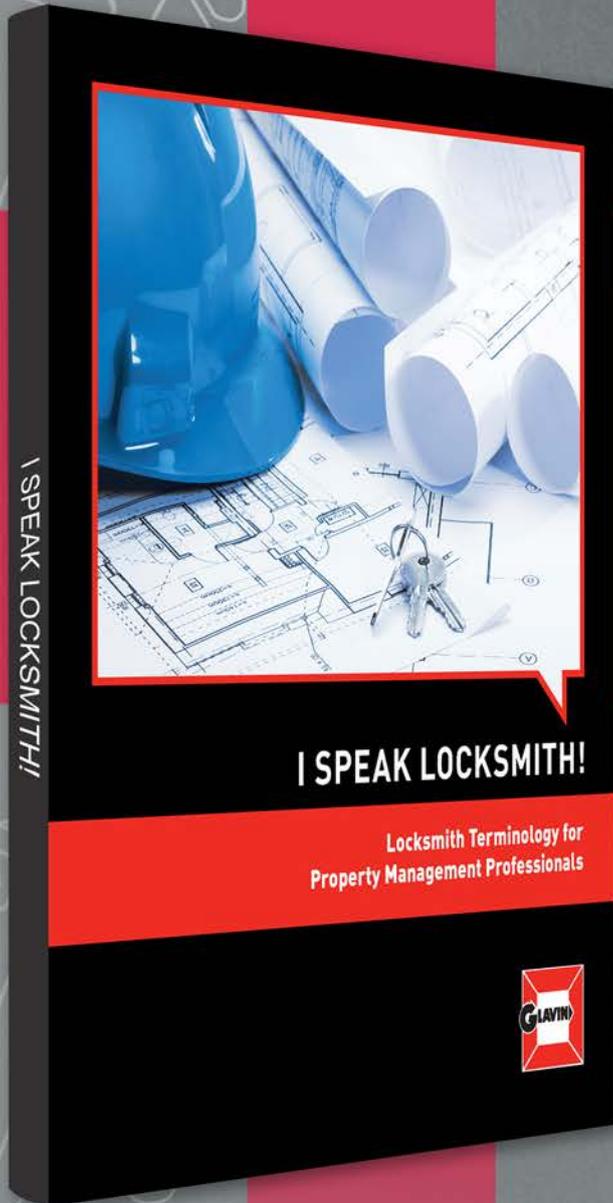




CHIEF ENGINEER

Official Publication of The Chief Engineers Association of Chicagoland
SINCE 1934

JANUARY 2022



WHEN EDUCATION IS KEY

Industrial Plants: It's Time to Re-evaluate Headlamp Specifications

MEP Powerhouse Serves Both Coasts

BY KARL J. PALOUCZEK

Glavin Security Specialists is taking the initiative to train chief engineers in the discipline of locksmithing, putting the power of security in their hands.

If there's one thing you can say about Tom Glavin, it's that he wants you to understand security. And when we say "you," we're talking about you — the chief engineers who oversee building operations throughout Chicagoland and beyond. Glavin, president of Glavin Security Specialists, has made it his mission to educate as many as possible to ensure the fullest understanding of what security means, and how to properly achieve it.

It started, Glavin says, years ago, when he was steering his business through its earlier years, and they were looking for ways to differentiate themselves from their competition. "We knew our stuff very well, but so did they," he recalls. "So we talked a lot to each other, and to our customers, and we realized what we know more of our competitors is our customers' world. We know our customers' world better than some of our customers do. So we began to think, 'OK, well how can we apply this? And we looked for areas where our customers had pain. The first one was, a lot of people are asked to quarterback the communication of projects or simple service requests, and they don't understand the language. So things are getting lost in translation."

In response, Glavin and his team created *I Speak Locksmith!* — a small, very accessible book to get their clients versed in the vernacular of security. At a trim 54 pages, with abundant illustrations and photos, even a cursory look through this guide will tell the reader that it provides a wealth of information that will help any security "layperson" to speak with clarity and confidence with security professionals regarding any of their requests or concerns. In addition to basic, glossary-type information, such as specifying parts of door-locking mechanisms and their system types, the book addresses security protocols, like issuing keys to new employees or reclaiming them from departing employees. It's easy to read and intelligently designed to answer most questions anyone will have regarding their lock systems and anything pertaining to them.

