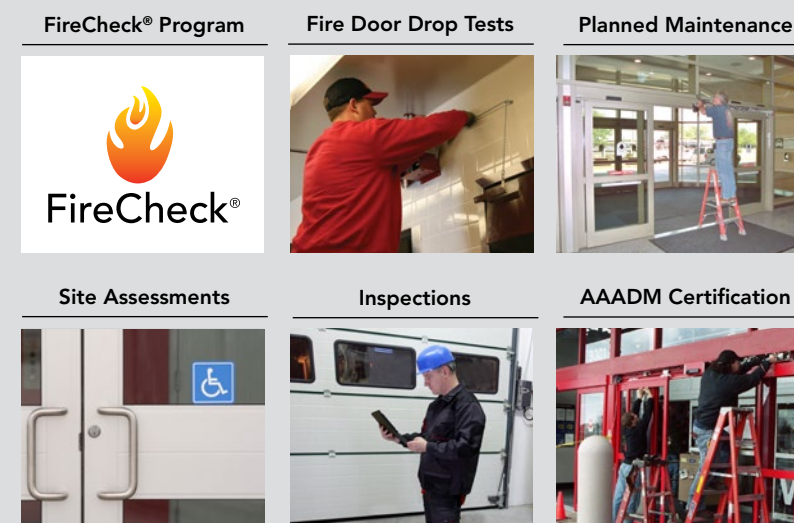
Dock systems are critical to the efficient operation of an overall material handling system. These systems are designed to increase productivity, facilitate safe operation and provide the appropriate level of security for a wide variety of operating environments. DH Pace offers a complete range of design, installation, maintenance and repair services of these highly specialized dock systems.

# products and services



## Entry Door Systems

In addition to customizing the right entry door system to the application, DH Pace experts help customers account for fire, life safety and accessibility code requirements for entry doors in their facilities. To optimize construction schedules, the Company offers off-site pre-assembly of door hardware and professional pre-painting of entry doors. To help preserve facility security, DH Pace also provides full service lock, key and security solutions for commercial businesses and organizations of all sizes.



## Maintenance, Service Programs and Automatic Door Inspections

Door systems play a critical role in customer satisfaction, employee productivity and facility security. When these door systems are not well maintained, operations can suffer, profits are lost and it can lead to injury or death. DH Pace helps facility owners and managers increase safety, improve performance, maintain code compliance and reduce costs through a variety of custom maintenance and service programs.

AAADM (American Association of Automatic Door Manufacturers) recommends automatic doors be inspected annually, at minimum, to improve safety for the customers and employees using these doors on a daily basis. DH Pace employs AAADM certified technicians to conduct inspections in accordance with American National Standards Institute (ANSI) A156.10, A156.19, A156.27 and A156.38.



## Compliance Services

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

# products and services

## Automatic Doors

Automating entry doors is an efficient method to facilitate more convenient access in facilities for a wide range of applications including: retail, health care, hospitality, transportation and manufacturing. Automatic doors should be inspected routinely and maintained by an AAADM certified inspector to reduce the risk of injury. DH Pace offers a complete range of design, installation, maintenance and repair services for all types of automatic door systems.



## Physical Security Barriers: High Security Applications

Physical security barriers are a critical component to an overall security plan. In conjunction with electronic security systems and guard service programs, these barriers form a layered security plan. They can be designed for different levels of security such as: crowd control, deterrence, detection and prevention. Hostile vehicle mitigation or vehicle traffic control can also be accomplished through revenue parking systems, access control systems and vehicle barricades such as bollards, wedges and barrier arm gates. DH Pace offers a complete range of design, installation, maintenance and repair services for all types of physical security barriers.



## Electronic Security: Access Control and Systems Integration Products

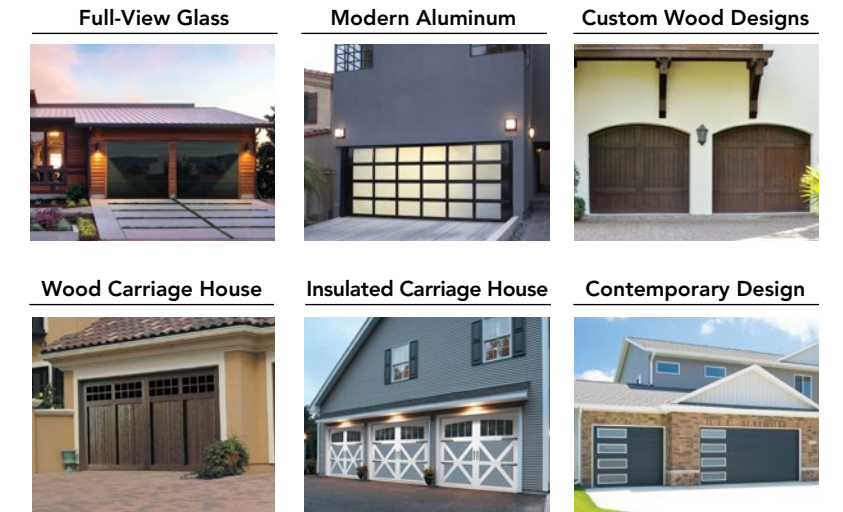
A well-designed and integrated security system is the cornerstone of an effective security plan. To work properly, these systems must be closely coordinated with the access points and traffic patterns in and around the facility. This makes coordination and integration with entry doors, physical security barriers, automatic doors and vehicle control systems essential. This includes compliance with fire, life safety, accessibility and other relevant code requirements. DH Pace also offers specialized systems including but not limited to: asset tracking, visitor management and ballistic detection.



# products and services

## Residential Designer Garage Doors

Regardless of aesthetic preference, DH Pace has garage doors for everyone. With upscale designs and specialty features, homeowners express their sense of style and maximize curb appeal with a designer garage door from DH Pace.



