

Global

A photograph showing a man in a white t-shirt holding a large fan of 20 Euro banknotes. He is smiling slightly and looking towards the camera. In the foreground, the profile of another man in a dark suit and tie is visible, looking up at the man with the money. The background is blurred, suggesting an outdoor setting.

A CUSTOMER MAGAZINE FROM THE GUNNEBO SECURITY GROUP

#3 2012

**Acquisition in
USA adds value**

PAGES 10–11

**Thieves couldn't
crack the safe**

PAGE 16

CASH HANDLING

– there are modern and
cost effective solutions

PAGES 4–9

GUNNEBO®
For a safer world

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ABOUT GUNNEBO
 Gunnebo is a brand that hails back to 1764. The company originally made nails, and later also sold chains and lifting systems. Since 1995 more than 40 companies have been acquired worldwide. In 2006–2007 they were all integrated into a common structure under a single brand name – Gunnebo. The vision is to make Gunnebo the leading global provider of a safer future for customers in Bank Security & Cash Handling, Secure Storage, Global Services and Entrance Control.

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10-11



"If we are to be a leading global provider of a safer future, we need to take a strong position on the US market, the second largest security market in the world."

Per Borgvall, President & CEO, Gunnebo.

Making An Entrance at THE SHARD

The master architect's vision was to create a vertical city full of life all day long. The result was The Shard – London's tallest building – which attracts a great deal of attention from all over the world.

TEXT | Mats Ekendahl

The Shard is Europe's highest commercial building and stands in full splendour next to the famous London Bridge. The stylish profile means the main entrance and its security solution for access must also be elegant.

"Our SpeedStile FL gates fulfilled the requirements of a slimmed-down, modern design. This was the main reason why Gunnebo's access solution was chosen. The high flow-through speed for staff and visitors was also a factor in our winning of the contract," says Louise Summers, Sales Executive Entrance Control at Gunnebo UK.

The security company began working with architect Renzo Piano early on in the project so as to integrate entrance gates and entrance controls into the body of the building as practically and aesthetically as possible.

And passing through the SpeedStile FL gates is certainly a smooth process. Authorised guests are let in when the control system gives the all-clear, while unauthorised visitors are quickly revealed and the alarm system is activated. The efficient gates at the main entrance on level two have been supplemented with their silent sister product, the GlasStile S.

The building's employees enter and exit

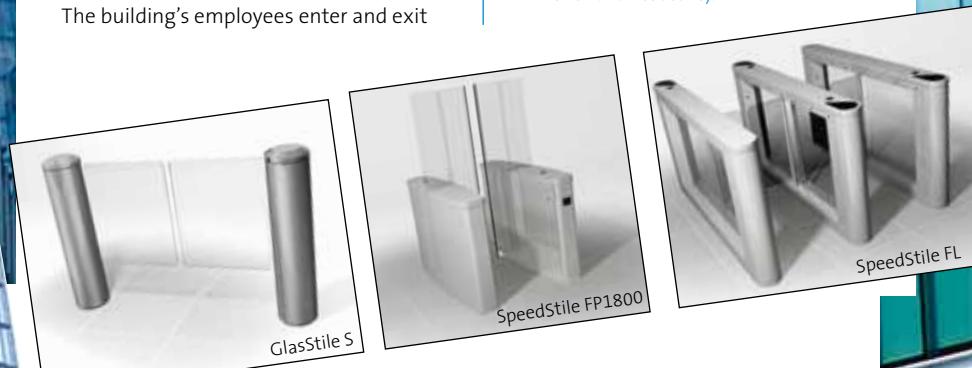
on the ground floor, which has SpeedStile FP1800 gates to provide an attractive solution, while also keeping uninvited guests out of the unstaffed environment.

However, security was not the only consideration when building The Shard. The edifice also aims to contribute to a sustainable society with regard to location, construction and operation. The building is therefore located at one of London's major hubs for public transport, and recycled material and local contractors have mainly been used. New technology and modern materials make for more efficient energy use, as well as reducing The Shard's carbon footprint. ■

ABOUT THE SHARD

- 310 metres high.
- High-speed lifts serve the 87 floors.
- Contains high-standard offices, world-famous restaurants, the five-star Shangri-La hotel and exclusive apartments.
- Designed in 2000 by Italian architect Renzo Piano, best known for his involvement in Paris's Centre Pompidou. He has won the RIBA Royal Gold Medal and the Pritzker Prize (regarded as the Nobel Prize for architecture).

360 DEGREE PANORAMA. The general public will be able to visit The View from The Shard – The Shard's panorama floor – in February. On a clear day visitors will be able to see 60-70 kilometres across London and beyond.



Spotlight On Retail Cash Handling

Cash is not disappearing. It has been around for 27 centuries and today it remains the most widely used and accepted form of payment in the world.

The quantity of cash in circulation is ever growing and the trend looks set to continue. Handling cash still costs money but there are solutions to reduce costs.

TEXT | Amel Loukal

Cash is the least expensive method of payment. There are no fees for consumers and it provides anonymity. It is also cheaper than both cheques and credit cards for retailers.

But least expensive does not mean free. Handling cash still costs money.

The costs associated with cash are primarily linked to the time involved in managing it. Manual preparation and reconciliation are time-consuming and create no added value to business for retailers.

