

Global

A CUSTOMER MAGAZINE FROM THE GUNNEBO SECURITY GROUP

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Combining Hospitality with Security

PAGE 4

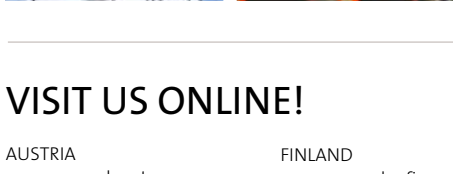
Are We Secure Enough?

PAGE 8

Two Years – and No Robberies

PAGE 12

CONTENTS



eGATE FOR GREATER SECURITY AND EFFICIENCY	3
COMBINING HOSPITALITY WITH SECURITY	4
The Rezidor Hotel Group is one of the fastest growing hospitality companies in the world	
ONE COUNTRY – OVER A BILLION PEOPLE	6
India Special	
SAFETY PARAMOUNT FOR NEW COMMERCIAL CENTRE	7
ARE WE SECURE ENOUGH?	8
Saumyajit Gangopadhyay is Vice President for Bank Security & Secure Storage at Gunnebo India.	
SECURITY THAT CREATES VALUE	9
CUSTOMER SERVICE AND BUSINESS OPPORTUNITIES	10
HIGH-SECURITY LOCK AWARDED	11
PRESTIGIOUS CERTIFICATION	
TWO YEARS – AND NO ROBBERIES	12
FIX IT – EVEN IF IT ISN'T BROKEN	13
Do it better, make it better, and improve it, even if it isn't broken – if we don't, we can't compete with those who do.	
NEW ENTRANCE SOLUTION REDUCES THEFT	14
COMBINING SKILLS AND EXPERIENCE	16
INCREASING AWARENESS ON CRIME AND PROTECTION	17
WORLDWIDE	18
IF MONEY COULD MAKE YOUR WORLD SAFER	19

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FRONT PAGE
The Bandra-Worli Sea Link bridge,
Mumbai, India.
Photo: Dhanraj Wadiwala



“The next step is to implement the business strategy that we’ve developed. This includes profitable growth, both organic and through acquisitions.”

Per Borgvall, President and CEO, Gunnebo



The eGate solution for automated border control will help deal with growing passenger numbers

eGate for Greater Security and Efficiency

Growing passenger numbers represent one of the biggest challenges for airports. The intelligent eGate solution reduces waiting times and personnel deployment at the same time as enhancing security.

TEXT | Linda Gärdlöv

GERMANY. In the future, according to the International Civil Aviation Organization (ICAO), the number of international air travellers will increase annually by around five per cent. With the eGate solution, border control takes place

automatically using biometric data, thereby permitting a high passenger throughput rate.

The basis of the solution is a gate with doors that separate the controlled and the public zones. Before entering, passengers insert their passport in a device that reads the biometric information stored on it. Using control software and a database connection, the system checks the validity of the document and crosschecks with blacklists.

Preparing for the Future

“Together with Siemens IT Solutions and Services, we offer airport operators an intelligent solution for dealing with growing passenger numbers,” says Albert Schürstedt, Divisional Head of Building & Infrastructure at Gunnebo.

“This new system enables us to fully exploit the opportunities offered by electronic travel documents and, by doing so, optimise the throughput rate of travellers at airports.”

Gunnebo has contributed its expertise in access control systems to the solution, while



Siemens IT Solutions and Services has provided its know-how in systems integration, biometric recognition software and database connections.

Airport Experience

“We are happy to be working with Gunnebo as one of our preferred partners as they have many years of experience in this area. Our comprehensive expertise derived from several international IT projects at airports means that we are very familiar with the procedures and workflows there, and are able to integrate a complete solution almost seamlessly in existing IT environments,” says Werner Braun, Business Development Manager at Siemens IT Solutions and Services. ■



Biometric data is checked before the passenger enters

Combining Hospitality with Security

Chubbsafes



The Rezidor Hotel Group is one of the fastest growing hospitality companies in the world with operations in Europe, the Middle East and Africa. The group features a portfolio of more than 400 hotels with 89 000 rooms in 64 countries.



Safes and fire-resistant filing cabinets are part of the security packages being installed at Rezidor's new hotels.

Rezidor's core brand, Radisson Blu, is the largest upscale brand in Europe, and Park Inn by Radisson is one of the fastest growing mid-market hotel brands in Europe. Rezidor also maintains one of the industry's strongest pipelines in both segments with over 20 000 rooms to open within the next three years, and Gunnebo's back-office package is with them all the way.

Back-Office Safe Packages

In Europe, Rezidor's most prominent brand names are Radisson Blu and Park Inn by Radisson. In fact, it was at a Park Inn that Gunnebo and Rezidor first established contact during a hotel opening last autumn at Oslo Gardermoen Airport in Norway. A couple of months later Gunnebo was chosen as a preferred supplier by Rezidor, and its first task was to install a large back-office package for the Radisson Blu Waterfront Hotel in Stockholm, a truly prestigious building in the heart of the Swedish capital. The project was a great success and Gunnebo has continued to deliver back-office packages to Rezidor's new hotels worldwide ever since. Belgium was first, and the next installation will be in Georgia.