## Residential Garage Door Products

As the largest moving object in a home, a garage door can be a huge convenience for daily life. For many people, the garage door is the main point of entry for their home and it enhances the curb appeal, energy efficiency and overall security. Residential experts at DH Pace work with homeowners, builders, architects and property managers to provide the appropriate residential products and services for any application in single-family and multi-family homes.



## Residential Home Solutions

In addition to garage doors, DH Pace offers an expanded variety of home improvement related products. Enhance your home with an ENERGY-STAR rated entry door or create a physical barrier on your property with a residential gate. You can even conveniently monitor your garage door with an upgraded Wi-Fi capable garage door operator and smartphone app.





# 20 RESIDENTIAL CASE STUDIES 22

The Genuine. The Original.



# CASE STUDIES

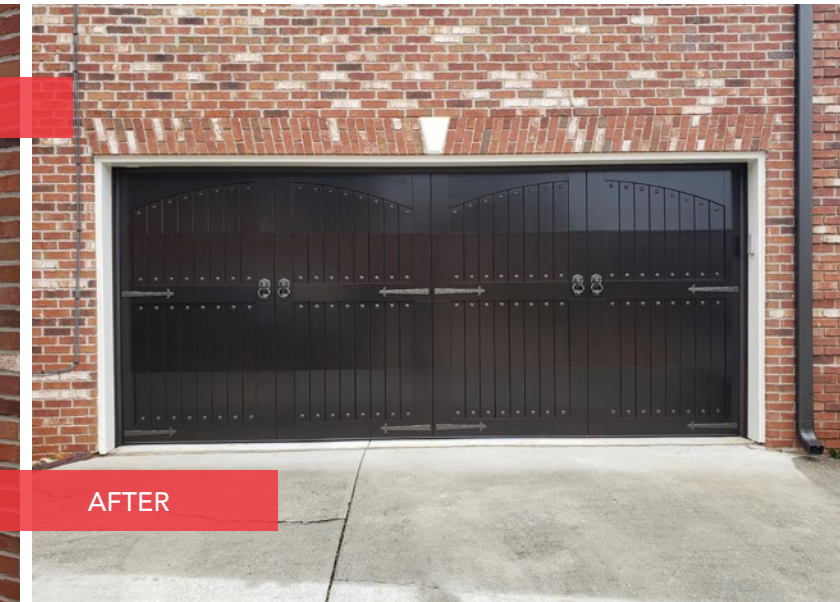
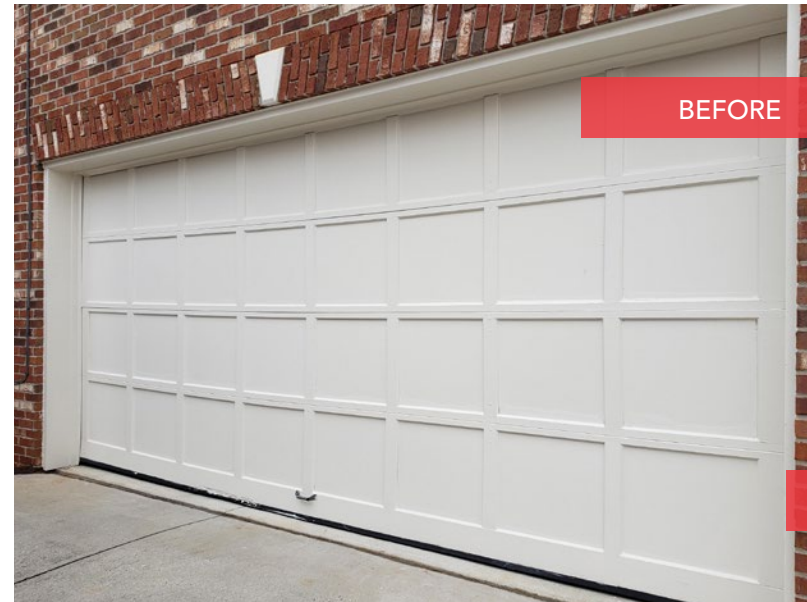
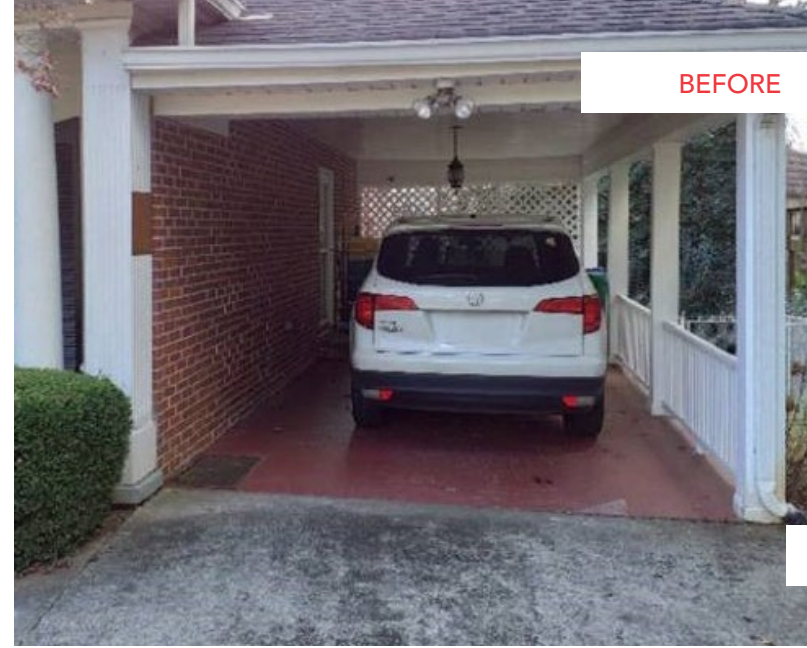
## DH PACE MAKES HOUSE CALLS

Residential | Garage Doors and Entry Doors

The DH Pace residential division offers a broad range of styles and designs to meet any application. Working with homeowners to create the front elevation of their dreams is what DH Pace does for fun. Whether transforming a home in the Colorado mountains or in a St. Louis suburb, DH Pace clients have thousands of design combinations to choose from.