Enhanced security for both employees and customers – as well as for cash – restricts the way retailers design their stores. And reducing shrinkage while maximising the efficiency of cash handling is a real challenge for retailers.

Increased competition in the retail industry has led to retailers looking for automated solutions in order to reduce the cost of cash. Their aim is to optimise operations

along the whole length of the chain – from the store all the way up to head office, streamlining the processes for each player involved in the cash cycle.

Retailers are therefore devising new cash handling strategies that will enable their store staff to spend more time with their customers by removing repetitive tasks, shortening time spent on administration and significantly reducing cash-related work.

Entrusted with the task

As a leading security partner of major banks, as well as some of the world's largest retail and cash-in-transit (CIT) companies for over 200 years, Gunnebo has been entrusted with the task of securing the most valuable assets.

Gunnebo offers a combination of hardware, software and services, ranging from entry-level systems to complete closed cash handling solutions – from cash deposit products to front-office security and back-office automation.

The offering covers the entire in-store cash handling process. Gunnebo understands that cash handling fits into a broader cash cycle. Effective and reliable cash management requires cooperation between several players: store staff and management, suppliers of solutions, CIT companies and banks.

Backed by proven technology and software platforms, Gunnebo functions as the central hub for all players involved in the cash cycle.

Proactive maintenance

Such integration opens up new possibilities for cash handling. Retailers can get same-day credit and monitor the level of cash in-store. CIT companies can receive up-to-date information so that they can organise their services efficiently, improve cash pick-up and refill and optimise their logistics procedures. Banks can receive daily information about the cash revenues credited to their accounts and get reports on transactions.

All the solutions are remotely controlled from a network operating centre, which means proactive maintenance and software services can be provided.

Ensuring that communication is maintained throughout the process chain is central to controlled cash handling. It involves so much more than just flexibility and being able to implement and use cash handling solutions simply and straightforwardly. It's a completely different way of managing and monitoring the entire cash process. It's a whole new way of working. ■



New Solutions Optimise Retail Market

Cash supply in Germany is facing an upheaval: the progressive withdrawal of the German central bank from cash supply is increasing the pressure on companies. With systems such as the SafeCash Retail Deposit smart, Gunnebo offers intelligent solutions that have convinced international fashion label TALLY WEiJL.

TEXT | Mats Ekendahl

The trendy Swiss fashion label decided to optimise its cash processes using Gunnebo solutions together with its process service provider Cash Logistik AG (CLAG). So far the fashion retailer has ordered 159 SafeCash Retail Deposit smart units with a total value of approximately 1.1 million euros.

Having efficient and secure cash processes for the deposit of money was extremely important to the customer. This required not only close cooperation with CLAG but also with DZ BANK to provide safe and monitored processes in accordance with the German Banking Act.

The SafeCash Retail Deposit smart has been installed in the cash office at the branches. Cashiers pay in the daily takings through the two note checkers. The banknotes are counted, checked and stored securely in the system. At the same time a data record on the deposit data is generated which can be used for inventory management and to credit customer accounts. This is automatically sent to

Gunnebo's partner, CLAG, giving the customer what is in principle a bank counter in their cash office.

Meanwhile the data is also entered into the booking system at DZ BANK and the amounts are credited to the customer accounts. Together with its CIT partner, TALLY WEiJL now has the right tool to optimise the complete cash management process.

"CLAG's customers receive a fast, secure logistics solution for converting cash into cleared bank funds," says Wolfgang Brand, Sales Director, Financial Sector & Distribution Sector at Gunnebo Germany.

