

Global

A CUSTOMER MAGAZINE FROM THE GUNNEBO SECURITY GROUP

#1 2012

What if ...

... the future was built on confidence?

PAGE 14

Return on investment
within two years

PAGE 4

“Words from an
expert are like the
gospel truth!”

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“Gunnebo has a long and proud history stretching back centuries. From a small engineering company founded in Sweden in the 1700s, today Gunnebo AB is a listed company delivering security solutions to customers across the globe.”

Per Borgvall, President and CEO, Gunnebo

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 The company originally made nails, and later also sold chains and lifting systems.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.

RESPONSIBLE PUBLISHER

Per Borgvall
Phone +46 10-20 95 000
per.borgvall@gunnebo.com

EDITORIAL COMMITTEE

Karin Wallström
karin.wallstrom@gunnebo.com
Linda Gårdlöv
linda.gardlov@gunnebo.com
Andrea Aileen
andrea.aileen@gunnebo.com
Jocelyne Benisri
jocelyne.benisri@gunnebo.com
John Fogarty
john.fogarty@gunnebo.com
Evelyne Gartenmann
evelyne.gartenmann@gunnebo.com
Manuel Latorre-Marin
manuel.latorremarin@gunnebo.com
Amel Loukal
amel.loukal@gunnebo.com
Claudia Reitz
claudia.reitz@gunnebo.com
Emma Sheldon
emma.sheldon@gunnebo.com
Rob Suddaby
rob.suddaby@gunnebo.com
Åsa Tjörngren
asa.tjorngren@gunnebo.com
Martin Westphal
martin.westphal@gunnebo.com

CONTRIBUTION ADDRESS

Gunnebo AB, Att: Gunnebo Global
Box 5181, SE-402 26 Göteborg

GRAPHIC DESIGN & PRODUCTION

Branding & Marketing Services
Åsa Westlund
asa.westlund@gunnebo.com

ILLUSTRATION

Branding & Marketing Services
Emma Agnred
emma.agnred@gunnebo.com

PRODUCTION CO-ORDINATOR

Mats Ekendahl
mats.ekendahl@newsroom.se

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Image from the Gunnebo film, “Shaping the Future of Security”.





The contents of this Chubb safes filing cabinet remained completely unharmed by a bank fire.

Protected from Fire Blast

A fire caused by short circuit broke out in one of the Bank Mandiri Cikokol's branches in West Java, Indonesia. Thanks to a filing cabinet*, valuable documents and a laptop were left undamaged.

TEXT | Andrea Aileen, Linda Gårdlöv

INDONESIA. The Bank Mandiri has been buying safes, safe deposit lockers, electronic security systems and filing cabinets from Gunnebo ever since it was founded in 1998.

Like all of Gunnebo's filing cabinets, these are certified for the protection of documents from fire.

"Thanks to this filing cabinet from Gunnebo the entire contents remained intact and secure after the fire. Even a laptop kept in the cabinet is still functioning properly," says Ms. Uswatun, Unit Manager of Bank Mandiri Cikokol.

Despite having to stand in a raging fire of several hundred degrees Celsius, the temperature inside the drawers of the filing cabinet never rose to a level which would destroy paper. This is quite some feat considering paper combusts at temperatures as low as 175°C. ■

* Chubb safes filing cabinet record protection files 4 drawers (RPF type 9204).

About Bank Mandiri

- The largest bank in Indonesia
- Founded in October 1998 as a part of Indonesian government's bank restructuring program
- According to Marketing Research Indonesia (MRI), the bank has been named a financial service leader among domestic bank for four years, from 2007 to 2010
- Has 26,000 employees in more than 1,300 domestic branches and in seven overseas branches, including representative offices

Putting Fire Safes to the Test

Chubb safes fire safes undergo extremely tough, independent tests to demonstrate that they will fully protect documents or digital media in a fire.

Fire Endurance Test

The Fire Endurance Test simulates the searing temperatures of a real office fire by heating the safe in a furnace to temperatures around 1000°C.

However, in reality, the contents of the safe must not only survive the fire itself, but also the period after a fire has been extinguished when

the surrounding temperature is still enough to destroy the documents or digital media inside. That is why the test also involves a "cooling period" of several hours. If the contents remain protected during this period, then the safe passes the test.