In addition to stocking American-made garage doors and entry doors, DH Pace's talented designers and mill workers can custom-design and produce a garage door fit for a king or queen.

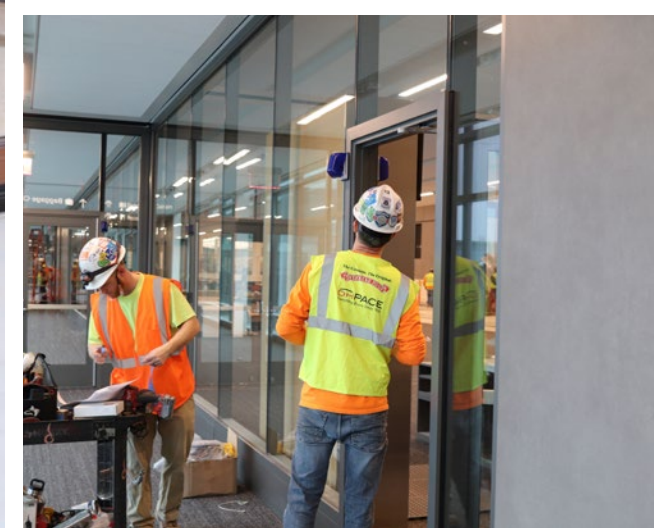
No other residential remodeling project delivers a better value than a new garage door. Exterior home projects continue to yield the greatest ROI as ranked in Remodel magazine's 2022 Cost vs. Value report. In the top spot, at a 93% ROI, the garage door replacement earns the highest ROI out of 22 projects ranked.



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



DEPARTURES



20  
COMMERCIAL CASE STUDIES  
22

# HIGH PERFORMANCE DOORS // SAFER LOADING DOCK

## PROBLEM

A major manufacturer was planning a new multi-building assembly plant complex that required a wide range of specialty doors and material handling equipment.

## SOLUTION

DH Pace worked with the architect and owner through the bid process to provide input on how to update the requirements to better fit the wide variety of applications throughout the complex. This played a significant role in DH Pace being awarded the project.

The project included 11 buildings containing 108 high performance doors, 8 coiling doors and 65 dock positions. Docks were outfitted with hydraulic levelers, highly customized master control panels, dock shelters and vehicle restraints. Industrial high-performance doors outfitted with custom controllers were installed to allow rapid opening and closing and frequent use throughout the facility. The doors were provided in custom colors to match the overall aesthetic of the building. Rolling fire doors, insulated service doors and air curtains completed the project. The project required close coordination between the owner, architect, general contractor, and other subcontractors due to the nature of the project and over 268 project changes.

108 HIGH  
PERFORMANCE  
DOORS

65 DOCK  
POSITIONS

11  
BUILDINGS



HIGHLY  
CUSTOMIZED



# LARGE INSTALL // NEW DISTRIBUTION CENTER

185 DOCK POSITIONS

161 IMPACTABLE DOORS

27 INSULATED VERTICAL DOORS

50" PER SECOND SPEED HIGH-SPEED DOORS

## PROBLEM

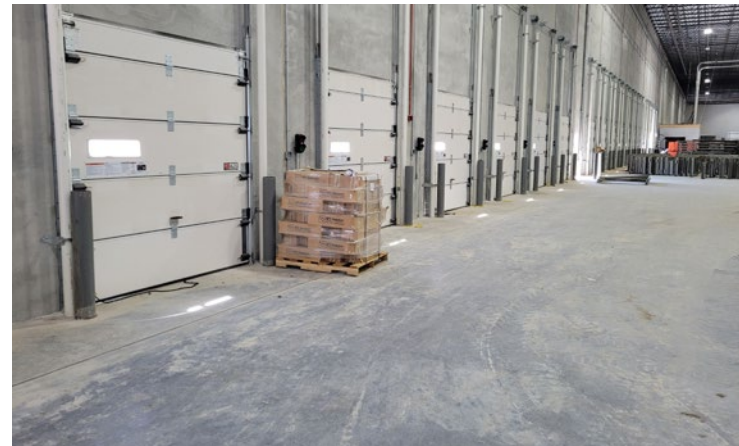
A national retailer was building a new distribution center to support their stores and needed to outfit the facility with a variety of doors and dock equipment.

## SOLUTION

DH Pace provided a single source solution for the owner, architect, and general contractor to furnish and install a wide range of opening products throughout the facility. In total, DH Pace provided the following equipment.

- **Dock Equipment:** 185 dock positions including 26 vertical-storing, 85 mechanical pit, and 74 mechanical edge-of-dock levelers; safety equipment including 185 LED communication dock lights, wheel chocks, bumpers, and control panels. The communication lights provide high visibility red/green flashing lights for simple, clear communication between dock workers and truck drivers. This reduces the chance of accidents such as truck drivers pulling away before loading/unloading is complete.
- **Upward-acting sectional breakout doors:** 161 impactable doors with a 2" thick insulated foam core panel designed to prevent damage to the door panels and track when struck by forklifts or other equipment.
- **Traditional Sectional Doors:** 7 large ramp doors.
- **Insulated Vertical Doors:** 27 vertical-acting sectional cold storage doors with operators to provide superior energy benefits over traditional doors. The doors feature 48" high panels with 4" thick insulation for an R-23 value and thermal-break track.
- **High Speed Doors:** 2 high performance doors with opening speeds of up to 50" per second.
- **Rolling Fire Doors:** 6 coiling fire doors with operators.

The customer is now operating an 800,000 square foot state-of-the-art distribution facility.