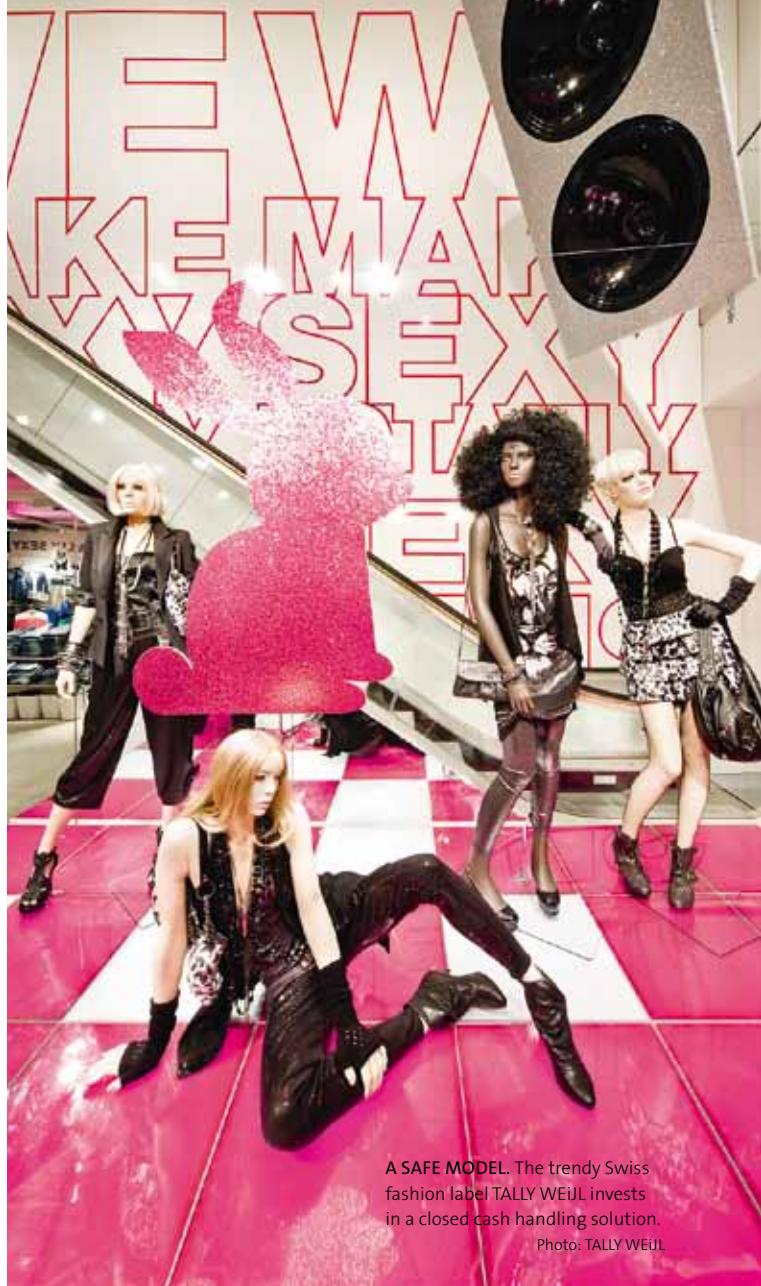
Simon Michell, CFO of TALLY WEiJL, is delighted with this intelligent solution.

"The new solutions give our personnel more time to assist customers. The new method for cash handling is also far more secure than the old one," he says.

TALLY WEiJL has around 2,800 employees in 31 countries and more than 760 stores. In 2011 its sales totalled 515 million euros. ■

BENEFITS OF AN AUTOMATED CASH HANDLING SYSTEM

- Immediate authenticity check of money.
- Transfer of risk from receipt generation.
- Optimised liquidity as funds clear promptly.
- Reduced risk of robbery.
- Lower costs for cash handling (e.g. manual counting not necessary).
- Fewer collections and less administration (fewer counting and checking).



A SAFE MODEL. The trendy Swiss fashion label TALLY WEiJL invests in a closed cash handling solution.

Photo: TALLY WEiJL



Swiss clothing company installs closed cash handling solution.



Deterrent For Thieves

Risk-free Cash Management With New Solution

Large amounts of cash are still handled in business operations both large and small. The risk of robbery is evident.

Now, however, there is a trouble-free total defence against theft and assault that any business can afford.

TEXT | Mats Ekendahl

Shops, companies, CIT operators and banks all struggle with different problems linked to cash management. Of course all of them want to avoid attacks, robbery, physical damage, and even mental rehabilitation of personnel. And a new integrated security solution for cash handling minimises those risks.

"In partnership with the CIT-company RCCS, Hartmann and Spinnaker, we all have developed an efficient system for dealing with cash and adapted it to the users. They no longer need to think about the problems or feel anxious," says Patrick van Aart, Director of the global Cash Handling business unit at Gunnebo.

The traditional transfer of notes includes stages that are potential opportunities for

robbery: the payment transaction, cash counting, packing money into a container, manual transport to the CIT vehicle, and transfer to the bank. The new preventive security solution, however, eliminates the criminals' expectations.

"Since all the money is immediately part of a closed system, there are no opportunities for robbers to strike," says Patrick van Aart.

Quickly paid

No personnel in the stores need to be involved. Guards carefully take care of all transferral to the banks using cash cartridges, which ink dye the money if tampered with, and specially designed efficient CIT vehicles. Once deposited in the cash unit placed at the retailer, the cash is quickly paid into the store owner's account. This means that the money is available to the store owner almost immediately and much sooner than with other solutions, which are often perceived as expensive by small and medium-sized operations.

"But we offer everyone a cost-effective system throughout the whole cash chain. It is scalable and suits both small store owners and major retail chains. The units are moni-

tored by a security company 24/7 and if a robbery does happen, the money is insured," says Fred Rensenbrink, Managing Director of RCCS.

Flow of money tracked online

The software for monitoring cash handling is based on a platform that can be integrated with the systems used at banks and CIT companies. Consequently, all the players involved can monitor the flow of cash online, and they always know where the money is and can service the unit accordingly.

"It's a front-office solution for the future which reduces the risk of robbery, costs and administration for everyone involved," says Fred Rensenbrink, Managing Director of RCCS.

RCCS is a newly started company that markets the concept and practically launches it for each customer company, even though the four parties in the project also sell the solution.

Interested store owners sign a five-year contract for a fixed monthly fee which includes everything: theft protection, cash cartridges, transport, bank management, software.

"The store owners can then rest assured – no worries, be happy!" says Fred Rensenbrink. ■

>>
Gunnebo forms alliance with partners in the cash chain on breakthrough integrated cash concept for small and medium-sized stores, in a one-stop shop concept.