Fire Impact Test

Fire safes are also often subjected to a Fire Impact Test. This checks to see if the safe will remain intact and keep its contents protected after having fallen through several floors. This can happen given the structural damage a severe fire can inflict on a building. ■



For more information about product testing and certification, see www.chubb safes.com.



Return on Investment within Two Years

When Banca di Cavola e Sassuolo – a bank boasting technological innovation in qualitative service – made the decision to adopt the SafeStore Auto solution, it was in order to stand out from the competition. Within two years the solution was profitable.

TEXT | Amel Loukal, Linda Gårdlöv

ITALY. The first SafeStore Auto solution was installed back in 2007 and today ten out of 18 branches have been equipped. The bank is pleased to be able to offer the customers a simple and reliable safe deposit solution with very high levels of security.

Standing out

Adopting this solution is in line with the Banca di Cavola e Sassuolo's strategy. They want to be ahead of the competition by offering innovative banking using the very latest technology.

"The bank is striving to strengthen its image on the Italian banking market and they are confirming their willingness to embrace new technologies," says Emmanuel Harir-Forouch, Product Manager at Gunnebo.

"By installing SafeStore Auto, the bank is seeking to accelerate its growth with a new range of services which helps both to enhance the reputation of the bank and optimise the relationships with customers," continues Harir-Forouch.

In perfect harmony

SafeStore Auto is a flexible system and the solution

can be customised depending on the space. It can be installed in basements, behind self-service terminals or on the first floor – it's all up to the bank.

SafeStore Auto boxes are entirely automated and can be accessed directly by customers once they have identified themselves and been authenticated. The customer does not have to wait for a staff member to become available in order to access the safe deposit locker which is now available around the clock. During the bank's opening hours, the staff can focus on other activities.

"Another important aspect is that the solution can be installed in perfect harmony with any building's architecture," adds Emmanuel Harir-Forouch. ■



Banca di Cavola e Sassuolo

- Founded in 1982
- A typical cooperative bank
- Has an innovative strategy that involves offering a range of new services

How SafeStore Auto works

Once customers have identified themselves, they are able to access the secure SafeStore Auto area. They need to authenticate themselves using a card and password or fingerprint scanning system in order to release the identified box. After use, the system closes the box and automatically sends it back into the vault using the same secure procedure.

Statistics

- On average, each customer accesses their safe deposit box once every third week
- 59 per cent of openings are outside of banking hours
- 14 per cent of customers access their safe deposit boxes *only* when the bank is closed

The Highest Level of Security

Security is at the top of the agenda for many high-risk sites and is an important concern for customers as it places tougher and tougher demands on manufacturing companies.

TEXT | Amel Luokal, Linda Gårdlöv

GERMANY. To answer some of these demands Gunnebo has developed a strong door that meets the requirements for the highest level of protection for burglary.

The new door is developed and manufactured in one of the Gunnebo's production sites in Germany and is tested and certified* with the highest level on the market by the ECB+S Association.

"Our strong door solutions are designed using state-of-the-art technology with high-protection barrier materials, special reinforcement and intelligent boltwork construction to resist the most stringent attacks, perfectly adapted to sites in need of securing valuables and cash," says Xavier Petitcolin, Product Manager at Gunnebo.

With this new strong door, Gunnebo is offering the widest range of security doors on the market from Grade V to XIII, covering all the needs of high-risk

clients including banks, cash in transit companies and retailers, as well as the precious metals and jewellery industries.

"Our position and wide expertise on the physical security market give our teams an understanding of both customer business and the technical constraints related to it. The certification confirms the quality of our range of strong doors and offers our customers solutions with the highest security to protect their valuables," adds Petitcolin.