# BI-FOLD DOOR // OUTDOOR PERFORMANCE SPACE

## PROBLEM

A performing arts center needed a large custom door to expand their theater space to include an indoor/outdoor performance area.

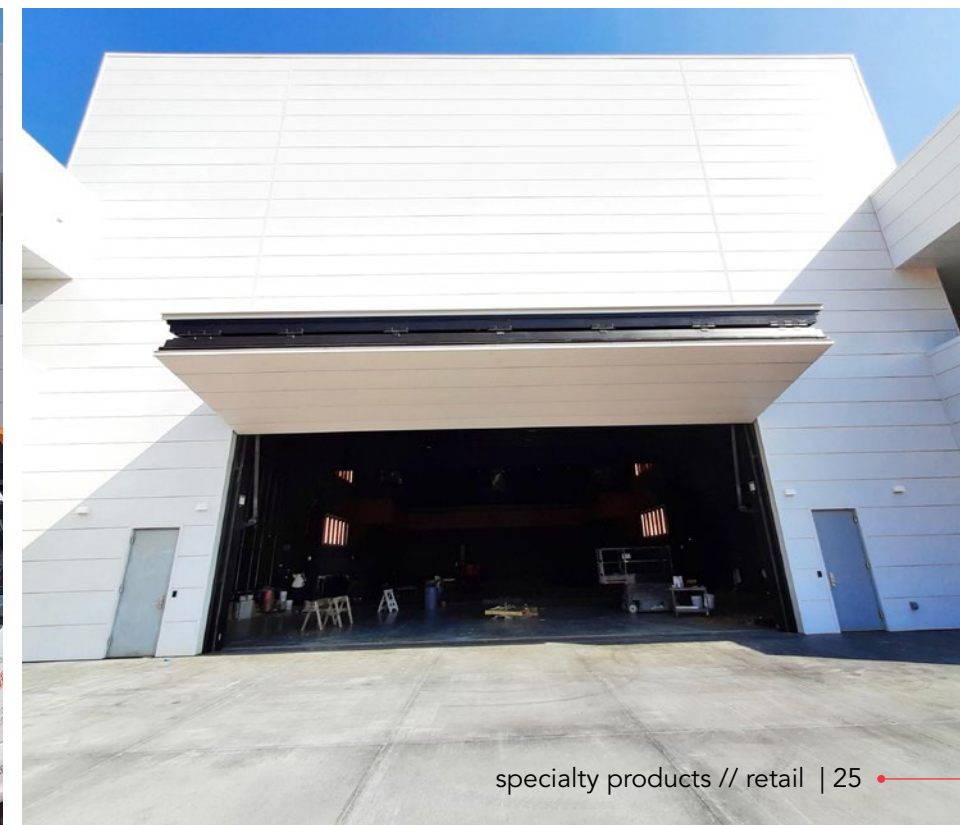
## SOLUTION

DH Pace worked with the theater, architect, and general contractor to design a solution for this unique application. DH Pace installed a 40-foot wide and 18-foot high aluminum bi-fold door. When open, the large door opening provides the necessary access to use the outside stage for performances. When closed, the door secures the building with a glass window providing light to the interior of the space.

Today, the performing arts center uses their exterior stage to present shows outdoors enhancing the experience of all who attend these performances.

UNIQUE APPLICATION

40' WIDE BI-FOLDING DOOR



## LARGE ROLLING DOOR // WEATHER PROOFING BUSINESS

30' WIDE  
DOOR

SECURITY  
LOCK

WEATHER  
PROTECTION

### PROBLEM

A manufacturer suffered significant business disruption and economic losses when a winter storm caused the pipes in their boiler room to freeze. To prevent future incidents, they needed the ability to close off a 30 foot x 28 foot ventilation wall during cold weather.

### SOLUTION

The DH Pace team assessed the situation and assisted the customer in evaluating several different options. Due to the large size of the opening and the need to close the opening quickly, a power operated custom rolling steel door was selected. The door was fabricated and installed on the exterior of the ventilation wall with a heavy-duty operator to allow for quick and safe operation. To add security, the operator can only be activated by authorized personnel using a key switch.

The customer is very happy with the product and the installation of the door. It took care of all the worries they had with weather at this location and allows for the ventilation wall to be open as much as possible.



## ACCESS CONTROL // CONVENIENCE AND SECURITY

### PROBLEM

A university needed to upgrade their access control system to improve security and convenience. The campus police and systems administration teams also needed the new access system to integrate with the existing student enrollment and badging systems.

### SOLUTION

DH Pace worked with key university stakeholders to define system requirements, including the IT department on software integration issues. Close collaboration between DH Pace, the selected suppliers and several university departments was critical in successfully designing a solution that would deliver the level of integration, security, and convenience necessary to meet their ambitious goals for the system.

DH Pace installed the new access control system at four separate campus locations consisting of over 450 card readers. The new access system was integrated into the university's badging, human resources, and enrollment software to allow staff to efficiently onboard new students and grant them access to the appropriate classrooms, common areas and dormitories. The system also permits authorized users to reserve study and conference rooms. Finally, the new access system allowed administrators to lock down the buildings in the event of a critical incident.

DH Pace also upgraded numerous pedestrian entry doors and upward-acting doors as part of the project.

Today, the university enjoys the benefits of an integrated access control system which enhances user convenience and plays an important role in the increased security across all four campuses.