COST-EFFECTIVE THEFT PROTECTION. Gunnebo was involved in developing an integrated solution for cash handling, which makes life easier for businesses. For a reasonable monthly cost, they no longer have to worry about any element of the problematic cash handling process: counting, safe-keeping, collection, transport, storage, and finally delivery to the bank.

Illustration: Emma Agnred



More Money Collected Less Often

Cross-border Collaboration Resulted in Even More Efficient

Statoil in Denmark wanted to further reduce its cash handling costs. The solution was a whole new collaboration and working method with Loomis and Gunnebo.

TEXT | Hanna Lindahl

Statoil has been using SafePay in its service station stores for several years. The closed cash handling system means the money is transferred directly to a cartridge which ink dyes the money if tampered with, where it is stored safely until it is collected by the CIT company.

"SafePay is currently the only cash handling system developed in partnership with the customer. We're also focusing strongly on continued development to further improve and assure the quality," says Dennis Lyng Jørgensen, Sales Manager Bank Security and Cash Handling, Gunnebo Denmark.

As a result, a new project was presented in May 2012. Statoil and Loomis, the company re-

sponsible for collecting their cash, devised a new working method based on using SafePay and Cash Control Connectivity Module. The latter is a web-based software solution for monitoring cash flow in real time.

Less transport reduces costs

Previously Loomis had a fixed timetable for collecting cash cartridges from the stores. However, that meant they were often only half full.

"We saw an opportunity to improve the process and contacted Gunnebo and Loomis to see what we could come up with together. This led to a great collaboration and today we have a solution where the cash management system in the store communicates with the system at Loomis, which then ultimately decides which stores to collect from and when," says Peder Hansen, CHSE Safety & Security Manager at Statoil Denmark.

Gunnebo Cash Control gives Loomis five days' notice when a SafePay SCL at a specific service station will be full.

"This is just enough time for us to arrange the transport and collect a full cartridge rather than a half-full one," says Hansen.

For Loomis this entails a whole new approach.

"Now we're saving money by making fewer collections, while at the same time giving the customer better service and reducing their costs," says Hermod Martinsen, Managing Director of Loomis Denmark.

SafePay in 200 stations

Statoil in Denmark began installing SafePay a few years ago, when several of its service station stores in cities were being hit by robberies.

The closed cash handling system proved to be extremely effective, and today 200 of Statoil's service stations have SafePay.

The investment has become increasingly profitable, as Statoil and Gunnebo have identified new opportunities for improving and streamlining the process alongside other partners such as CIT companies. ■

GREAT COOPERATION. Peder Hansen, HSE co-ordinator at Statoil Denmark: "We saw an opportunity to improve the process and contacted Gunnebo and Loomis. This led to a great collaboration and today we have a solution where the cash management system in the store communicates with the system at Loomis, which then ultimately decides which stores to collect from and when."

Photo: Linda Gårdlöv





Cash Handling



Robbers Fleeing Service Stations

Statoil in Sweden has had two attempted robberies on its service stations so far in 2012. A very low figure.

"In the past there could be over 20 robberies a year. But with a good cash handling system, thieves know it's not worth trying any more," says Torbjörn Lenstad, Head of Security at Statoil Sweden.

TEXT | Hanna Lindahl

During the first half of 2012, 369 store robberies were reported in Sweden, the lowest level for 10 years according to statistics from the Swedish National Council for Crime Prevention.

Per Geijer, Head of Security at the Swedish Federation of Trade, says that one important explanation is less small change in stores.

Torbjörn Lenstad, Head of Security at Statoil Sweden, agrees.

"Trying to rob our stations is a severe risk because any gain is small thanks to the cash handling system," he says.

In the closed cash handling system, both payment and the giving of change are carried out automatically. This means the money is secure from the moment it leaves the customer's hand until it reaches the counting centre.

"We are working hard to ensure our personnel can feel safe, even though they handle a lot of money. The main problem isn't having money or cigarettes stolen, but people getting hurt," says Lenstad.

Less hassle, more customer service

Statoil Sweden has around 305 staffed service stations nationwide. Almost 75 of these are currently equipped with Gunnebo's SafePay system. And this is set to increase.

"Back at the turn of the millennium we had a solution from another company in many stations. We're now replacing the old system with Gunnebo's SafePay."

He says that they soon discovered the benefits of Gunnebo's closed solution, and Statoil itself helped develop the product in the early 2000s.

"Today SafePay is functioning excellently, it's a secure, reliable system," says Lenstad.

The total solution means there is minimal cash handling. Torbjörn Lenstad sees yet another benefit with SafePay – no differences in the till.

"The costs of the system are recouped quite quickly. What's more, we don't have to waste time wondering why the till isn't right, but can concentrate on looking after our customers."

Statoil has been working to increase overall security at its service stations for many years. As well as SafePay, surveillance cameras, locks and alarms are also important. Moreover, the company invests in training personnel in security issues. ■



Torbjörn Lenstad



Covering New

In August, Gunnebo acquired the Hamilton Safe Companies – the second largest supplier of physical security products to banks and government authorities in the US.

Global talked to Per Borgvall, President and CEO of Gunnebo, about the acquisition and how it ties in with the Group's global strategy.

TEXT | Karin Wallström

Why has Gunnebo made this acquisition, and why now?

"First of all, we have been following a strategy for growth since mid-2010 and obviously acquisitions are an important part of this growth strategy.