**We find that the
Gunnebo products live
up to our expectations**

The packages vary depending on the size of the hotel. The concept includes combining six Gunnebo products in suitable quantities, all fulfilling the strict brand standards of Rezidor's Service and Operations, and security requirements.

The investment averages around €10 000–12 000 per hotel. David Dreschner, Vice President Corporate Purchasing Services for The Rezidor Hotel Group, comments on the partnership with Gunnebo: "We

are delighted to have a leader like Gunnebo onboard as our preferred partner for safes and cabinets. Their products and solutions perfectly fit in with our safety and security standards, and are designed to enhance the guest experience."

Three Quick Questions

Why did you choose Gunnebo as a supplier?

"Rezidor is now present in 64 countries across Europe, the Middle East and Africa. Gunnebo, too, is a global player with a wide presence. In order to ensure consistency throughout our hotels and brands in all geographic regions, we needed a partner who would be able to follow us on our journey."

What was the most decisive factor for you in choosing Gunnebo?

"Infallible adherence to our brand and service standards, global presence, value for money and a profitable return on investment are always the key factors when deciding who joins Rezidor's Preferred Partner list."

In what ways do you expect to benefit from the investment?

"Simplicity, working with a one-stop shop and worldwide delivery."

Facts – Gunnebo's Back-Office Security Packages

- The package is designed to protect valuables, cash and documents behind hotel reception desks, and in administrative areas and staff spaces. The back-office packages make it possible for front-desk staff to handle cash safely and securely.
- The secure storage products include burglary-resistant safes, deposit lockers, data media safes and fireproof filing cabinets.

One Country — over a Billion People

Capital: New Dehli

Area: 3 287 263km²

Population: In 2010, the United Nations (UN) estimated that India's population would reach 1.2 billion by March 2011, second only to China.

Languages: The 1961 census recorded 1 652 different languages and dialects in India. One state alone, Madhya Pradesh, had 377. There are officially 211 separate, distinct languages, of which Hindi, English and 15 regional languages are officially recognised by the constitution. There are 29 languages that are each spoken by a million or more people.

Economy: As of 2010, India was the world's eleventh largest economy and third largest in Asia, behind Japan and China.

Religions: India is the birthplace of four of the world's largest religions: Hinduism, Jainism, Sikhism and Buddhism.

Industry: Modern industry has advanced fairly rapidly since independence and the industrial sector now contributes 28.6% of the GDP. Large modern steel mills and many fertilizer plants, heavy-machinery plants, oil refineries, locomotive and automotive works have been constructed. The metallurgical, chemical, cement and oil refining industries have also expanded.

Customer Expansion Means More Business

Manappuram General Finance in India has bought more than 1 000 safes and 200 strongroom doors. "The reason we need these products is the rapid pace of business growth in India and the further potential of growth in the gold loan business," says Raveendra Babu, Joint Managing Director of Manappuram General Finance.

TEXT | Mats Ekendahl

INDIA. "We are also looking for a good, sustainable vendor who can support us in our expansion with good quality products and services," Raveendra Babu continues.

Manappuram General Finance, India's largest listed and highest credit-rated gold loan company, is a key account customer to Gunnebo. The large order is worth millions to Gunnebo India. The project demanded a high degree of committed customer service and also a special technical adaptation of one of the products itself.

For Manappuram, Gunnebo developed a special customised safe based on the Chubb Safes 345 litres platform. This unique safe has seven shelves to support the gold loan business of the customer.

"We cherish the relationship with Manappuram which is more of a partnership than a vendor/customer contact. We get involved in their planning process from a very early stage. We have provided them with a customised safe suitable for the gold loan business and now we are also

working to strengthen their strongrooms with a customised locker arrangement. Going forward we feel that this relationship will yield more profitable business for both organisations," says Som Gangopadhyay, VP Bank Security and Secure Storage, Gunnebo India.

Manappuram Finance already operates approximately 1,650 branches across India, and according to their own plan they will continue to open more branches in India during 2011. For Gunnebo this means more business.

"We trust Gunnebo as a company, their products and the people they have on board. We like to work with them as a partner towards a brighter and a safer future," Raveendra Babu concludes. ■



The new high-end commercial centre in Mumbai's business district has the latest entrance control solutions

Safety Paramount for New Commercial Centre

Indiabulls Real Estate is one of the largest property developers in India and is responsible for some of the most luxurious high-end commercial spaces and residential sites in the country. For its latest project, One Indiabulls Centre, security has been a top priority.

TEXT | Rob Suddaby

INDIA. One Indiabulls Centre (One IBC) is set to become a landmark in Mumbai's emerging Central Business District. As the first high-end commercial development of its kind in the area – with state-of-the-art amenities, a landscaped plaza and fine-dining restaurants – One IBC aims to attract the world's most successful financial services firms.