450 CARD  
READERS

4 CAMPUSES

WIFI LOCKS

ACTIVE  
DIRECTORY  
INTEGRATION



# BARRIER GATES // INCREASING VEHICULAR SECURITY

## PROBLEM

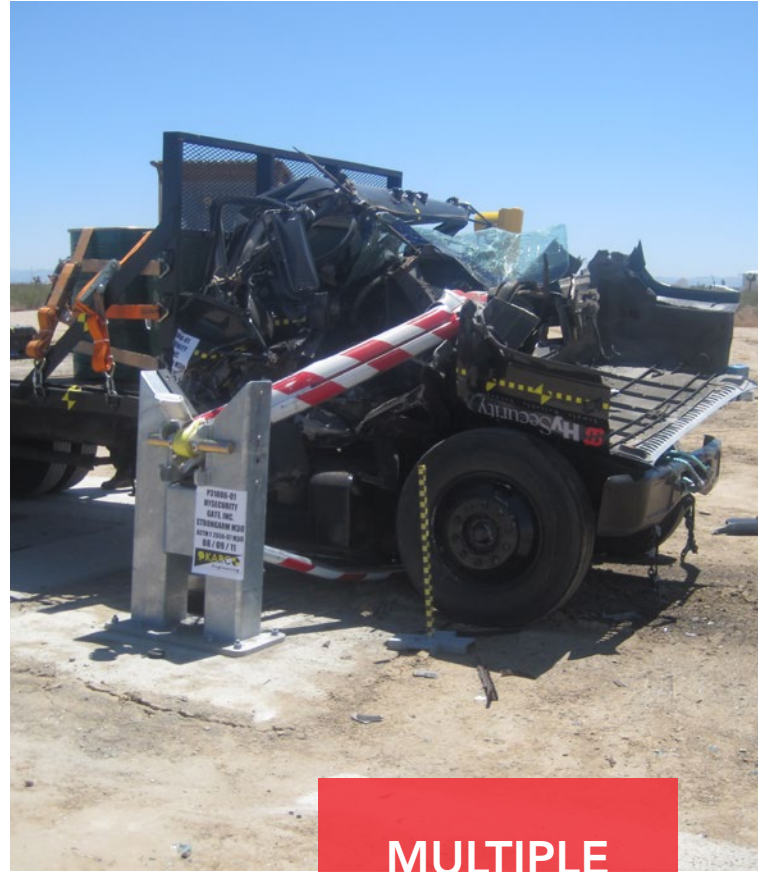
A national company needed to significantly increase the physical security when vehicles were entering or leaving their property at seven facilities across the United States.

## SOLUTION

DH Pace worked with the customer to understand daily traffic patterns and security concerns at each location. The final design included high-security barrier arm gates capable of handling the anticipated traffic flow, and safety equipment tailored to fit the application - with the strength to withstand the impact from a 15,000 lb vehicle moving up to 50 mph.

Due to DH Pace's national installation and service capabilities, DH Pace was able to serve as a single-source provider and deliver the systems on a turn-key basis for all locations. DH Pace provided a dedicated project management team to coordinate the design and installation of 38 new gate systems including the foundations, control wiring, equipment installation, programming, and customer training.

Today, the customer enjoys the increased peace of mind knowing this new security is in place at each of these facilities.



**MULTIPLE LOCATIONS**

**(38) RATED CRASH BARRIERS**

**ENTRANCES FROM 18-24' WIDE**



# BALLISTIC RESISTANT // KEEPING EMPLOYEES SAFE

## PROBLEM

A business dealing with the public was concerned about the possibility of a shooter event at their facility. They wanted to improve security at the facility to better protect employees while not impeding their ability to serve customers efficiently or making the new security features an inconvenience.

## SOLUTION

DH Pace worked with the customer to design a solution that met these requirements. A new transaction window was installed with bullet-resistant glass in compliance with UL-752 standards. The walls around the transaction windows were reinforced with bullet-resistant material to provide additional protection for employees. A baffle design was used which offered the best sound transmission available for bullet-resistant barriers with no visual obstructions. A recessed stainless steel deal tray was added to allow for passing of documents under the window.

With the installation complete, the new system is an added layer of protection for employees should an emergency arise.

**BALLISTIC RESISTANT LEVEL 3 PROTECTION**

**RECESSED PASS-THRU TRAY**

**BAFFLE DESIGN**



## CUSTOM OPENING // SCHOOL ACCESS TO OUTDOORS

NEW ENTRY  
DOOR

INTEGRATED  
WITH ACCESS  
CONTROL  
SYSTEM

DURABLE  
FRP  
CONSTRUCTION

MATCHES  
SCHOOL  
COLORS

### PROBLEM

An elementary school was building a new courtyard outside of their library. They needed more convenient access from the building but only had large windows adjacent to the new courtyard space.

### SOLUTION

DH Pace surveyed the site and proposed replacing one of the window systems with a new door system and sidewalk for convenient access to the patio. A custom aluminum frame was installed with a set of textured fiberglass doors in the school's branded colors. The doors were designed to accommodate high traffic and be able to withstand the weather and abuse common in these types of applications. The doors featured FRP (fiberglass reinforced plastic) face sheets which are scuff, scratch and fade resistant. The stiles and rails were built from extruded aluminum alloy. Electrified hardware was used to integrate the openings into the school's access control system while also utilizing a quiet retraction technology to minimize noise in the library when the doors closed.

Today, the students enjoy convenient access to the courtyard through an opening that is both durable and integrated into the customer's security system. The opening has also enhanced the exterior of the building with the vibrant blue color.