Secondly, when it comes to acquisitions we are only looking for high-quality businesses which add value to the Group and Hamilton is such a business, with a level of profitability well above the Group average.

Thirdly, if we are to be a leading global provider of a safer future, we need to take a strong position on the US market, the second largest security market in the world."

What are your initial thoughts on the acquisition?

"I think this is a huge tick in the box for the Group and our strategic agenda to become the leading global provider of a safer future. The US market gives us a strong regional platform in the Americas. We already have a very good business in Canada, we made an acquisition in Brazil earlier in the year and now we have also taken a strong position on the US market. I'm very pleased and extremely excited."

Markets According to Strategy

How will the Hamilton brand be managed?

"The Hamilton brand and name is well established in the US and the Americas market, so it will remain. Eventually, we will also use it as a base for introducing Gunnebo as a brand and our core product ranges to those markets."

Will the offering to the US market be expanded?

"When it comes to additional Gunnebo solutions and systems, we will step-by-step introduce a carefully selected part of our offering into the US market."

Outside of the Americas, how is Gunnebo performing in other growing markets?

"We have strong growth in the Asia-Pacific region. During the first half of 2012, for example, order intake in India increased by over 50 per cent. After France, India is now the Group's second largest market! We can also see a continued good growth on the markets in Indonesia, China and South-East Asia." ■

HAMILTON SAFE COMPANIES

- A privately-owned company founded in 1967.
- Annual sales of MUSD 70 (2011) and 300 employees.
- Sales are predominantly made in the US and Canada through a well-developed network of distributors under the main Hamilton Safe brand.
- Customers are largely US banks and public administration authorities.
- Product portfolio includes safes, safe deposit lockers, vaults, vault doors, entrance control systems and point-to-point air transport systems.

WHAT HAMILTON BRINGS TO GUNNEBO

- Hamilton's core business is a perfect fit for Gunnebo's offering.
- Extends Gunnebo's core business within bank security and security for public administration authorities.
- Gives Gunnebo a strong position on the world's second largest security market – the US.
- Provides great opportunities to develop the existing business by introducing a selection of solutions from Gunnebo's global business portfolio to the US market.



"The US market gives us a strong regional platform in the Americas. We already have a very good business in Canada, we made an acquisition in Brazil earlier in the year and now we have also taken a strong position on the US market."



Get the Most Out of Your Cash

Managing huge amounts of cash is a not only a huge challenge for retailers on a daily basis, but also a growing cost concern. For this reason, Gunnebo Global Services has launched the Retail Cash Monitoring Service.

TEXT | Mats Ekendahl

The cost of the Cash Handling Process can be reduced by up to 30 per cent," says Hugo Balaguer, Portfolio Director, Gunnebo Global Services. For the retailers cash is their lifeline. And with over 80 per cent of the EU's estimated 350B annual payment transactions made in cash, and a rising level of notes in circulation, retailers are investing in cash management solutions designed to optimise cash handling processes. Common concerns are fraud, shrinkage and the cost of internal cash handling processes.

To meet these new needs, Gunnebo has de-

signed the Retail Cash Monitoring Service for the complete end-to-end cash handling process. The system provides the integration of the process from the retailers, CIT companies and banks. This is done by monitoring cash levels at different stages of the cash cycle – levels which are analysed and adapted by Gunnebo staff in order to increase security, improve processes and maximise cost reductions.

Remote monitoring improves control

The service can tell retailers how much cash they should have in the till in the morning, when to transfer to back office, and to CIT (Cash In Transit). The CIT companies can get information from the monitoring system to get effective pickups. And all is done by remote. Any issues can quickly be revealed and the monitoring staff will contact the retailer immediately.

On average the cost of cash handling for retailers is about 2 per cent of their revenue. The

target is to reduce this cost by 30 per cent. The Retail Cash Monitoring Service is adapted depending on the size of the businesses.

"Less pickups from CIT, more effective internal cash procedures, and earnings from same day credit are some of the benefits. Getting real time information also allows the retailer to adapt dynamically to the evolution of their business, minimizing costs and maximizing revenue availability," says Jorge Rami, Service Product Manager. ■

ABOUT RETAIL AND CASH MONITORING SERVICES

A complete modular solution based on the following layers:

- Cash Process Optimization.
- Same Day Credit.
- Maintenance.
- Application Managed Hosting.
- Training Managed Service.
- One Time Code Management.

Design and Security in Perfect Harmony

Entrance Control Blend into the Skyscraper's Architecture

Every day 2,400 personnel and countless visitors pass into and out of ADAC's new head office in Munich. The large flow places major demands on the access solution.

TEXT | Mats Ekendahl

The skyscraper with 18 office floors soars almost 100 metres above Munich, and is an exciting eye-catcher for the city's residents.

Inside the distinguished new-build for Europe's largest motoring organisation, Gunnebo has carried out an extensive installation in the main stairway in the foyer and in the entrance area into the ADAC world.

The ADAC chose Gunnebo's TriStile RO access gates and GlasStile S motorised entrance gates

to handle the large flow of personnel and visitors each day. The gates and their control system meet the highest security class. Even though they boast high-quality technology, this has not detracted from the appearance: all the equipment blends nicely into the exclusive building's modern environment and does not disrupt the operation in any way.