Client Safety Critical

For such a modern development, the safety of the tenants, facilities and data within One IBC has naturally been one of Indiabulls' top priorities.

"We have a huge commercial space housing diverse companies. It is therefore imperative for us to deploy the latest security products to ensure safety for all our employees and clients," explains Mr. Kumaraswamy, General Manager at Indiabulls Real Estate.

To ensure the secure flow of authorised individuals into and out of the building, Gunnebo has supplied entrance control gates to One IBC.

Highest Standards

"When it came to security we needed world-class equipment standards which took care of our needs," continues Mr. Kumaraswamy. "We did a detailed background check with industry experts and large companies who have stringent security standards, and based on those responses we found Gunnebo solutions came out best in every respect."

With a total of 20 new projects in the pipeline, this fruitful partnership with Gunnebo India is set to continue in the future. ■

Facts

- One IBC is a high-end commercial development located in Mumbai's emerging Central Business District
- The development will include a large central landscaped plaza, fine-dining restaurants, food courts, clubhouse and recreation areas, besides world-class corporate offices
- It covers an area of 10 acres with two towers, each over 17 floors high
- Car parking facilities in the basements have capacity for 3 500 vehicles

Are We Secure Enough?

Saumyajit Gangopadhyay is Vice President for Bank Security & Secure Storage at Gunnebo India. Here he looks at the security market in India and gives us his views on how security risks are perceived in the country – both on a corporate level and by the general public.

TEXT | Sujata Redij

INDIA. “Economic liberalisation and development has been, and continues to be, the largest single factor contributing to the growth of the security systems industry, with the falling prices of electronic systems worldwide coming in a close second. According to a report by International Fire and Security Exhibition and Conference (IFSEC), the value of the Indian physical security market is likely to grow to €2.5 billion – and it is expected to increase up to 30% year on year. Frost & Sullivan pegs the market for security and surveillance equipment in India at €285m and the video surveillance market at €137m, both of which have a compounded annual growth rate of 25–30%.

National Expansion

“The major factor contributing to the growth in India is the hostility being expressed by some separatist forces and internal insurgents. Compared to the prohibitive 250% Import Customs Duty of the 80s, the current rate of 35% is also being considered as a growth driver for the industry. Rapid growth in sectors such as telecoms, ports, airports, aviation, railways, roads, energy, construction and retail, coupled with the influx of multinational companies also contributed to a large extent. Furthermore, increased government allocations to modernise police services witnessed the recent setting up of city surveillance projects in almost all the metropolitan areas.

Crime on the Rise

“When it comes to running a business or commercial establishment, security is not given the attention it deserves. No one imagines that they are working for a target for crime but statistics

show that it is becoming the case from the smallest stores to the largest retail chains. Despite the recent increase in the crime rates for burglary and theft, these can be reduced by having appropriate security systems for business and commercial establishments.

Security Not Prioritised

“Security is now a management issue – you cannot run a business without it. Commercial security systems have an important economic impact on several levels. Security needs to monitor not only outside break-ins but also fire hazards, smoke hazards, unauthorised access to secure areas and petty theft from office supplies, for example.



Security is now a management issue – you cannot run a business without it

“We have grown up in a society where concern for security has not been given top priority. We tend to believe that being robbed will never happen to us. We consider what we hear on TV and read in the newspapers to be mere statistics. But becoming a victim of burglary can happen to anyone. As well as having one’s possessions stolen, one’s sense of security is also taken away.

Risks Poorly Assessed

“The decision to provide security is often based

on the perceived threat to an installation, the area where it is located and the type of industry. In addition, many people avoid installing security systems because they either do not see it as a necessity or deem it to be too expensive.

“The fact is that approximately 97 000 people become victims of burglary every day and that a home without a security system is three times more likely to be broken into. The phrase ‘prevention is better than cure’ holds true in this case.”



Saumyajit Gangopadhyay, Vice President for Bank Security & Secure Storage at Gunnebo India



Employing security that meets the latest standards is a must for IDBI Bank

Security that Creates Value

IDBI Bank is a public sector bank in India. This means they have to follow security mandates stipulated by the Reserve Bank of India (Central Bank). Lately the bank has deployed strongroom doors, lockers and other security equipment in all their premises and branches.

TEXT | Linda Gärdlöv

INDIA. “The secure storage solutions recently installed by Gunnebo met the guidelines required by the RBI which was one of the main reasons for choosing security products from Gunnebo,” says Sudhir Kulkarni, AGM, IDBI.

As a banking company, IDBI expects high quality, premium service, on-time delivery and zero downtime. All these criteria are of great importance when meeting customer expectations.

Security brings value to the banking business by making its customers feel safe in the knowledge that they can trust that their valuables are being kept in a safe place.

