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## Dillard Door— Securing Memphis for 60 Years

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 60 years.

901-775-2143

www.DillardDoor.com

## MESSAGE FROM THE PRESIDENT OF DILLARD DOOR & ENTRANCE CONTROL

# Our Proud Heritage



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

*Harry Truman was in the White House, Jackie Robinson broke baseball's color barrier, and Boss Crump still wielded power in Memphis politics.*

The year was 1947, and like many other Americans in the aftermath of World War II, John Dillard Sr. was focused on a dream.

On a storefront in Downtown Memphis, Mr. Dillard launched a glass business that would later grow into the preeminent door and

entrance control provider in the Mid-South.

This year, as the company observes its 60th anniversary, a look back shows just how methodically that growth occurred.

Through its early representation of Crawford Door Co., a manufacturer of sectional overhead doors, Mr. Dillard's Southern Glass Company developed a lasting connection with the door industry. In the 1950s, the firm launched the Dillard Door division and added to its product line Pella, ModernFold and Slide-View doors. Not content to just represent manufacturers, the company began building custom industrial doors on its own for special applications.

The company underwent several name changes over the years. In the late 1950s and early 1960s, it was called Dillard Door Co. In 1974, the company took the name of Dillard Door and Specialty Co., and later formed its Advanced Automated Entrances division and began installing and servicing automatic

doors. Embracing the recent high-tech advances in security, the company in 1998 launched the Entrance Control Systems division specializing in automatic gate systems, access controls and closed-circuit TV cameras.

With a new millennium came the beginning of a new era for the company. In 2000, the Dillard family asked me to consider an offer to purchase the firm. I did and I changed the name to Dillard Door & Security to more directly emphasize the company's diverse expertise in cameras and other measures of particular interest to a post-September 11 world. Because so many of our clients knew us as two separate companies, Dillard Door or Entrance Control

Systems, the logo was changed to Dillard Door and Entrance Control.

We have added many other manufacturers and have begun marketing their products in

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CUSTOMER SPOTLIGHT

# Making Security Look Nice

*The challenge seemed straightforward enough: provide security to a Memphis school while making its two campuses readily accessible to students and faculty.*

**B**ut in designing personnel and vehicle gates for Grace-St. Luke's Episcopal School, Dillard Door and Entrance Control had to be sensitive to the aesthetics and character of the school and church and conform to the standards regulating the surrounding Central Gardens neighborhood. In other words, the gates and fencing had to be visually pleasing and highly secure at the same time.



The solution involved wrought-iron gates featuring anchors that serve a dual purpose.

They are decorative elements — symbols of the school, in fact — and, with their strategic placement, they prevent intruders from reaching through the bars and unlocking the gates.

“We designed a gate that fits in with the look and feel of the neighborhood, church and school,” Dillard Door president Chris W. Bird said.

As for functionality, the gates are equipped with standalone, wirelessly connected electronic locks. The connections between the gates and a central computer allow for the entrance codes to be changed without going to each individual gate door.

Spring closers on the pedestrian gates prevent them from

remaining open, while pneumatic door-closers ensure they don't slam shut, possibly injuring a child or damaging the gate.

“This is a good example of customization and taking something that's not off the shelf and completely designing it,” Mr. Bird said.



*Dillard designed and installed gates for Grace-St. Luke's Episcopal School.*

## Fire Door Testing

*Code changes require annual testing of all fire doors.*

**I**ndustry standards have been ratcheted up for fire doors, but Dillard Door and Entrance Control is keeping pace.

The newly published NFPA 80 2007 contains a requirement for annual inspections of swinging, personnel type fire doors. To accommodate this change, the Door and Hardware Institute is developing a new certification process involving appropriate education and documentation for the inspections. DHI plans a roll-out of the certification process at its Nashville Show in October.

Activated by heat, commercial and industrial coiling fire doors close automatically during a fire to stop or slow the spread of smoke and flames to other sections of large buildings, potentially saving lives and property. These doors have had an annual testing requirement for

some time. However, swinging type fire doors have not previously had a code requirement for annual testing.

Testing the doors can reveal problems stemming from improper installation or adjustments. Swinging fire doors serve a dual purpose: stop fire and smoke and permit egress to escape a burning building.

Dillard Door received distinction this year as an International Door Association-certified dealer of fire doors. With its four certified fire-door technicians, the company becomes one of only a few IDA-certified dealers in Tennessee.



### Our Proud Heritage

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Memphis through Dillard Door and Entrance Control, which has seen its work force approximately double, to 45, in the past seven years.

Sixty years after its modest beginnings as a glass business downtown, the company, now located at 788 East Street, has a sound brand, a solid reputation for excellence and a seemingly limitless future. For this, I am eternally grateful.