"Due to the large flow of people in the new building, ADAC was looking for an efficient, reliable, durable access solution that would harmonise with the architecture. And the TriStile RO access gates meet these demands," says Albert Schürstedt, responsible for commercial buildings and infrastructure at Gunnebo Germany.

ADAC's own personnel swipe their pass cards through a card reader at the staff gates, and assuming everything is in order they gain swift,

simple access to the security area inside the gates on the ground floor.

Public access to the ground floor is regulated by four Tripod Turnstiles. And thanks to a remote-controlled opening function, it is easy for personnel to give waiting visitors access through the staff gates.

Additional GlasStile S motorised entrance gates are used in the foyer and into the 'ADAC world'. Opening in both directions is controlled electronically: to exit the person simply presses a button, but to enter the area an all-clear from the access system is required to open the gate.

In the foyer there is a gate certified for emergency evacuation with just one column, which ensures the evacuation routes are clear in an emergency. ■



◀ HARMONIOUS DESIGN. Gunnebo's access gates fit perfectly into ADAC's new head office in Germany. The stainless steel, natural stone and clear glass have been optimally processed to exist in symbiosis with the architecture. Photo: ADAC



Shorter Queues for Security Control

New System for a More Efficient Flow of Passengers

Long queues for security are a source of irritation for passengers and airport staff alike. But Bristol Airport has a solution.

"The system with automatic pass gates has revolutionised the way we look at and manage our passengers in the terminals", says Chris Ware, Head of Security at Bristol Airport.

TEXT | Mats Ekendahl

It is important to be able to measure passenger queuing times at airports and to record their patterns of movement in order to establish efficient logistics. The information is also necessary to optimise the location of different service facilities and exits at the airport. There is now an innovative, efficient solution for controlling the flow of passengers into security control at Bristol Airport in the UK. Gunnebo and ICTS Europe – two leading suppliers of security technology to the aviation industry – have joined forces to develop a system for monitoring passenger flows and reducing queuing times.



Chris Ware, Head of Security at Bristol Airport.

The concept is based on connecting ICTS's queue management system (SmartQ) with Gunnebo's automatic gates (SpeedGate FP) for access.

"New automatic pass gates with integrated checking equipment speeds up passenger flows at the airport," says Mike Hills, Key Account Manager Airport Security, Gunnebo UK.

Chris Ware, Head of Security at Bristol Airport, is pleased with the solution.

"The system has revolutionised the way we look at and manage our passengers in the terminals. We can now monitor the current 'live' status of our entrance gates and see how quickly the passengers are passing through them. If problems arise we can quickly take action. We can also deploy our personnel at times and in places where they are needed most," he says.

A vision has been fulfilled

Gunnebo has contributed with SpeedGate FP access gates – awarded for their stylish design – which have integrated equipment for entrance control. This provides high security and efficiently prevents unauthorised entry, while also enabling a large, continuous flow of people.

"We consider this solution for airports the answer to IATA's 'Check Point



of The Future' vision," says Mike Hills of Gunnebo.

The system from Gunnebo and ICTS Europe for monitoring passenger flows also generates various statistics and reports, both in the form of real-time information and forecasts for the future.

Flexible presentation of information

The information is presented using a web-based interface, but it can also be sent to mobile phones.

"We now have an extensive website management tool, allowing us to control queue allocation and which flights are affected. If necessary we can quickly move personnel and X-ray equipment for example. In the worst case scenario, we can extend the boarding time for a specific departure," explains Chris Ware of Bristol Airport. ■





LESS TIME. Today queuing time for getting through security during peak hours is four minutes; before the installation it was sometimes 40 minutes.

Photo: Linda Gårdlöv

>> We have had no problems with the installation. So far we are very pleased with how the service organisation within Gunnebo is set up. One of the reasons why we chose them as our supplier was the great personality of the sales people.

Chris Ware, Head of Security

HOW THE SYSTEM HELPS REDUCE QUEUES

After check-in, the passengers scan their boarding card in the queue management system SmartQ, which can read different types of card (magnetic strip, bar code etc.).

The scanners at the SpeedGate FP gates check the boarding card and quickly sense that they have the IATA standard, are for the correct date, and that the flights exist in the flight database.

The system approves the boarding cards and direct the passengers, via a clear display, to suitable lanes for security control.

The database also links each individual passenger's recorded time with his or her position and flight departure.

The system then delivers information or statistics in real time at the individual level, which is important to know for each specific flight departure at the airport.

The information is also compiled for the overall passenger flows in the terminals, for example past the X-ray equipment in security control. In general, the airport management know if special measures need to be taken to stop people being delayed so that the aircraft can leave on time.

BENEFITS OF THE NEW SYSTEM

SmartQ-SpeedGate FP gates at Bristol Airport help reduce passenger's throughput time after check-in, via security control, to the aircraft. However, there are many more benefits:

- Automatic checks of boarding cards improve security – it is impossible to go airside more than once with the same card.
- Human error in checking boarding cards is reduced.
- Passenger flows/queues are monitored live in real time and can be analysed in order to immediately improve the situation if problems arise, or to improve the entire airport's logistics in the longer term.
- Problems with late passengers decrease because the relevant personnel can be made aware of the situation at an early stage.
- The airlines are given correct information in real time about whether the passengers have arrived at the right place/check/gate on time.
- Less stress for passengers.
- Passengers have more time in the duty-free stores, which are important sources of income for the airports.