“We want to make our premises safer. In the future we will look at adopting new technology and implementing the latest security upgrades – an area where we are hoping Gunnebo can guide us,” adds Kulkarni.

Security standards are another important consideration according to IDBI.

“They help us to generate confidence from our customers. Standards should be updated in line with security needs and should be followed religiously,” Kulkarni concludes. ■

Technology in Focus

The terror attacks in Mumbai three years ago made the management at the Essar Group put extra thought into security issues. Top of the agenda was entrance control.

INDIA. “In the past the Essar Group had a relaxed approach to security and managed with limited security guards stationed across its facility. But when the building was expanded, one major concern was how to ensure that access across the site was properly controlled.

“We needed something fool-proof,” says Basil Keelor, Group Head Administration at Essar Group. “We focused specifically on high-speed entrance gates and glass turnstile gates, and we were very satisfied with the solutions which were installed.”

“When we looked around India for security providers,” Keelor continues, “We were left with two choices – Gunnebo and a competitor. We saw that Gunnebo’s quality was very high and that the feedback we received from other users was better than the feedback for the competitor. So the choice was Gunnebo.”

Upgrading security to incorporate the latest technologies is also an important factor for Essar. As a group, Essar is constantly looking to deploy the most up-to-date equipment to ensure better security and productivity.

If anything needs to improve, Keelor believes that there should be more training in the physical security sector to make sure that an educated security force is in place for the future.

“As a dynamic company with diverse business interests, security plays an important role, from controlling the flow of people at our premises to controlling various processes at our plants,” concludes Keelor. “In brief, security enhances every single thing that we do.” ■



Automated safe deposit lockers at the Middelfart Sparekasse bank in Denmark saves both customers and staff time



Automated Deposits Save Time

Customers at Middelfart Sparekasse bank in Denmark can access their safe deposit lockers 24 hours a day, 365 days a year. This is thanks to a fully automated system from Gunnebo. “The customers like the new system and our staff are enthusiastic too, as they do not have to interrupt their work to let customers access their safe deposit lockers,” says Vagn Christensen, a building consultant at Middelfart Sparekasse.

TEXT | Mats Ekendahl

DENMARK. The installation of Gunnebo’s automatic safe deposit locker system – SafeStore Auto Maxi – at Middelfart Sparekasse is the fifth in Denmark. Danske Bank already has three similar installations and Jyske bank has one.

Investing in the Future

Middelfart Sparekasse has made a major investment of €422.180 in its newly built, architecturally appealing head office on the Danish island of Fyn. The safe deposit locker system has one thousand lockers in total, with the potential to add a further thousand. Customers have access to the lockers 24 hours a day, 365 days a year. The lockers themselves are in a high-security vault in the basement. It was the bank’s Manag-

ing Director, Hans Erik Brønserud, who had noticed the self-service safe deposit locker system at other banks in Europe.

“He considered it a good new service for our customers, so we planned SafeStore Auto Maxi into the build from the very beginning,” says Christensen.

Value for Money

Middelfart Sparekasse already had a good relationship with Gunnebo, so the choice of supplier was an easy one. The system has been in operation since January 1 this year.

“There were some teething problems initially but the installers from Gunnebo did an amazing job to get everything working. Now the safe de-

posit locker system is up and running, I certainly feel we have value for money,” says Christensen.

More than a Service

Stig Dössing is Key Account Manager, BA Bank & Cash Handling at Gunnebo in Denmark. He thinks that the contract with Middelfart Sparekasse is interesting and innovative from the perspective that a relatively small savings bank chain chose to invest in SafeStore Auto Maxi.

“Middelfart Sparekasse recognised the return the system would make in the long term. It did not view SafeStore Auto Maxi solely as a service for its customers and a way to ease the staff’s workload, but also as a business opportunity,” he says.

“We’re delighted to be able to market the self-service safe deposit locker system moving forward,” Christensen concludes. ■



Gunnebo's modern high-security lock, the GSL 1000, has passed some of the most demanding security tests

High-Security Lock Awarded Prestigious Certification

The GSL 1000 lock has already been certified by A2P and ECB•S so all that remained was the Verband der Schadensverhütung (VdS) certification – one of the most prestigious certifications in Europe for security products, particularly those designed for protecting valuables.

TEXT | Amel Loukal



FRANCE. Following a long auditing process and a series of tests carried out by VdS, Germany's main independent certification laboratory, GSL 1000 was found to meet the very exacting criteria for resistance to unauthorised openings, robustness and reliability.

The various components that make up the GSL 1000 locking solution, as well as the equipment, the console and the lock's security features, were all tested in compliance with the demanding standards established by VdS. GSL 1000's ability to withstand power outages was also tested.

Sign of Excellence

"We always focus on the quality of our products and the GSL 1000 lock has been developed in order to meet the highest security requirements," explains Dominique Auvray, Electronic Security Marketing Manager at Gunnebo's Business Area Bank Security & Cash Handling.

