



SECURITY CONNECTION

FALL 2003 ISSUE

VOL. 6

LETTER FROM THE PRESIDENT



Tom Glavin

Two years ago the life of every American changed. September 11, 2001 changed our world forever. The blanket of safety which had comforted us had been pulled away and reevaluated. How safe were we at home, at work, or commuting? Security was pushed to the forefront of our national priorities.

According to Peter Dizikes of ABC News, "More than ever before...companies are willing to review their security measures and seem likely to spend more money for safety in the coming months

and years. These issues are especially important for large buildings with many businesses inside them, which can make it harder to monitor all the people coming and going in the course of a day."

Companies, who had kept security projects on the back burner, now turned to Glavin for advice on how best to keep their customers safe. We realized that feeding off of people's fear may have made us a quick buck, but it was certainly not the way Glavin does business. We counseled customers, new and old, and gave them an honest security evaluation.

Like many businesses, ours changed forever on September 11. The last two years have brought about new products designed to keep us all safe. Our staff remains committed to staying on top

of new technologies and providing our customers with the cutting-edge products they require.

As you will see in this issue of *Security Connection*, Glavin continues to be recognized for its outstanding customer service. We recently received an award from consumer watch-dog group *Angie's List*.

A great deal has changed in the world since September 11, but Glavin's commitment to providing its customers with the best products and finest customer service remains solid.

Thank you and this issue of *Security Connection*.

Don't know who to call for assistance? Here's a reminder of some of our staff that you might need to contact:

Sales:

- Tom Glavinx231
- Marci Grossx228
- Donna Sheltonx233
- Kelvin Longx230
- Barry Pisanox222
- Darryl Dortonx223
- Oscar Mattenx236
- Jason Sheltonx240

Retail Store:

- Joe Bussex234

Accounting:

- Pat Glavinx227
- Gary Sonnenfeldx226

Glavin Security Specialists

1010 W. Jackson Boulevard
 Chicago, Illinois 60607
 Phone: 312-850-6700
 Fax: 312-850-6701
www.glavinlock.com

Hours:

Retail Store:

M-F 8:00 a.m. - 4:30 p.m.

Service:

M-F 7:30 a.m. - 4:30 p.m.

IMPORTANCE OF SECURITY RECOGNIZED LONG BEFORE SEPTEMBER 11, 2001

All Improvements Recommended by Glavin Installed

Although the importance of security was recognized by the Chemical Industry long before the terrorist events of September 11, 2001, a heightened sense of security along with new recommendations from the American Chemical Council led Larry Sorenson of W. R. Grace & Company to contact Glavin Security Specialists.

Glavin was recommended to Grace by a national lock manufacturer. Upon assessment, Tom Glavin, determined that Grace, a leader in specialty chemicals and materials, had a good emphasis on security. "In any other business they would have been considered quite secure, but due to the demands on safety for the industry they had some areas that needed to be better evaluated," noted Glavin.



Chief Engineer **Larry Sorenson** of W.R. Grace & Company with **Tom Glavin**

doors and efforts were made to modernize emergency doors to improve emergency exit capabilities. These perimeter upgrades were important to Grace's efforts to meet the American Chemical Council's recommendations.

Glavin next focused on the rekeying of existing locks at the facility with a new master key system. This system allows each staff member to have access to different areas using only one key. Higher security individuals can reach all necessary areas while limiting access to other individuals. Glavin also added stand alone access control on specific chemical storage areas to provide even more restricted security access.

Grace made all the improvements that were proposed by Glavin to the facility. "Glavin kept the improvements within our budget and was extremely customer focused. They kept our needs in mind throughout the job," said Sorenson.

Sorenson was concerned with better controlling staff access to specific areas while improving the reliability of egress through emergency exits. He also felt that with some recent staffing changes there was a need for a rekeying and improved key control. "At Grace we had undergone a recent downsizing and we also have a large staff whose access to common areas and high security areas like chemical storage must be controlled," explained Sorenson.

Glavin first focused on the perimeter, the highest security element of the facility. They upgraded several existing electronic

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**YEARS OF
EXCELLENCE**

**Glavin Security
Specialists**

Glavin Security Specialists added to Angie's List

The Consumer watch-dog group Angie's List recently added Glavin Security Specialists to their directory of quality companies.

According to their website, Angie's List is a consumer-driven organization that collects customer satisfaction ratings on local service companies in more than 250 categories. Companies cannot pay to be rated, nor can they put themselves on Angie's List. Homeowners support Angie's List to keep it independent and pure. Glavin Security is pleased to be named to Angie's List.

TEAM GLAVIN

Glavin Security has been providing Chicagoland with the finest in customer service for over fifty years. Our Account Managers are dedicated to continuing Glavin's tradition of quality service and professionalism.



Donna Shelton with Glenn Kuzel
of Golub and Company

Donna Shelton has worked with Glavin Security for 11 years. Donna manages multiple accounts for Glavin, including Northwestern Memorial Hospital, the Federal General Services Administration, and Golub and Company.

"Donna is an excellent representative. She thoroughly examines and researches any questions I have and provides timely, quality service," said Glenn Kuzel of Golub and Company.



Marci Gross with Berh Jachimiec
of ABN-ARMO, at LaSalle Bank

Marci Gross started with Glavin Security in 1994. She currently manages many Glavin accounts including the Daley Center, LaSalle Bank, the Cook County Administration Building, and Bank One.

"Marci knows how our company is run. She knows the right questions to ask and always has the answers to the questions I have. I always know I can count on Marci for quality service," said Beth Jachimiec of ABN-ARMO, at LaSalle Bank

We would like to welcome the following clients to Glavin Security Specialists:

W.R. Grace & Company



Onterie Center



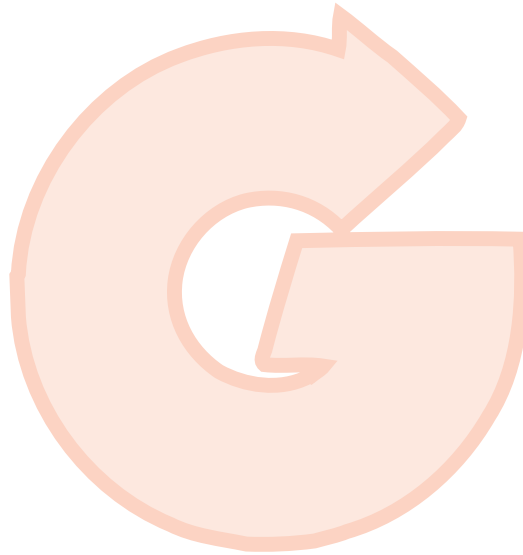
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Authority



Acorn Loftominium Assn.



The Roberts, Ecker,
Mock Corp.



The Chicagoan



Rising Medical
Solutions



J.C. Anderson, Inc.



The Buckingham
Condo Assn.



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