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Since 1947, our company has proudly served the Mid-South with dependability, integrity and excellence. Offering a wide range of premier products and superior services, our teams possess the proven training, experience, equipment and technical expertise to deliver innovative solutions for projects of all sizes and scopes. Just give us a call so our dedicated professionals can show you why satisfied customers have trusted us for over 50 years.

**901-775-2143**[www.DillardDoor.com](http://www.DillardDoor.com)**LETTER FROM THE PRESIDENT OF DILLARD DOOR**

## Hurricane Relief Efforts

*Almost immediately after the news was reported of Hurricane Katrina's devastation in Louisiana and Mississippi, my employees came to me with ideas of how we could help.*

**E**arly on, most wanted to load up some of our trucks with supplies and equipment and head down there to help out with rescues and rebuilding. As news flowed in about the extent of the situations there, it became clear that going there was not only impossible physically, but also not the best use of our resources. This left a feeling of momentary helplessness among the staff. We wanted to help, but in effect, were restrained by the sheer enormity of the situation.

Our company held a staff meeting the first of September and decided that the best thing that we could do would be to help locally with the dislocated family relief efforts. We knew that the local charitable organizations were becoming overtaxed due to the inflow of many people in need. We realized that food, shelter and sheer manpower were particularly in short supply; therefore, we decided to offer the following opportunities to our employees:



- *Make a cash donation in which the company would make a payroll deduction over time, with the company matching*
- *Make a nonperishable food and supplies donation, which would also be delivered to the Food Bank.*

*it and adding \$1,000 to the total.*

The check representing the grand total was taken to The Food Bank. The Food Bank is already one of our charitable partners for whom we provide discounted or gratis service and periodic donations and sponsorships.

"Dillard Door & Entrance Control



*Dillard Door & Entrance Control employees loading supplies for hurricane victims*



Chris W. Bird,  
AHC, CSI,  
President,  
Dillard Door  
& Entrance  
Control

is a vendor of the Food Bank and they do a lot of work for us,” says Susan Sanford, director of the Memphis Food Bank. “We have always gotten good service from them and they understand our mission. They brought us a check for \$3,500, which is a very generous gift. They also have provided us with trucks and people to pick up food from schools and grocery stores during our food drives. They have gone the extra mile for the Food Bank.”

- *Donate our time. We will work through Volunteer Memphis to provide personnel as needed and be available to help staff shelters, man phones or whatever was needed.*

Volunteer Memphis is the coordinating agency for all volunteers for the city of Memphis and has become an official clearinghouse for volunteers in this time of need in Louisiana, Mississippi, and Alabama. With an estimated 15,000 evacuees in Memphis at this time, the need for volunteers is very great, says Kevin Dean, community services manager. Volunteer Memphis set up an emergency volunteer phone bank (324-8799) to take in volunteers for the Salvation Army, Red Cross, the Crisis Center, Humane Society, Mayor’s Action Line, Health Department, area evacuee shelters, warehouses for donation storage, and donation sites.

“We would love to get Dillard Door & Entrance Control involved in whatever way we can, and we appreciate the outpouring of support from the Memphis corporate community. This disaster relief effort is far from over, and the need for volunteers will last for months while we rebuild cities and relocate these evacuees,” Dean adds.

Dillard Door & Entrance Control has subsequently provided numerous paid and volunteer employees to work at the Red Cross center on Central and the Main Library on Poplar on an as needed basis.

- *Post notices and encourage anyone who can to donate blood at the LifeBlood center on Madison, which is very close to our office.*

“The impact of Hurricane Katrina has affected the Memphis blood supply,” says Ken Hall, a spokesman for LifeBlood. Firstly, Memphis is receiving a number of patients from the coastal hospitals. This increases demand for blood locally. Secondly, the coastal areas are traditionally one of the sources for blood supplies stored and used here. The overall result is now an incrementally smaller supply. “Therefore, it is imperative that more Memphians go and donate blood,” Hall says. “Obviously, this is not a short-term problem. We thank Dillard Door & Entrance Control for what they provide in this regard.”

Additionally, we as a company have been looking for opportunities to provide employment to those displaced persons that might possess the skills or experience to benefit from our organization whether it be temporary or permanent. We have recently had one employee deployed for National Guard duty. He thought he was headed for Iraq but in early September was instead deployed on a convoy to New Orleans.

As the executive at Dillard Door & Entrance Control, several employees came into my office to thank me for our various efforts to help. I replied, “No—Thank YOU, because without such wonderful employees, none of this would be possible.”