"We wrote this for tenant service coordinators, assistant property managers, apprentice engineers, people who are new to the industry," Glavin explains. "And it was a big success. People liked it. It's a translation guide regarding locksmith terminology, and it's written for property management professionals, including, of course, engineers."

A CLASS ACT

Right away, Glavin and his associates were encouraged by the overwhelmingly positive feedback they got from the book, and decided to build on its success. "It was a big hit," he says. "People really like it because it's simple — it's not trying to be anything other than what it is. We knew we were onto something, and



A slender volume, "I Speak Locksmith!" nevertheless is a robust source of information for anyone dealing

then we started with a workshop."

This is where it began to occur to Glavin and his colleagues that chief engineers needed to be brought into the picture. "The thing about this class is, chief engineers are the people who stay with the building the longest. And they've kind of taken over the role of what used to be an operations manager. The engineers used to be in the back — no one really knew who they were. They were backstage. Then, over the past few decades, they've become front stage, and really are the face of the building now. ... And they're inviting their assistant property managers, which is important, because they're the experts in their buildings."

When they began hosting workshops, Glavin and his colleagues began noticing a pattern when they started their initial discussions. "We asked them, 'Have you ever gotten to the end of a



Someone dealing with locks, keys and security systems of any sort.

construction project only to find that the locks and keys aren't ready?' And everybody's nodding their heads," Glavin says. "But what's really happening is, the engineers didn't even know there was a problem until the construction company came to them and said, 'We don't have any cylinders. Do you have any in the house?' Or, 'Can you key these up by the end of the day?' So the engineers weren't even being brought into it till it was too late. And then they were asked to solve a problem that should have been solved six weeks ago."

That was the cue for Glavin Security to expand its outreach to include more training and workshops, and bringing their education initiative where it could do the most good. "We started doing them in individual buildings, and then 399 picked it up for their chief engineers' course," he says. "BOMA Chicago picked it up for their foundations course, which is very basic,

and it's always been part of their design and operation course. So we really had something. We did about 70 of these. We probably had 700 or 800 people through them — then the pandemic hit. So then we thought, 'OK, now what?' So we recorded it and we made it available online. We created a workbook so a person could take it at their leisure.

"And then from there," Glavin says, thinking about the potential of future workshops, "I thought, if you were aware of what we were doing, then you could begin thinking about what you wanted for the next year, or year and a half, or whatever. But this one, we just did and it's all done — it's a package thing. There's even an assessment that they take at the end of it."

(Continued on pg. 41)

GLAVIN
Glavin Security Specialists

LOCKSMITH TRAINING

Four different courses from basic to advanced

COURSE: BUILDING LOCKSMITH SKILLS

Designed for those new to locksmithing or a refresher course for more experienced locksmiths

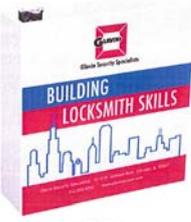
An online course that covers the basics of locksmithing, including a workbook guide with over 150 pages of information, insights, advice, and exercises. We are proud to share nearly 70 years of experience in this invaluable course for beginners as well as pros.

Both the International Union of Operating Engineers (IUOE) Local 399 and the Service Employees International Union (SEIU) Local 1 have chosen this workbook guide as the textbook for their Introduction to Locksmithing courses.

The following lessons are included:

- KEYS: The Basics
- KEYS: Key Cutting
- PIN TUMBLER CYLINDERS: The Basics
- PIN TUMBLER CYLINDERS: Pinning
- MASTER KEY SYSTEMS: The Basics
- MASTER KEY SYSTEMS: Decoding Keys / Math for Cylinder Pinning
- FUNDAMENTALS OF DOOR HARDWARE

The workbook guide/binder is yours to keep and will prove an invaluable reference guide and job aid for years to come!