BEFORE



AFTER

## NEW GLASS DOORS // EXPANDING A DINING AREA

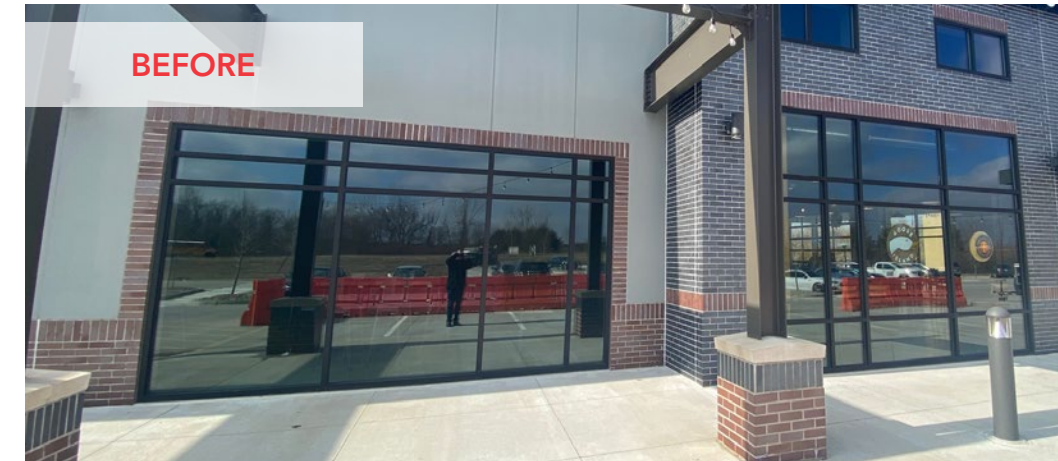
### INTRO

A restaurant owner wanted to create a new indoor/outdoor flex space to expand their dining area. This new space needed to comply with the emergency egress building code requirements.

### SOLUTION

DH Pace consulted with the owner to formulate a solution that met both owner and building code requirements. A full-view aluminum upward-acting sectional door was installed to create the indoor/outdoor dining space. A new entry door with a transom was added next to the upward acting door to comply with the emergency egress requirements. Both doors were provided in a dark bronze finish to match the existing exterior of the building.

The new space provides a more upscale dining environment for patrons of the restaurant using doors that blend in with the existing building and meet egress requirements to provide a safer environment.



BEFORE



AFTER

FULL-VIEW  
SECTIONAL  
UPWARD-  
ACTING DOOR



ALUMINUM  
ENTRY DOOR

MATCHES  
EXISTING  
SPACE

# NEW AIRPORT // METRO TAKING FLIGHT

## PROBLEM

In November 2017, the city of Kansas City, Missouri voted to approve the construction of a new airport to replace the existing facility built in 1972. The new international airport includes best-in-class amenities, technology and great food options featuring many local favorites. The new airport will cost roughly \$2 billion and opened in early 2023 to rave reviews.

## SOLUTION

With the broad range of products and services offered by the DH Pace Company they were able to make a significant contribution to the construction of the new KCI airport. In total, DH Pace supplied and/or installed 10 different product lines in support of the project. These included:

**Automatic Doors.** The DH Pace Auto Door Team provided and installed 32 customized surface-mounted bi-parting automatic sliding doors and operators which were installed at the entrance/exit on the arrivals and departures levels plus 4 dual door operators which were installed at the North and South vestibule doors at the arrivals level for automatic opening of swinging doors out to the street. The doors are a sleek, custom copper color to match the aesthetic of the new airport.

**Key System.** The DH Pace Security Solution Team worked closely with the airport to design the key system and provided over 1,500 cores and keys for owner installation on a tight schedule to meet the grand opening date.

**Security Grilles.** The DH Pace Commercial Door System Team furnished and installed 17 security sliding and rolling grilles at retail stores, kiosks and restaurants located throughout the airport. Additional security grilles were installed at the security checkpoint entrance, and the international recheck area. The grilles ranged in size from 28 feet wide to over 46 feet wide.

**High Speed Doors.** The DH Pace Commercial Door System Team furnished and installed 32 high speed doors at ground level to protect equipment and secure the facility while vehicles move throughout the terminal and onto the tarmac. An additional 4 high speed doors were installed at the inbound baggage handling system. The high-speed doors range from 12 feet to 24 feet wide.

**Insulated Rolling Steel Doors.** The DH Pace Commercial Door System Team furnished and installed 38 energy-efficient insulated rolling metal doors across a multitude of building types from energy vaults and chiller plants to docks to maintenance and storage buildings. These doors ranged from 8 feet to 14 feet wide and up to 14 feet high.

**Storm Shutters.** Being in the Midwest, weather can always be a factor. The DH Pace Commercial Door Systems Team ensured a safe place for travelers and airport employees with the installation of 18 rolling steel storm shutters. These shutters create a protected space as an area of refuge to protect employees and travelers during extreme weather events.