Gunnebo is constantly improving solutions by developing highly resistant materials to meet the most in-depth needs. By achieving this new certification, the Group is the only manufacturer with EN 1143-1 Grade XIII certified doors and one of the only two providers of Grade XIII CD* doors for specific diamond drill protection. ■

*Grade XIII EN 1143-1

About Grade XIII Strong Door

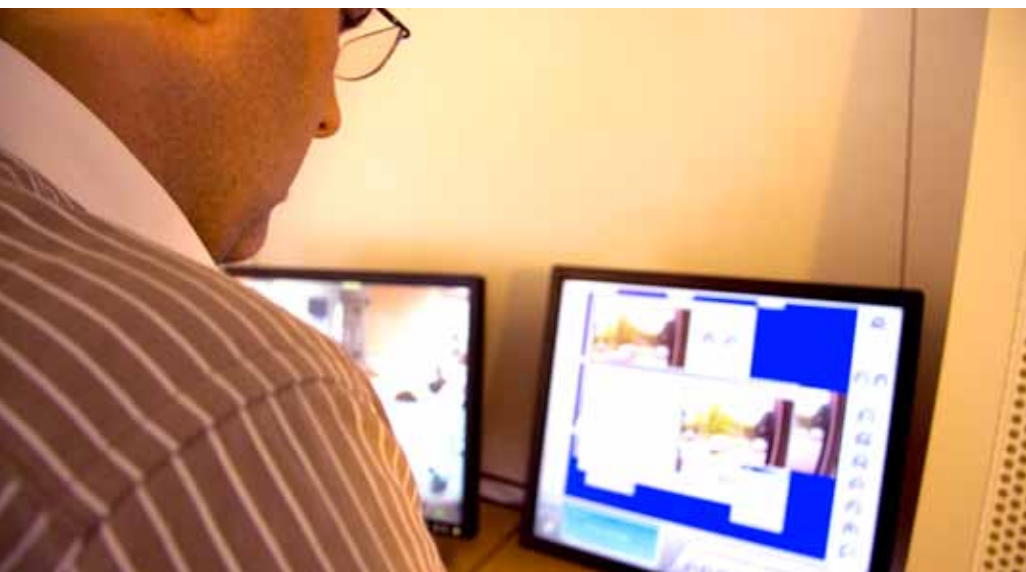
- Thickness: 500mm
- Weight: 7000kg
- No. of bolts: 10
- Clearance:
Height: 1960mm
Width: 900mm



At the Forefront of Technology

Continuous improvement of the SMI Server supervision system is necessary for performance and for Gunnebo to constantly provide the market with the latest technologies. Customers' needs and security requirements are always in focus.

TEXT | Amel Loukal, Linda Gårdlöv



FRANCE. Among the latest evolutions of the solution, SMI Server is now offering a new graphical dynamic user interface with an integrated visitor module as well as a cardless identification and authentication function.

The system also includes new features in the integrated offline access readers' solution based on electronic cylinders and motorised plates.

"Thanks to intuitive navigation, our customers benefit from the clear display and the easy way of switching between the control panels. It makes operation effective and time-saving," says Eric Villeveille, Product Manager at Gunnebo.

The latest improvements also include integrated web management for visitors.

"Market requirements are now moving towards new needs and the best tool to gauge our solutions is an evaluation together with our customers," continues Villeveille.

"We are listening to them, integrating their requirements and continuously upgrading our technologies. The SMI Server is perfectly adapted to offer the best performance with optimised management costs related to electronic security," he concludes. ■



Using SafeStore Auto, a storage solution was built in the basement with a monitoring station situated on the ground floor of the branch.

Modularity – a Winning Concept

The Caisse d'Épargne Lorraine-Champagne-Ardenne (CELCA) plans to move to its new head office, currently under construction in Metz, at the beginning of 2013. Then there was the matter of the transfer of the strongroom, installed in the former premises of the head office in the town centre.

TEXT | Jocelyne Benisri

FRANCE. All kinds of solutions were envisaged: relocating customer services to already equipped branches, equipping several branches with GVX style safes with compartments or installing a SafeStore Auto. The latter was chosen, supported by economic considerations, performance, the compactness of the solution and its compliance with PRM/PWD regulations*. Another important criterion was that the branch chosen to house the SafeStore Auto should be close to the former head office, in a building where it was not necessary to make major structural changes and where activities could continue during the process.

Thanks to the modularity of SafeStore Auto, Gunnebo was able to integrate, via a chimney, a storage solution in the basement with a monitoring station situated on the ground floor of the branch. "The compact size of the solution, its adaptability as well as the additional service the branch will be able

to offer its customers were decisive criteria for the Caisse d'Épargne," says Michel Crabouillet, responsible for the safety of people and goods and the person in charge of this project at CELCA.