"As a major player on the international security market, our clients have been eagerly waiting for this certification from us and we are delighted that we are meeting the very strict requirements of the standard. It will enhance the value of our solution

and is evidence that our clients really can place their trust in us."

Competitive Advantage

The VdS certification is confirmation of the solution's high levels of long-lasting quality and security. It is also a major advantage in ensuring the success of high-security projects in which Gunnebo is involved, particularly within the banking and cash handling sectors. ■



Solution Meets Test Standards

The independent French laboratory, CNPP, has successfully carried out tests on various components of the SecurWave® sintrusion detection solution resulting in a Grade 3 EN 50131 certificate.

FRANCE. The certificate is the result of several months of work and clearly shows that the various pieces of physical equipment that make up the solution, such as the central unit, power supply, WavePad operating terminal and bus interface modules, meet the requirements defined by the standard.

The system's security and accessibility levels were stringently tested, as well as how it reacted to fraudulent use. The system's environment, the electrical power and autonomy, and endurance electromagnetic compatibility, as well as the technical documentation supplied were also approved.

"The EN 50131 label is an international benchmark and a technological guarantee in terms of electronic security quality and performance. Having had SecurWave Grade 3 EN 50131-tested means we are going to be able to extend the scope of our solution to other business sectors and new countries," says Gilbert Korchia, Head of Electronic Security at Gunnebo's Business Area Bank Security & Cash Handling.

The EN tests strengthen SecurWave's position and confirms the technological advantages that Gunnebo Group has over other companies within this sector, as well as its commitment to continually improve solutions in an ongoing effort to provide maximum quality. ■



Two Years – and No Robberies

Knut Lislegaard runs four Bunnpris stores, a Norwegian supermarket chain. He has invested in the SafePay closed cash handling system in all four stores. "I'm very pleased. For me this is the only solution," he says.

TEXT | Mats Ekendahl ILLUSTRATION | Lisa Lackéus

NORWAY. The fourth store opened in March. Like the other three stores it has SafePay, even though some stores in the Bunnpris chain use a competing product.

"I have such good experience of SafePay that I'm using that system anyway," says Knut.

Before he installed SafePay there was an average of one robbery a year at each store.

"But since I bought SafePay two years ago we haven't had a single robbery. Of course service to the customers is important, but staff safety comes first."

Entrepreneur Knut thinks the automatic closed cash handling system is good value for money, particularly as it is so easy to use.

"SafePay is easier to use than competing products. For example there's only one feeding slot in the banknote unit, and all coins can be thrown in at the same time. Customers don't have to feed them in one at a time," he explains.

The high security of a completely closed system is another factor that Knut rates highly.

"With SafePay the money goes securely straight into the safe, and we only have to empty the system once a week."

The store owner invested in two cash units and one cash transfer unit in the newly opened store in Grunerløkka, a district of Oslo.

"The account managers and engineers at Gunnebo give us good service. Above all, the people who provide the support are really friendly," Knut adds. ■



Knut Lislegaard runs four Bunnpris stores, a Norwegian supermarket chain

Security that Pays for Itself

Robbers ignore service stations in Danish metropolitan areas. The reasons are Gunnebo's SafePay cash handling system and improved general security.

DENMARK. In Denmark several chains of service stations – Statoil, Shell, Q8 – have installed SafePay. It has proven to be extremely effective in preventing robberies. One of the benefits is greater peace of mind for staff, particularly in the evenings and at night when most robberies take place. Another, of course, is less financial loss for the companies.

Attempted robberies on service stations and other shops increased sharply for a couple of years, but there has been a marked decrease in recent years. Comparing figures for the first six months of 2010 and 2009, there is a 34% decrease in the number of robberies at staffed service stations.

Statoil runs about one-third of Denmark's filling stations. Its PR & Communication Director Per Brinch says in an interview with Danish retail weekly *Dansk Handelsblad* that installation of the SafePay cash handling system and improved general security at the stations are the reasons behind the positive trend.

"In the past, 60 per cent of robberies at our stations were in the cities of Copenhagen, Odense and Aarhus. That's why we installed SafePay there first. And it worked! In 2009, only three out of 22 robberies at Statoil were carried out in these cities," he says.

So the problem shifted from the cities to smaller locations where SafePay had not yet been installed. But now all the stations have the smart, secure system for using cash in stores.

Robberies at Q8 have also decreased considerably. The company carried out a risk assessment and, after introducing various security measures, they too have far fewer visits from criminals than before. Security pays for itself. ■



Fix It – Even If It Isn’t Broken

“Do it better, make it better, and improve it, even if it isn’t broken – if we don’t, we can’t compete with those who do”. This is the very simple, but powerful message behind the Kaizen philosophy.

TEXT | Linda Gärdlöv ILLUSTRATION | Lisa Lackéus

JAKARTA. At the Gunnebo factory in Jakarta, where every week 500 safes and ten vault doors are being produced and shipped out, the Kaizen philosophy is inspiring and driving colleagues to continually strive towards improvements.