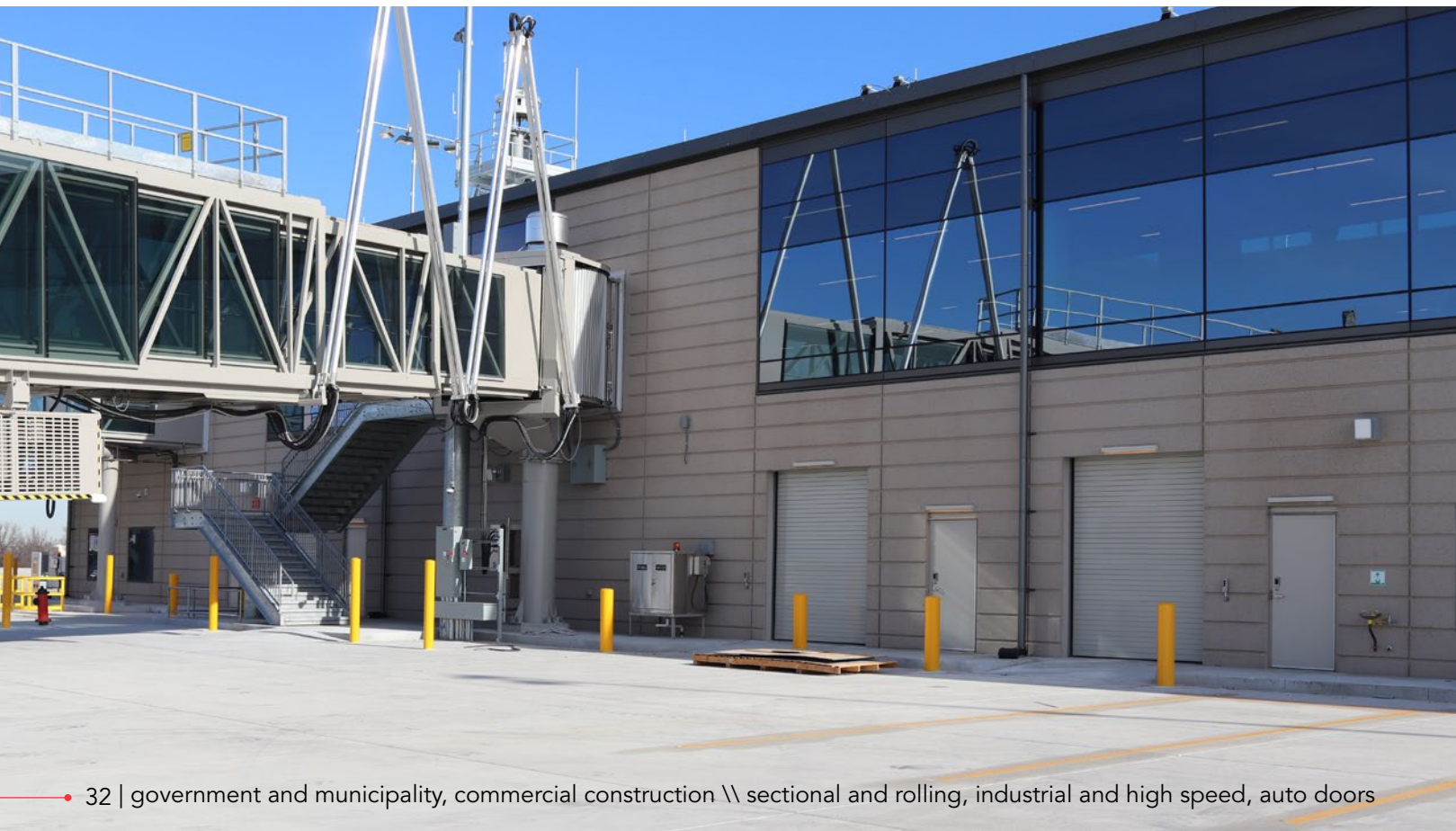
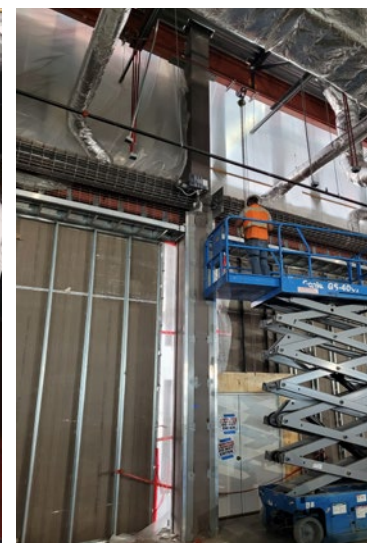
**Entry Doors.** The DH Pace Entry Door Team furnished and installed the hollow metal doors, frames, and hardware throughout the parking garage.

**Division 10 Specialties.** DH Pace Construction Services Group furnished and installed the division 10 specialty and additional carpentry work throughout the parking garage.

**Vehicle Gate Operator.** The DH Pace Commercial Door System Team installed a gate operator to control vehicular traffic.

**Carpentry Work.** The DH Pace Construction Service Team was hired by the general contractor to perform a wide variety of work in the final months of the project in the final push for substantial completion.

The new airport is a fantastic facility that will serve travelers for many decades. It will also help to attract new businesses and events to Kansas City. This is already having a positive impact as the NFL draft is coming to Kansas City in April 2023 as is the World Cup in 2026. DH Pace is proud to have made a small contribution to the success of the project. DH Pace employees, family and friends look forward to using the new airport facilities as a gateway to exploring the world.