Total Solution Worth Weight in Gold for Coin Trader

Gold is a sound long-term investment. Provided, of course, that it can be protected from theft. Coin trader Emporium-Merkator Münzhandelsgesellschaft mbH in Hamburg, Germany, is therefore offering secure storage – at its head office – for its customers' valuables.

TEXT | Hanna Lindahl

In times of economic uncertainty, it can be a good idea to invest in commodities with stable long-term value. Recently Emporium-Merkator has seen an increase in demand from collectors for gold coins and other coins of value.

However, private individuals who invest rarely have suitable storage at home. The coin trader therefore decided to install safe deposit lockers in the vault at its head office.

"It's a major benefit for us to be able to store all the gold on site and keep it close at hand. For our customers there is the additional advantage of knowing that their gold and valuable coins are protected in a high-security vault and the risk of robbery is minimised since no transportation is required," says Achim Becker, President of Emporium Hamburg.

Easy to monitor

Gunnebo was chosen to supply the lockers, each of which was required to hold 25 kilograms.

"Gunnebo's SafeStore 3000F made this

possible," says Andreas Ross, Key Account Manager at Gunnebo.

In addition to the advanced system of safe deposit lockers, Gunnebo was commissioned to build a brand new security vault at the coin trader's site.

The vault is 65m² and contains 782 safe deposit lockers in 46 modules. Using SafeControl software, personnel can check, monitor and manage access to the lockers. The system can also be used to manage leasing agreements.

Simpler with turnkey supplier

The software can be adapted to the customer's requirements whether the vault solution is me-

chanical, time-controlled or password-protected. The software can also be integrated into existing networks.

"We chose Gunnebo because they could offer the best solution for our customers. For us a turnkey solution including vault, security door and safe deposit lockers with electronic control was of great interest, because we knew that all the components work well together. Furthermore, turning to a single supplier if we have any questions or new requirements makes life very easy for us. We know that Gunnebo represents superior quality and service," says Achim Becker.

The parts for the vault, door and lockers were made in Germany by Gunnebo Markersdorf and were installed on site. In May this year the vault was finished and the safe deposit lockers were in place in September. ■



Thieves Couldn't Crack Safe

After breaking into a Swedish supermarket, thieves managed to remove a Rosengrens safe from the building. But the safe door resisted all attempts to open it and, disappointingly for them, the thieves were forced to flee empty handed.

TEXT | Mats Ekendahl

It was April this year that thieves broke into a supermarket in the Swedish town of Värnamo. Using a forklift truck, they were able

to prize out the 1.8 tonne safe and take it to the store's loading bay. There they attempted, among other things, to force the safe door using a chain attached to a car.

Heavy tyre rubber in the asphalt and damage to the loading platform showed that the thieves struggled for a long time to get to the valuables, according to local newspaper Värnamo Nyheter. But in the end the villains had to admit defeat to the safe – a Rosengrens RHS with a 243 point Scandinavian security classifica-

tion. By current standards, this equates to a Grade 6 safe.

The almost impenetrable safe was made in the Netherlands, before being replaced by 'European' safes in the late 1990s. The early investment certainly proved to be profitable for the store. ■



EMPORIUM MERKATOR HAMBURG

- One of the world's leading coin trading companies supporting coin collectors, investors and coin dealers for over 40 years.
- 80 employees.
- Offers everything from the latest innovations to the rarest original coins from antiquity.
- Trusted by the large state mints.
- The auction department has been conducting coin auctions since 1983.



Entrance Control for State of the Art Complex

MIDDLE EAST. The King Abdullah Petroleum Studies and Research Center (KAPSARC) has placed an order for access control solutions worth just over 1.1 million euros for its headquarters in the Saudi capital of Riyadh.

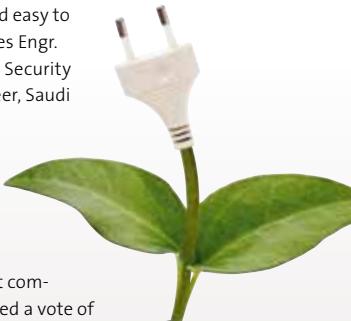
"We chose Gunnebo since its products comply with the Aramco Functional Specification Document. The products are required to be high-quality in design and easy to maintain," states Engr. Ihab N. Gazawi, Security Systems Engineer, Saudi Business Machines Ltd.

"Winning the order for this iconic and state-of-the-art complex is considered a vote of confidence for our company from all parties involved in the project, from the client's representative to the architect and the contractor," comments Jacob Touma, Country Manager, Gunnebo Middle East.

KAPSARC, a non-profit energy and environmental research organisation, is an autonomous institution funded by proceeds from its own endowment.

It reports to a Board of Trustees composed of international members.

Its iconic headquarters has been designed by world-renowned architect Zaha Hadid and is located near Riyadh's King Khalid International Airport.



Growing Market Share in China

CHINA. A strategic partnership which makes Jiebao King the major general Chubbsafes distributor in mainland China has been agreed.