Over 300 people are working at the plant and for the past one and a half years the philosophy has been a key ingredient in creating a successful business. The mind-set helps all employees feel valued since each person’s initiative is important, and every little improvement counts.

A New Way of Thinking

Twenty colleagues working on the factory floor are appointed to conduct a Kaizen training every quarter in order to introduce everyone to the philosophy.

“Our approach to Kaizen is to focus on the small improvements, where suggestions come from people working directly in production,” says Bogi W Jatmiko, Production Manager at the Jakarta plant.

“So far we have made many improvements. For example we have installed automatic sensor stoppers on the bending machines, eliminating the risk of defective corners on safes and we have made special racks for storage of parts.”

Everyone Has a Say

The Kaizen initiative is managed by a committee,

where representatives from all areas of responsibilities in the factory are being represented. Every four months the Kaizen board gathers and evaluates incoming suggestions. The outcome is five areas of improvement that will be in focus over the coming four months.

“It is important to highlight that the proposed actions should come from the factory floor, not from management or anywhere else. As an incentive, we have a reward system and we have three people in the Kaizen board responsible for publication of the agreed actions and appraisal for the person who came up with the idea,” says Bogi W Jatmiko. ■



Employees at Gunnebo’s Jakarta plant are regularly involved in making improvements to the business.

Facts

- Kaizen was created in Japan following World War II.
- The word means “continuous improvement”.
- Used as a system for continuous improvement in quality, technology, processes, company culture, productivity, safety and leadership.
- Involves every employee – from upper management to the cleaning crew.
- Everyone is encouraged to come up with small suggestions for improvements on a regular basis. In most cases these are not ideas for major changes.

New Entrance Solution Reduces Theft



When Swedish supermarket chain Coop had an open entrance in its Stockholm store, a lot of convenience food was being stolen. But this was nipped in the bud. “Two SpeedGates adapted for Coop with high glass panels and a full-height GlasStile prevent thieves exiting the store,” says store manager Ulrika Andersson.



Premiere for SpeedStile BP in Vietnam

Vietnam's first SpeedStile BP has been installed. The premiere was at the Vietnam Petroleum Institute (VPI) Tower in Hanoi.

TEXT | Mats Ekendahl

VIETNAM. "We chose Gunnebo products for quality and good sales services," says Ms. Nguyen My Huong, Manager for the Sales and Planning Department of PetroVietnam Mechanical & Electrical JSC.

It was Gunnebo Singapore and its Vietnamese agent's office, working with partner PetroVietnam Mechanical & Electrical JSC, that ensured the country's first SpeedStile BP was installed at the VPI Tower in Hanoi. VPI is a Scientific and Technological Research Institution of PetroVietnam. This successful project marks the first step to bring the SpeedStile BP product into Vietnam's booming market.

With an ever-growing culture and modern technologies fast growing in Vietnam, the customer sets the benchmark by introducing and teaching the speed gate technology to the general public.

This pilot SpeedStile BP project was very well received by the customer, with positive feedback that they are looking to expand and bring more lanes into this project.

"We chose Gunnebo products for quality and good sales services. We hope that the quality improvements don't stop and that the product price sees a reasonable reduction. At the moment we're very satisfied with the quality of Gunnebo's products," says Ms. Nguyen My Huong.

Moving forward, this successful project paves the way for more such projects in the future. ■

During the first half of the year the entrance was completely open, with uniformed guards occasionally watching the entrance. But eventually the solution became untenable because thefts, particularly of convenience food close to the entrance, increased sharply.

Ulrika Andersson is Manager of the Coop Extra store on Medborgarplatsen square in Stockholm, a shop that has 65 employees and long opening hours.

"When the entrance was unsupervised, individuals often took the liberty of picking up a lunch portion and walking out of the shop without paying. I don't think the perpetrators really thought of this as theft as the exit was open," she says.

The Coop Extra store had already installed Gunnebo's solution for closed cash handling – SafePay. During the project the supermarket chain's central administration recommended the SpeedGates entrance control solution for Coop Extra's problem.

"Conventional store gates wouldn't offer the security the store needed. Two pairs of SpeedGates and a full-height GlasStile for bulky goods were therefore incorporated into the store design."

No sooner said than done. The store now has two SpeedGates with high glass panels and a full-height GlasStile, which stop thieves exiting the store without passing the checkout. The entrance solution has been customised in Coop Extra's red colour.

In addition to stopping thieves, Ulrika can see other benefits with the installation.

"In the past customers could witness thefts, which led to agitation. Now the situation is completely different. I also think the entrance solution is very attractive and looks inviting, which is a bonus as the focus was obviously on security," she says.

TEXT | Mats Ekendahl
PHOTO | Sara Nordgaard



Combining Skills and Experience

In Poland there are 18 technicians working within Business Area Services. These are the people taking part in some of the most important projects implemented in Gunnebo.