SECURITY GRILLES

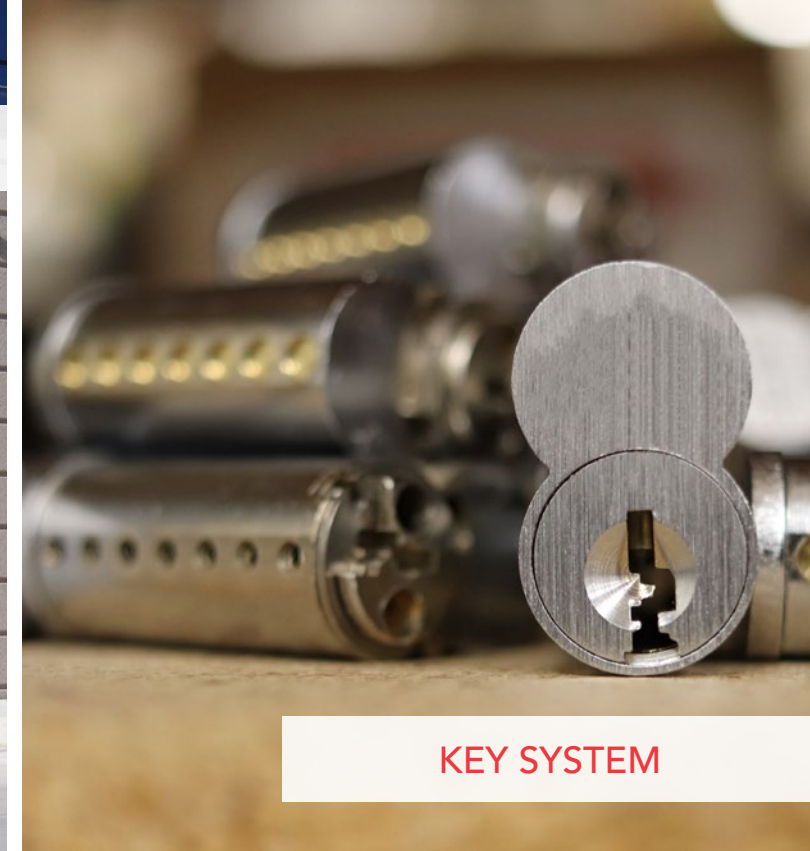


CARPENTRY WORK





ROLLING DOORS



KEY SYSTEM



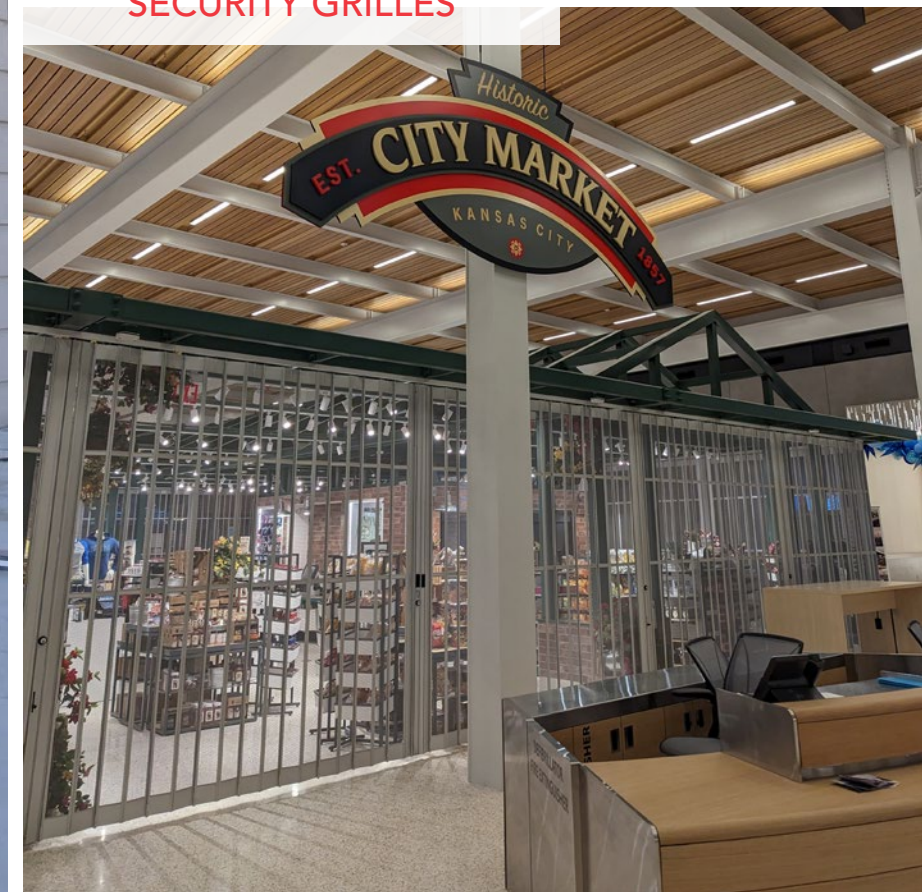
AUTOMATIC DOORS



HIGH SPEED DOORS



SECURITY GRILLES



# LOADING DOCK // SINGLE SOURCED FACILITY

## PROBLEM

The rapid increase in consumer purchases through the internet has dramatically increased the need for logistical facilities to inventory a wide range of products so they can be delivered quickly and efficiently to consumers. To keep up with this rapidly increased demand requires many new logistical facilities to be built nationwide.

## SOLUTION

DH Pace can offer owners a single-source provider solution for the dock levelers, truck restraints, dock seals, track guard, sectional door and rolling doors. This includes working to ensure the equipment works together efficiently and well as coordinating supply chain issues to minimize the effect of the job schedule. For this particular project, DH Pace provided 55 air powered pit levelers, 10 mechanical edge-of-dock levelers, 47 mechanical truck restraints, 47 foam dock seals, 37 door track guards, 47 LED fan/light combo units, 40 insulated sectional doors, 2 rolling steel service doors, and 2 rolling steel fire doors.

Despite the supply chain challenges, this project was finished on time and is providing the customer with expanded capacity to efficiently handle their growth in ecommerce sales and better support their various store locations.



40 SECTIONAL DOORS

TWO FIRE DOORS

65 DOCK LEVELERS

SINGLE-SOURCE PROVIDER

**DHPACE**® | Building Safer Communities  
Everything Doors Since 1926

800-507-0023

1901 E 119th St. | Olathe, KS 66061

DHPace.com



### Located in:

- |               |                |
|---------------|----------------|
| ARIZONA       | NEVADA         |
| ARKANSAS      | NEW HAMPSHIRE  |
| COLORADO      | NEW MEXICO     |
| FLORIDA       | NORTH CAROLINA |
| GEORGIA       | OHIO           |
| ILLINOIS      | OKLAHOMA       |
| IOWA          | RHODE ISLAND   |
| KANSAS        | SOUTH CAROLINA |
| LOUISIANA     | TENNESSEE      |
| MASSACHUSETTS | TEXAS          |
| MISSOURI      | WASHINGTON     |
| NEBRASKA      | WISCONSIN      |

## THE DH PACE DIFFERENCE



### PROFESSIONAL EMPLOYEES

Trained, highly skilled and ready to serve



### BROAD PRODUCT OFFERING

For every type of door, loading dock and security system in all types of buildings



### CUSTOMIZED SOLUTIONS

Designed to meet each customer's specific needs



### RELIABLE SERVICE

Nationwide service when and where customers need it



### LIFECYCLE BUILDING MANAGEMENT

A trusted partner for construction, renovation, maintenance and repair





**DHPACE**<sup>®</sup>  
Everything Doors Since 1926

*Building Safer  
Communities*

DHPace.com

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NM LIC #380247- GS06, ES03 • NM LIC #399279- ES03 • NV LIC #0087898 C-8 • NV LIC #0071664 C-3 • NV LIC #0075881 C-14E • NV LIC #0083652 C-2D • OK LIC #AC440675

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