"This branch is a showcase for our customers and the setting up of the SafeStore Auto will certainly enhance the corporation's brand image," concludes Marc Fehlmann, Sales Manager at Gunnebo.

The model chosen is a SafeStore Auto Maxi, equipped with 975 boxes. Construction is scheduled to start at the end of October 2011.

This is the biggest SafeStore Auto installation carried out in France to date!

*PRM – Persons with Reduced Mobility
PWD – Persons with Disabilities

About SafeStore Auto

SafeStore Auto is a self-service, modular safe deposit locker solution.

It comes in three versions:

- SafeStore Auto Mini: which can be dismantled (50 to 100 boxes)
- SafeStore Auto Midi: compact version (100 to 300 boxes)
- SafeStore Auto Maxi: Tailormade version (300 to 2000 boxes)

The SafeStore Auto solution increases customer service, optimises the back office and strengthens security.

SafeStore Auto is approved by the Association des Paralysés de France (French Association for People with Disabilities).



Secure Cash Handling with CashShops

Cash handling is a vulnerable activity. But one secure way to send off banknotes and coins is to use CashShops.

TEXT | Mats Ekendahl PHOTO | Jeanette Larsson

SWEDEN. Cash handling carries with it the risk of robbery. In order to reduce potential threats and increase security for the people involved, for many years Loomis – a company that sells services related to cash handling – has been building up an organisation of CashShops across Sweden.

Advantage of a total supplier

A CashShop is a secure indoor space with functions over and above those offered by traditional night safes, which are often housed in the wall of a building. In the room, business customers can of course deposit money in night safes in privacy, and be given a receipt for their deposit. However, they can also perform other cash tasks such as buying coin rolls straight from a machine, or make coin deposits. In some it is also possible to deposit loose banknotes.

A specific code allows only authorised customers to gain entry. The space is also CCTV monitored for extra security.

To date, there are almost ten CashShops with Gunnebo's brand on them in Sweden.

"It's a major advantage being able to buy everything from one supplier. Gunnebo acts as a total supplier both of alarms for the rooms and all their cash handling equipment," says Göran Antán, Head of Production Support for Loomis Sweden.

Taking over when banks close

The concept has proven successful, particularly as most major banks have made a strategic decision to phase out cash locally, while there are still companies and shops that need a low-risk a way of depositing banknotes and coins as possible. And when banks close down in a particular location, as sometimes

happens, there has to be another solution like a CashShop. In the long term the service may also be made available to the general public.

"Interest in the solution is increasing all the time. It is a strategically important step in eliminating the risk of robbery that shops, for instance, live with," says Jan Edman, Gunnebo's Key Account Manager for Loomis Sweden.

The cooperation between Loomis and Gunnebo has gone smoothly.

"There's a good working relationship and our contacts at Gunnebo are really on their toes if we ever have questions," says Göran Antán.

The parties have also signed a general agreement for technical service within Sweden. ■

How Loomis CashShops work

- The banks pay a fee to Loomis giving their customers access to CashShops.
- Loomis CashShops are not tied to any particular bank, so the deposited cash can be paid into any account as long as the bank has signed up for the service.
- Up to three people can perform cash handling tasks simultaneously at the three machines.
- There are two night safes in the CashShop. One is a backup so that customers can always deposit their cash.
- All CashShops have a uniform design so that customers are always in familiar surroundings whichever CashShop they are at. This also makes using the CashShops easier.



Göran Antán, Head of Production Support for Loomis Sweden at one of the CashShops.



UNNEBO

For a safer world.

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“Words from an expert are like the gospel”

Sébastien Pascaud started in the security branch 16 years ago and got hooked. He is now an expert in electronics with an in-depth knowledge of the SMI server solution. “Being an expert might seem a comfortable role to play – people tend to take your advice as the gospel truth! But this is precisely why I have a responsibility to give customers reliable advice.”

Sébastien Pascaud is Electronics Support Manager at Gunnebo France. This involves managing a team of six experts, specialising in electronics, entrance control, CCTV and third-party maintenance, with Sébastien as the SMI Server expert.