TEXT | Anna Sadłowska ILLUSTRATION | Lisa Lackéus

POLAND. Every single one of them has technical education and long-term experience of installing security solutions.

“We install all types of Gunnebo solutions, from the simplest to the most technologically advanced,” says Dariusz Wesołowski, one of the Polish technicians.

In June 2008 Gunnebo supplied over 1 000 safes to 128 offices in 125 different countries all over the world. Thanks to efficient work of the Polish team of technicians, the project was a huge success. Their hard work meant installation was completed in just 18 months.

During 2009-2010 three teams carried out security installations such as entrance control, CCTV, intrusion detection and fire detection in countries like Azerbaijan, Cameroon, Canada, Indonesia, Israel, Mauretania, Morocco, Saudi Arabia and USA.

“To carry out a complete installation at a scheduled time is a complicated operation but the main goal for the team is always customer focus and customer satisfaction,” says Henryk Trzęsowski, Service Technician.



Gunnebo supplied over 1 000 safes to 128 offices in 125 different countries

Executing these types of installations requires experience, good planning and the ability to deal with unexpected problems. One installation in Saudi Arabia is a good example of this.

“Weather conditions did not make installation easy. Temperatures were as high as 49°C

and the goods were stuck in customs for two weeks. Fortunately our customer helped us to get the products into the country. When we finally got the products to the site it was thanks to the experienced technicians that the work was completed on time,” says Krzysztof Kurczaba, Service Coordinator, Business Area Services. ■



Part of the team of Polish technicians, responsible for installations the world over



With 4.7 million packages and documents shipped each week in 200 countries around the globe, TNT Express is the European market leader in express delivery.

Increasing Awareness of Crime and Protection

In order to optimise its security policy, TNT France decided to centralise all its security resources. As part of this action plan, Gunnebo will install, expand and maintain the CCTV, entrance control and intrusion detection systems at all TNT sites across France.

TEXT | Aurelia Gilbert

FRANCE. “Gunnebo’s reliability and expertise, as well as the appreciable cost-effectiveness of their offering, their extensive know-how and favourable references made all the difference,” says Jean-Jacques Richard, TNT Express France’s Director of General Affairs (Security, Purchasing, Internal Audit & Controls and Quality). “We expect our partner to be highly resourceful when it comes to the challenge of ever-improving security—and we have no doubts Gunnebo will be up to the task.”

The number of opportunistic thefts is currently down thanks to the implementation of prevention tools. TNT operates its own control centre on an around-the-clock basis with 54 staff employed on security assignments – all

fully internalised and reliant on CCTV, remote surveillance, intrusion detection, entrance control and satellite tracking.

“However, we have recently experienced a rise in the number of attacks from organized criminals—with increasing violence against our employees. This is partly linked to the international financial crisis and the prospect of such crimes to stop is unlikely”, says Jacques Richards.

“Involving all members of staff at all levels is a key objective of our security policy,” adds Richards. “This includes a specific ‘Security Guidebook’ which is handed out to all employees, security awareness training and regular updates to managers listing all potential threats.” ■

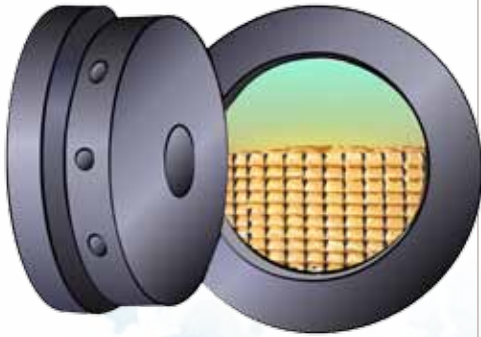


Jacques Richard, TNT Express France's Director of General Affairs

A Golden Opportunity

MIDDLE EAST. A private company in the Middle East wanted to ensure the secure storage of its private gold reserve. Gunnebo was chosen to supply a vault door big enough and strong enough to meet exacting security requirements. This is maby the largest vault door ever produced. "This is a very prestigious order for Gunnebo," says Jacob Touma, Regional Manager Gunnebo Middle East. "We are one of very few companies that can meet the high demands the production of such a door requires."

The vault for the gold reserve has twelve doors in total, including ten standard doors for the smaller vaults which are housed inside the main one. The main



vault door has a diameter of 3.2 metres and, due to its circular shape, is fitted with special 'crane' hinges. It has been constructed to withstand an attack from torches or core drills and the estimated weight of the unit, including a tunnel through the several metre thick wall, is 70 000kg.

The door will be produced in one of Gunnebo's European production facilities with an estimated delivery time of six months.

Triple Resistance Needed in Iraq

IRAQ. To meet the specific needs of banks and public authorities in Iraq, a special Optema high-security door has been developed.

The solution is specifically designed to protect the entrances of official high-risk buildings, such as ministries, public administration buildings and banks. The door provides triple resistance against burglary, blowtorch attacks and bullets, and is fitted with a motorised locking solution which means it can be managed via an access control system.