Cordially,

Chris W. Bird, AHC, CSI

## Installation of Intertex Security Barrier Gates at Valero Memphis Oil Refinery—Previously Premcor

**D**illard Door & Entrance Control installed two cable crash beam gate arms at the Valero Memphis oil refinery—previously known as Premcor. These are hydraulic-activated units for its front entrance on Mallory. The gates are to prevent vehicles from crashing through the entrance as an effort to thwart car bomb type attacks at the facility.

“They did a good job responding and the gate arms are operating fine,” says Chris Taylor, project manager at Valero.



CUSTOMER SPOTLIGHT

# Oak Hall, Regalia

Dillard Door provided security chain closures, coiling grilles and decorative pipe bollards for the prominent clothing store, Oak Hall, at The Regalia in East Memphis.



The functional, yet attractive security chain closures (above left) protect Oak Hall's windows at night while the decorative pipe bollards (above right) halt traffic.

The chain gates and grilles are nicely concealed during the business hours and come down at night-time. The bollards, meanwhile, efficiently halt traffic. They were installed after a vehicle was used to smash through the front glass during a break-in.

"We have not had any problems since the bollards, chain gates and grilles were installed," says Bill Levy, president of Oak Hall. "They serve a necessary security function, but also look nice. They even blend in with the décor, so most people do not even notice." The chain closures protect the windows, while the coiling grilles protect the doors. The store is expanding by another 2,000 square feet and will be requisitioning more of the devices to meet the expansion needs. The store will then become some 23,000 square feet, Levy says.

"We're very pleased with the bollards," says Bradley Wilford, director of property management with Boyle Investment Co., Oak Hall's landlord. "We wanted something that looked really nice and we got it".

VENDOR SNAPSHOT

## McKeon Doors for the Nashville Symphony & the Paradiso Theater

Dillard Door & Entrance Control supplied McKeon Door products for two major installations: the Schermerhorn Nashville Symphony building and the Paradiso Theater.

### Schermerhorn Nashville Symphony Building

"In the instance of the Nashville Symphony job, specialty side-sliding fire doors were employed at four openings," says Young Jun, sales manager with McKeon Door. "One of the biggest obstacles on the project was that the facility had a marble border adjoining the floor and the units were custom-designed to work in tandem with the architectural design plans for the stone borders."

"We had to create a custom track," says Shanna Scott, project coordinator with American Constructors, who worked on the Nashville project. "There were some transitions on parts of the track where we went from stone to carpet and that was a challenge of how to adjust from

the flooring surface to the stone portion. We had to have shims under the tracks to accommodate the thickness of two different kinds of floor finishes."

### Paradiso Theater

McKeon Door's Jun says, "In the case of Paradiso Theater, McKeon had a fire door system that incorporated an overhead coiling fire door curtain which integrated with two physical egress doors that swung outward from concealing wall pockets. The product allowed for egress in one or two directions and also provided the required UL fire rating."

"We were tying on a new addition to an existing theater and had to add a four-hour separation between



Paradiso Theater's fire door system

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### EMPLOYEE UPDATE

## Our Team is *Your* Team



*Keith Cottrell*

**Keith Cottrell**, Door Service Tech, is a member of the Army National Guard. His unit was notified that they would deploy to Iraq and in mid-August was preparing for the journey. When Hurricane Katrina hit August 27th, Keith was notified that their services would be needed in the disaster area and on September 1st, he and the other members of his unit convoyed to New Orleans to help keep peace and aid in the evacuation of the city. Whether Iraq or New Orleans, we will miss Keith in his absence and wish him God's protection.



*David Hobbs*



*Brian Smith*

**David Hobbs** and **Brian Smith** completed installation and service training at ASI's headquarters in Milwaukee and are now certified for ASI's Enviro Cold Storage Doors and Marathon High-Performance Industrial Doors.



*Geoff Jones*



*Len Adams*

**Geoff Jones** and **Len Adams** completed a three-day training course on Magnetic Automation Corporation products at their facility in Rockledge, FL. Magnetic Automation is one of the largest manufacturers of traffic control barrier arms. They also provide a complete line of parking control and revenue management systems. Dillard will be installing quite a few of these items for Standard Parking at several downtown parking garages soon.

### Paradiso Theater

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the new and existing buildings," says Perry Miller, project manager and estimator with Linkous Construction, who worked on the Paradiso project. "The corridor that we were tying onto the existing building had to remain open for egress. The dilemma was to maintain the fire rating by keeping the corridor open and that is why we went with a McKeon product. We had used their doors on a previous Malco theater project in the past. We had a short time to get the door ordered and were able to get it in time due to our compressed construction schedule request."