“You definitely have to entertain a passion for products and the technology ‘lurking’ behind them. You have to be slightly mad about it!” he says.

The job also includes training of all new non-technicians personnel in electronics

“I may be a technical expert, but my fundamental human skills are in team management,” Sébastien says.

He has a sincere wish to show respect towards employees. And customers. The general aim is to create a win-win relationship by honestly providing them with the best solution.

Sometimes customers will favour a lower-cost solution and he must then both listen to their arguments and get them to understand that it is ultimately not in their own interest.

“Lower cost often means a short-lived solution. Electronics very quickly become obsolete. Upstream planning of the right architecture and its future is therefore mandatory,” says Sébastien.

Experience makes people listen

Customers are people from retail, ministries, the military, industry, major banks, and service providers in logistics and telecommunications.



I may be a technical expert, but my fundamental human skills are in team management

When they contact Sébastien for assistance their most common expression is: “it’s not working!” In reality that means electronic devices have failed.

“Electronics is an added value component to electromechanical products. When something is wrong, doors and interlocking systems will not open, cards will not be read and cameras will not film, etc. Real security performance evaporates.”

Most problems are software bugs or direct users not knowing how to operate the systems correctly.

“These are ‘curative’ problems and I’m working hard to make sure bugs are eliminated and solutions are properly adapted to their direct users,” Sébastien says.

He is well known by his fellow co-workers at Gunnebo France as a “robust personality”. That, and long-term experience plus an expert mastery of Gunnebo solutions, are also among his best assets to solve problems.

“After 16 years on the job people really listen to your advice...”

Customer appreciation best reward

His many years in the security business is thanks to an acquaintance who used to work for Matra Sécurité.

“He helped me to secure my first position there when I was 23 years old, and I’m still hooked!”

For Sébastien, expertise is mostly based on one’s enjoyment of learning, learning about new technologies all the time. Through frequent internal information exchanges he and his team keep their knowledge up to date about market trends, competitors and technological innovations.

The best aspect of his job is the constant intellectual stimulation, linked to new technologies.

“And the pleasure of hearing customers give genuine ‘thanks’ for helping them,” he says.

A very strange problem

“Once there was a general system failure at one of France’s international airports. The customer had actually set up the wrong date for a public holiday, during which access is limited. As a result, all doors and gates in the airport – internal and external – were actually locked. Passengers could no longer move in or out, go through customs, board or leave planes. That was a real shambles!”

The future of CCTV

“My forecast is that we’re going to witness the rise of so called ‘intelligent’ detectors, controllers and cameras on which, for instance, multi-purpose/multi-service cards will rely.”

“Tomorrow’s CCTV cameras will all have three functions operating together: video watching and recording in itself, intrusion detection alarm (triggered via image analysis), and entrance control (using face recognition tools).”

“Technology will always move ahead faster than human abilities to accept progress and integrate it. But that’s fine, because it’s exactly what compels us to ask the right questions.”

About Sébastien Pascaud

Age: 39 years old.

Family: Two daughters, 12 and 4.

Home: In Normandy, 70km from the head office of Gunnebo France in Vélizy.

Occupation: Electronics Support Manager, Gunnebo France, since 2007.

Started at Gunnebo: December 1995.

Background: BA degree in Physical Measurements, University of Caen. Matra Sécurité 1995 (which later became Gunnebo France).

Successive Gunnebo positions: Electronics Quality Engineer, After-Sales Engineer, Hotline Engineer for Customer & Engineer Support.

Interests: “Enjoying life! Going out, watching a play or a concert. Inviting friends for a fine lunch. Food, like authentic Camembert cheese from dear old Normandy where I was born. Bordeaux wine. IT.”

1 truth!”

TEXT | Aurélia Gilbert

PHOTO | Anne-Cécile Dupuis



The two Rosengrens safes are well ventilated and have compartments for storing 25 laptops and power sockets for overnight charging.

Top Marks for School Storage Solution

All the school really wanted to do was protect the pupils' laptops. But Gunnebo's safes gave them more. "Now the computers are fully charged when lessons begin," says Headmaster, Peter Klason.