"Gunnebo has great expertise in providing demanding clients with high-security doors and entrance control solutions," says Myriam Bevillon, Head of Physical Security at Gunnebo's Business Area Bank Security & Cash Handling.

The prototype for this special door took just one month to develop and was presented to the client at one of Gunnebo's

factories in France. An order was quickly received for 70 doors and production began immediately.

"Gunnebo had the ability to design a customised solution that met the client's precise security requirements," adds Bevillon, "and that makes Gunnebo stand out from the rest."



Going from Strength to Strength

CHINA. In January a new production facility was inaugurated by the Group's CEO and President in China. The goal: to strengthen Gunnebo's position as a leading supplier of entrance control solutions to the booming Chinese market for mass transit.

The brand new factory is located in Kunshan, some 40km outside Shanghai, where Gunnebo has had a sales organisation since August 2010. Production will focus on 'flap gates' – entrance control solutions specifically developed for the Chinese metro market by Gunnebo a few years ago.

"This investment will allow Gunnebo to continue to strengthen its market position in China, primarily for mass transit," says Mats Johansson, Country Manager Gunnebo China.

"Going forward we will of course

look into the possibility of producing more Gunnebo products in Kunshan. Having a solid platform in place for local production is essential if we are to compete and take our share of other interesting segments in the growing Chinese market," says Per Borgvall, Gunnebo's President and CEO.

"The establishment of an industrial platform in China very much follows our strategic agenda when it comes to boosting the Group's organic growth, ensuring that we have the right prerequisites to be a proactive player within our field of excellence on the world's growth markets."

The inauguration was attended by customers, partners, suppliers, delegates from Chinese local government and journalists from a range of influential papers.



Ten Quick Folding Gates Sold to Telecoms Giant

FRANCE. A major French telecom company has requested ten Quick Folding Gates (QFGs) in their technical specifications for a new data centre.

Seven of the companies responding to the tender contacted Gunnebo to include the QFG. A fence installer eventually won the tender where the QFG was included.

The order includes ten QFGs

and five SAS, a high-security entrance gate.

Compared to a regular sliding gate, the QFG is more economical as less staff supervision is required and installation is simple.

"We believe that this product has the potential to enter new markets and customer segments," says Pascale Muller, head of Outdoor Perimeter solutions for Gunnebo France.

5 ANSWERS

If Money Could Make Your World Safer...

We asked five Gunnebo employees how they would spend one million euros to make the world safer. Here are their thoughts:



"It would be well spent removing land mines and other ammunition from fields across the world, especially wherever children play."

Ruben van Praagh
Area Manager,
Gunnebo Netherlands



"The answer is short and sweet: just make people literate. I would spend the money on educating the people and making them aware of the importance and need of security in their personal life as well as for the security of the nation."

Rohit Mohankumar
Assistant Manager,
Gunnebo India



"Although I'm not very creative, if I had that amount of money, I would invest in technological research, for example, to make our card readers or electronic systems (control panels, cameras, etc) run on solar energy."

Aurélie Forest-Boninsegna
Key Accounts, Gunnebo France



"I would start by developing a smart phone application that can detect blood alcohol levels. When a phone user wants to drive his/her vehicle but has a blood alcohol level exceeding the permitted threshold, then this application will automatically transmit a signal to the vehicle so that the engine will not start. This application should be made available (free to download) to all smart phone users, but will be compulsory for those who already have a previous drink-driving offence. With this phone application, I believe the world will be a little bit safer for all of us."

Shirley Tamtomo
Business Area Manager Services, Gunnebo Indonesia



"I would begin by developing teaching facilities for violent children or school dropouts from an early age, in order to strengthen their self-esteem and confidence and enable them to integrate correctly into society."

Isabelle Moreau
Employment Lawyer,
Gunnebo France

In the next issue we want to hear your, our customer, thoughts – *what would you do if you had a million dollars to make a difference for a safer world?* Send your answer + picture of yourself to info@gunnebo.com – Most creative answer rewarded.

Connecting the World's Second Largest City

The Bandra-Worli Sea Link is an eight-lane bridge connecting the western suburbs of Mumbai with the centre of the city.

TEXT | Sujata Redij

As the second most populous city in the world, the Sea Link bridge is of great value to Mumbai and has reduced the travel time between Bandra and Worli by over half an hour to around seven minutes.

Such infrastructure is essential to the Indian city which is built on seven islands in the west of the country. Gunnebo India has its offices on one of these islands,

Salsette, in the northeastern Mumbai suburb of Thane.

Gunnebo India employs a total of 600 people, including over 30 service technicians and engineers. Customers include Indiabulls, Manappuram Finance, Muthoot Group and Western Air Command.

Facts about the Bandra-Worli Sea Link

- At 5.6km, the bridge is the longest in South East Asia
- It took over €256m and ten years to complete
- 37 500 vehicles cross the bridge each day
- It boasts a state-of-the-art toll collection system and advanced traffic management system