COURSE: ADVANCED PINNING & KEY CUTTING

For those choosing to delve deeper into our Building Skills course



A second version of BUILDING LOCKSMITH SKILLS, this course is designed to develop useful, practical, valuable skills and techniques. The student will be able to understand, explain and demonstrate how to cut keys on various machines and machines by code using several methods & machines. This course covers all different manufacturers cylinders to single pin keys (master keying) and how to make broken keys from pin tumbler cylinders and how to pick keys from pin tumbler cylinders.

COURSE: BUILDING SIGNATURE LOCKSMITH TRAINING

Designed for those who would like building-specific, customized training for their building and team

There is a lot of information regarding pinning cylinders and cutting keys in the internet. While some of it is helpful, for most maintenance and locksmiths working in large buildings or facilities, it's simply not relevant enough to be useful.

BUILDING SIGNATURE Locksmith Training is a hands-on training for locksmiths and cutting keys. We come to your building and using our equipment to cut your keys. We teach you to pin your locks and use quite simply, the most customized locksmith training available for maintenance and engineers.

BUILDING SIGNATURE:
We train YOUR team as YOUR building on YOUR equipment



For those already skilled at pinning cylinders and cutting keys, this course is designed to learn more about the design, development of key systems.

BUILDING SIGNATURE Locksmith Training was developed to be relevant and useful during the real-world situations they face in buildings and facilities.

Each student will receive two binders containing information, diagrams, samples, blank forms, information, and more.

REAL WORLD KEY SYSTEMS
BONUS MATERIAL

After the course, you will receive an invaluable reference guide. This guide will prove an invaluable reference during the real-world situations they face in buildings and facilities.

If you would like to receive a final exam, which will be sent back to us for review, prior to receiving your certificate of completion.

If you would like to receive a self-qualifying PREREQUISITE for this course, or are interested in any of the courses described, just give us a call or email us at customerservice@glavinaccess.com

Above: Glavin Security Specialists' courses offer a window into the dynamic world of locksmithing and security.
Below: Tom Glavin and Tom Dobry after a training session for the Service Employees International Union Local 1.



“We asked them,
‘Have you ever gotten to the end of a
construction project...
...only to find
that the **locks and keys aren't ready?**’”

— TOM GLAVIN, PRESIDENT, GLAVIN SECURITY SPECIALISTS

PARDON THE INTERRUPTION

The pandemic disrupted everyone's lives and work, but in this case, it inadvertently helped to streamline the learning process for chief engineers, and made it much easier for them to absorb the information from the training and workshops offered by Glavin. “Engineers have a really hard time setting aside an hour of time during the day uninterrupted,” Glavin explains. “They're always being interrupted. The radio's going off. They're being asked questions. They're having emergencies — so they can't fully pay attention. And then they come back after taking an important phone call, and they're lost because the class moved ahead of them. So what's turned out was that these online courses were easier for them to take, because they could take them whenever they wanted, and they could stop it when they were interrupted. That is how we began doing the online training, and that has been working, as well.”

Now that Glavin and his associates have recorded their training sessions, the next obvious step is to bring them to the wider world. Currently, they are in the process of rolling out a YouTube channel where anyone, theoretically, could avail themselves of their training and learn a good deal about locksmithing and security. But they have no illusions about the size of their target audience, or who that audience represents.

“We're going to try to figure out how do we best use this platform to serve our customers and add more value?” he says, but adds that, frankly, “I think it's going to be our customers — not the entire world, but our customers will be able to find information 24/7, 365, on how to do their job. Or help them. So if they want to just look at it in the evening while they're having a glass of wine or beer, they can.”

The in-person workshops are about 50 minutes long, with a follow-up Q&A session. Takeaways on offer include a workbook and the necessary action steps for participants to be fully prepared afterward. Glavin's people maintain that the most effective and dynamic presentations take place when individuals from the entire property management team, including the chief engineers, are in attendance. ■■

For more information about Glavin Locksmith Training for Maintenance & Engineers, contact them at customerservice@glavinaccess.com.