TEXT | Mats Ekendahl

SWEDEN. The municipal Eriksbo school in Gothenburg – Sweden's second largest city – primarily wanted to store pupils' laptops securely outside of teaching time. The school



"The ability to charge the batteries is a definite added value over and above the theft protection," says Headmaster, Peter Klason.

is a primary and lower secondary school with around 300 pupils, and it contacted Gunnebo as the company has a general agreement with the Gothenburg city authority for procuring theft and fireproof safes.

"The school wanted secure computer storage and wondered if we could help. We completely agreed that the job of a computer is to be used, not to be kept locked up. That's why we also offered power sockets for battery charging in the safes," says Peter Jansson, Key Account Manager at Gunnebo.

Computers ready to go

The computers are necessary for Eriksbo school to achieve its clear goal of being at the forefront of modern teaching.

"That's why it's definitely an added value to have the pupils' computers easily accessible

and ready to go in the classrooms when lessons begin," says Peter Klason.

The two safes are Rosengrens models, tested for theft protection and certified to Swedish standard SS 3492. They are well ventilated and have compartments for storing 25 laptops and power sockets for overnight charging. Resettable key locks come as standard, but the school chose approved electronic locks.

"Gunnebo delivered safes that meet our high demands on safety and functionality. It's great that we can now store the computers in a secure, practical way," says Klason.

The Headmaster is delighted with the results. Consequently Eriksbo school will carry on using the same safes in its ongoing IT development, and has ordered a further four.

"News of the solution has also spread to other schools, who are calling us asking for a quote," says Peter Jansson of Gunnebo. ■



Hygiene and accessibility are a must. The service provider relies on a 'contactless' entrance and exit at its Rail & Fresh WC centres.

'Contactless' for Greater Hygiene

Public sanitary facilities continue to have a bad reputation. This applies especially to facilities in and around stations. The German company, Hering Bau GmbH, has taken it upon itself to change this through its Rail & Fresh WC centre brand. Gunnebo access systems make a significant contribution to this.

TEXT | Albert Schürstedt

GERMANY. Hygiene and accessibility are a must for the Hering Bau sanitation facilities. For this reason the service provider relies on a contactless entrance and exit at its Rail & Fresh WC centres. The provider uses the SpeedStile model of sensor barrier for access control at Berlin, Munich, Hamburg and Stuttgart main train stations amongst others. The systems are as hygienic and easy to use as possible due to the contactless aisle. The solutions therefore ideally suit the demanding concept of the sanitation service provider.



"With our Rail & Fresh brand we give customers an assurance of perfect hygiene around the clock at our WC facilities," declares Burkhardt Strunk of Hering Bau.

The facilities should be looked after, fresh and simple to use. With an atmosphere designed to make people feel comfortable, cleanliness and pleasant design, the facilities distance themselves from the poor image of station toilets. Access to the hygiene area plays an important role. In the Rail & Fresh station centres this is controlled by the SpeedStile sensor barrier.

"A comfortable and contactless entrance and exit with SpeedStile from Gunnebo underpins our efforts for the greatest possible cleanliness," says Strunk.

"The system also fits very well visually into our design – we offer a bright and open atmosphere with generously proportioned rooms and background music. In terms of material and design, the Gunnebo solution fits perfectly into this concept." ■





SpeedStiles Stop Theft

Tall, transparent double doors, similar to those used in metro systems, for example, are putting an effective end to theft. Several grocery stores in Sweden have already installed SpeedStiles at their entrances and are positive about the results.



Peter Rundqvist, ICA trader at ICA Focus in Gothenburg, Sweden, has installed SpeedStile entrance gates to stop people leaving without paying.

Shoplifting and theft cost the retail sector in Sweden between five and six billion kronor every year. Accessories, shaving products and meat are among the most attractive items to thieves. Cheese, children's clothing and cosmetics are also popular items to steal, according to a survey conducted by security company, Checkpoint Systems. For several store owners, in the Stockholm area particularly, SpeedStiles have become a good solution to the problem.

The entrance gates can let around 45 people a minute through and are wide enough for both prams and trolleys. But they put an effective end to theft thanks to closed door panels and an alarm that sounds if someone attempts to go through the gates in the wrong direction.



I wanted gates that actually worked, and also fulfilled their function of clearly signalling that this is an entrance, not an exit.

