



**SECURITYIN30**  
**LIVE WITH ALLEGION**

2020 Reflections, 2021 Opportunities

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Question & Answer with Tim Eckersley

Senior Vice President and President of Americas

**Q. We know 2020 has been a challenging year; still, there's been a lot of good. What's something you're proud of?**

A. It has been a challenging year; although, if you allow yourself to reflect, there are many things to be proud of as we close 2020. What has made me most proud is how I have seen our Allegion team across the Americas rise up, and lean-in to supporting our customers. Whether that was through advice on protocols to help our customers stay safe or developing creative solutions to ensure delivery of critical elements of projects were kept, our teams have clearly raised our game.

**Q. What does Seamless Access mean to you?**

A. Seamless Access is the evolution of our industry to support continued growth of security, while leveraging technology to add convenience and better experiences.

**Q. Please share your thoughts on the loss of the “watercooler innovation” by not having people in the office.**

A. While our in-person socialization has certainly taken a hit with COVID, the ease of reaching individuals remotely has in many ways fostered incremental innovation. Team members are more accessible with “virtual open doors.” As dialogues build, it's easy to virtually “tab” in additional members to build on conversations. This said, to deliver value, it is important in these times to ensure innovation is outcome driven and fueled by customers' needs.

**Q. How have collaboration tools like Overtur helped during these COVID times?**

A. When we initially conceived our digital collaborative platform to help modernize the Architectural Hardware journey, we did not anticipate a global pandemic. And yet, having digital tools and a single source of truth, combined with connectivity and collaboration, have accelerated our ability to keep projects on schedule, regardless of the operating environment.

**Q. What has Allegion learned going through the pandemic that can help our company?**

A. Several things come to mind: 1) being prepared for the unexpected; 2) the value of a well-designed supply chain that focuses on serving customers; 3) the ability to collaborate using new tools to drive efficiency; and 4) we are all in this together.

**Q. How do OEM Access Control companies contribute to Allegion's success and sales growth?**

A. Access OEM's can contribute to our Seamless Access journey by embracing new business models, built on IP networks and wireless technology, advancing mobile credentials and open platforms, and embracing partnerships that extend their value proposition.

**Q. How have the events of 2020 changed how Allegion looks at 2021? Product development, growth expectations, marketing approach?**

A. The events of 2020 gave Allegion, like most companies, the opportunity to reevaluate our priorities. COVID has driven more focus on our vision of Seamless Access. We have made business decisions and increases in investments to support this, as we expect the concept of balancing safety and security with convenience will continue to grow.

**Q. Has anything COVID related prompted new R&D for future products? For example, thermal cameras are starting to be implemented on the CCTV side of the security industry.**

A. Yes, and this is still all evolving. Simple things like new shapes of door pulls for arms and feet have emerged. Some things that have been thought of for ADA compliance, in our industry, are now being looked at in new ways. I think you'll start to see more auto-operator kinds of environments start to emerge as well. And, as we go forward, the vision of Seamless Access encompasses many elements of touchless convenience that will begin to find their way into new construction in the months and years ahead.