*Chris W. Bird, AHC, CSI*

VENDOR SNAPSHOT

# Dillard is Official Besam Dealer for Mid-South Area



*Dillard Door and Entrance Control recently became the only authorized dealer and service center for Besam in the Memphis area.*

The arrangement occurred after Besam, one of the leading international brands for doors, got out of the business of operating company-owned operations in markets such as Memphis.

“They came to us,” Dillard Door president Chris W. Bird said. With people passing through Besam automatic doors at a rate of 15 billion times a year, the case for Dillard Door doing business with Besam was open-and-shut.

Besam, with nearly 2,000 employees worldwide, has distributors and agents in 55 countries and production facilities in the United States, China, Germany, Sweden and the United Kingdom. It has made 1 million door installations since 1962.

Tommy Fortner, who ran the local Besam center, hired on with Dillard Door to run the automatic door division. As a result, Dillard can expand its foothold in the automatic-door market. With the dealership and service-center arrangement came a number of benefits for Dillard Door.

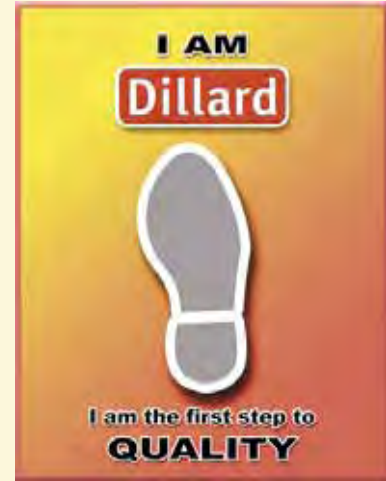


“Even though we were doing automatic doors on an occasional, as-needed basis, this makes it a permanent fixture for us with a very recognizable brand,” Mr. Bird said.

In addition, Dillard Door picked up all of Besam’s national service contracts, including ones with such highly recognizable retailers as Rite-Aid. Now, whenever a door needs servicing at any of Rite-Aid’s scores of outlets in the area, “we’re the one who gets the call,” Mr. Bird said.

“Through the service contracts, Dillard Door will benefit from exposure to customers who otherwise might not have known about the firm,” Mr. Bird said.

## Our Quality is Showing



As part of our annual strategic planning process we set some goals with a short achievement date that we call ‘Rocks’. Everyone in the company participates in one or more Rock Teams and is tasked with implementing their goals within the determined time frame. One of our Rocks this year is Quality and the Quality Rock Team came up with the “I AM Dillard— I am the first step to quality” slogan to help us all remember the goals that the team has set. The logo consists of a footprint with a mirrored finish that reflects the face of the employee looking at it. These placards and stickers have been strategically placed at locations throughout the office,

warehouses and on technicians’ clipboards as a reminder that we—the Dillard team members—are the first step in Quality. Do you remember Jack Legg and Tail Gater from last year?



## Employee Update



**Brad Smylie** is our new CFO. Brad is a CPA with 10 years experience in public accounting. Brad is a Mississippi State grad and was previously our accountant at Stallings & Associates. Brad is an avid fisherman and duck hunter.



**Tommy Fortner** is in charge of our automatic door division. Tommy was previously district service manager for the Besam corporate office in Memphis. Tommy is also active in the Air National Guard.



**Chuck Mann** came to us from the folding carton industry. As a sales rep. for Dillard, Chuck’s vast experience in industrial sales will be very useful. Chuck played college football for the University of Memphis and UT-Martin.



Door & Entrance Control

788 East Street  
Memphis, TN 38104

## Company Community Events

### BBQ and Baseball – Southern American Pastimes

Like most everyone else in the Memphis area, our employees make time for barbecue and baseball when the weather turns warm.

During the Memphis in May World Championship Barbecue Cooking Contest this year, Dillard Door and Entrance Control's team, called the Security Smokers, earned a spot in the top ten. The ninth-place finish was the team's highest ever at MIM, although it has placed higher in smaller competitions.

A month after the barbecue festival, our employees enjoyed a night of Memphis Redbirds baseball. Dillard Door was the title sponsor for the June 13th game against the Nashville Sounds at

AutoZone Park.

As title sponsor, the company had its name flashed on the scoreboard and on banners at the stadium. Forty tickets also came with the sponsorship, but Dillard Door donated them to Grace-St. Luke's Episcopal School, which, in turn, auctioned them.

Instead of using the tickets, the company leased a party suite for 50 employees and guests to enjoy a night of baseball.

In addition to rewarding employees and building

camaraderie, the purpose of the event was to support the Redbirds, a charitable organization. Dillard Door is an official Redbirds Partner.

*Dillard Door, an official Redbirds Partner, was the title sponsor for the June 13th Redbirds game at AutoZone Park.*



*Dillard's "Security Smokers" barbecue team finished in ninth place at the Memphis in May Barbecue Contest.*