After twenty years in the safe industry, Jiebao King has become the leading physical security company on the Chinese market.

"We believe, through effectively integrating the resources of both companies, we can fully utilise our advantages in the physical security market and meet the requirements of different customers. It will bring business success to both companies, and take Jiebao King to a new level," says Gu Jie, Chairman and President of Jiebao King.

"China has become an important security market," comments Chris Dai, Country Manager Gunnebo China. "As a company with a history of over 200 years in the security industry, we are glad to be able to introduce our expertise and experience to the Chinese market, serve its customers and create added value for them."

"Chubbsafes, founded in 1818, is one of the most well-known safe brands in the world," Chris adds, "and has witnessed the development and evolution of the worldwide safe industry. With the nationwide channels of Jiebao King, we can provide European graded safes



to Chinese customers and fulfil the requirements of the high to premium market segment. We believe the launch will also elevate the safe industry in China."

All the safes being launched in China have passed the CCC certification B2 level.





Airport Expands Security

 **POLAND.** The increasing numbers of passengers travelling by air is placing new demands on airports around the world. Today Frederic Chopin Airport in Warsaw has to accommodate almost ten million travellers annually, which has resulted in the need to expand its facilities and improve its security.

After two successful installations of PassSec anti-return gates, Gunnebo received a third order from the airport.

"Altogether we have delivered nine lanes," says Bartosz Kędzia, Key Account Manager at Gunnebo.

"We were awarded the tender, beating well-known global competitors. We also encountered tough security and safety demands, which meant we could only work on installation for a few hours each night when the airport was closed for passengers. We are hoping to play a part in the next phase of Warsaw Airport's expansion," concludes Bartosz.



Tags Reduce Risk of Shoplifting

 **BRAZIL.** Gunnebo Gateway in Brazil is supplying Raia Drogasil, the largest drugstore chain in Brazil, with EAS antennas and anti-theft tags. Up to 10% of all high-risk products will come directly from the factory with Gateway's theft prevention tags pre-fitted.

"Historically, the adoption of this type of loss prevention security can reduce operating costs by 20 per cent and increase sales by 30 per cent," says Luciano Raposo, Commercial Director of Gunnebo Gateway SA.



One of the benefits of using anti-theft labels is that it makes products, such as sunscreen, cosmetics and razors, less attractive to shoplifters.

Gunnebo will also be providing other security technology solutions, including CCTV equipment and monitoring alarms, to the drugstore chain.

"This partnership provides training of staff on the use of technology to prevent losses. It's also about knowing how to relate to suspicious behaviour in stores," says Anderson Ozawa, Loss Prevention Manager at Raia Drogasil.



Blast-Protection a Must in High-Risk Areas

 **SOUTH AFRICA.** Gunnebo South Africa and Diebold South Africa have been in partnership since 2002, providing protection for ATMs supplied to the banking industry.

In 2007 there was a drastic increase in explosive attacks on ATMs in South Africa. This led to a demand for better security and

in 2008 a newly patented blast-resistant safe came onto the market for the banking industry in South Africa.

Gunnebo South Africa recently received an order for 300 blast-resistant ATM safes from Diebold South Africa. The safes will be fitted at sites where the risk of ATMs being physically attacked or bombed is high.

"Diebold and Gunnebo are strong and established names in the industry. Together we can offer solutions with a clear competitive advantage. The blast-resistant ATM safe manufactured by Gunnebo has been proven in tests and in the field," says George Johnson, Account Manager, Diebold South Africa.



Photos: SpeedStile FP 1200 – Vinacomin Project and SpeedStile BP – VTV Project

SpeedStiles Success in Asia

 **VIETNAM.** After the recent installation of entrance control products in Hanoi, Gunnebo Singapore's Vietnam representative office and local partner, Techpro Co, has also successfully installed SpeedStiles for Vietnam National Coal Mineral Industries Group (Vinacomin) and Vietnam Television (VTV).

Vinacomin bought one set of four lanes and VTV ordered four sets including two two-lane sets, one four-lanes set, and one five-lanes set.

The Vinacomin project represents the first SpeedStile NEP FP1200 to be installed on the Vietnamese market.

The VTV project follows the completion of its new broadcasting building. After more than 40 years, VTV is currently undergoing a major upgrading process and its first project is to extend its premises with a new broadcasting building to cater for the growing number of channels and programmes. VTV decided to secure its main lobby and staff entrance with SpeedStile BP because of the solution's reliability and track record.

"These projects are very promising for the future markets of Entrance Control solutions in Hanoi. As we speak, there is another order in the pipeline," says Chief Representative, Ms. Huyen Luong.

More efficient and secure Cash Handling

Cash is not disappearing. It has been around for 27 centuries and today it remains the most widely used and accepted form of payment in the world. The quantity of cash in circulation is even growing and the trend looks set to continue. Handling cash still costs money but there are solutions to reduce costs.

In this issue you can read about how Swiss fashion label

TALLY WEiJL is using intelligent solutions to optimize their cash processes. You will also find articles about cost-effective theft protection that are developed in order to make life easier for businesses. There are solutions available for the whole cash handling process when it comes to; counting, safe-keeping, collection, storage and delivery to the bank.

Read more on www.gunnebo.com