"In most stores where we've installed SpeedStile entrance gates, there used to be problems with thieves forcing their way out through the regular gates, even with trolleys, and then leaving the scene. Some stores have previously employed security guards to stop customers taking items without paying," says Jan Dolk, Sales Manager at Gunnebo Nordic.

Global met Peter Rundqvist, ICA trader at ICA Focus in Gothenburg, and asked him about his latest security investment.

You have invested in SpeedStiles – why?

"When we refurbished the store during the summer, we replaced the entrance gates that weren't up to our standard. They caused a lot of inconvenience. I wanted gates that actually worked, and also fulfilled their function of clearly signalling that this is an entrance, not an exit. We had problems with people leaving via the entrance gates without paying."

Why did you choose Gunnebo?

"The gates perform the right function. They are light and clean, and pleasant to walk through. However they're also sturdy, and give a clear signal that this is not the way out. Quite simply, they were the ones that best met my wishes and requirements."

Have you had any reactions?

"A lot of customers think they look classy. Staff have said they are easier to control than the old model, it's easier for us to choose how they open and close."

How about the basic problem: do they stop thieves?

"They're certainly a deterrent to taking the wrong way out. And because we've rebuilt the entrance, we have a better overview of the area. Thanks to the alarm in the gates we are at least alerted if something happens, and that gives us an opportunity to act."

A futuristic landscape with a glowing blue sky, a dark horizon, and a glowing blue structure on the right.

What if ...

... the future

A futuristic lunar lander is shown on the surface of the moon. The lander has a white dome-shaped top and a dark body. It is positioned on a dark, rocky lunar surface. In the background, the dark expanse of space is filled with stars, and a large, glowing blue ring, possibly representing a celestial body or a ringed planet, is visible. The overall scene is illuminated with a cool blue light, creating a high-tech, futuristic atmosphere.

was built on confidence?

TEXT | Anne Carin, Rob Suddaby

ILLUSTRATIONS | STARK Corporate Communication

In the world of security some of the future challenges may well be closely related to connectivity and collaboration. We asked some of Gunnebo's clients what that can mean in their business reality.

What if ...

... there was a totally secure cash handling chain, from the checkout to the cash counting centre?



I think that if in the future we can... largely reduce assaults in our workplaces, that would be fantastic.

*Hervé Lafranque,
Safety and Investigations Manager La Postem, France*

The evolution of the cash cycle

Central banks have traditionally kept a firm hold on controlling cash, but are gradually handing over responsibility for more and more of the cash cycle to retail banks. They in turn pass on cash handling activities to retailers, CIT companies and specialist service providers. This is an evolution which has already taken place in some countries, is currently underway in others and will be widely apparent elsewhere in the future.



What if ...

... a face recognition system could be connected to ticket information— making for example, boarding faster at airports?



Our aim is to let passengers get in through the airport and the causeway as smoothly as possible. And we are aiming to see how we can make it even faster with other procedures in the future.

Rashid Khalifa Al-Khalifa, Under Secretary, Ministry of the Interior, Kingdom of Bahrain

Connecting entrance control solutions

Customers are demanding that their solutions become connected; able to talk to one another and share information. Security staff needs accessibility to the data provided by a site's full range of security solutions in order to immediately respond to problems and threats.

Airport security is particularly challenging and is also an area where greater connectivity and interoperability will create better solutions. Fast-boarding gates, for example, do not currently read both identification documents and ticketing information, but could do in the future.



What if ...

... you could monitor your safe from a distance, change access rights without the need to be on site and manage security profiles remotely?



Remote controlling and remote monitoring are ways of ensuring our business is done more efficiently and more effectively in the future.

*Drs. Rizqullah Thohuri,
President Director of PT Bank BNI Syariah, Indonesia*

Get your safe online!

In secure storage, connectivity will also have an impact. There will be more and more integration with other security systems as the options for stand-alone safes increase.

Today, adding alarms, detection devices and other features to a safe either requires serious modifications or they need to have been built into the product at manufacture. In the future, standardised ports in the safe will allow 'plug-and-play' peripherals to be added offering extra functionality.



What if ...

... we were all connected and could share data and could give partners real-time access to critical information?



If you share the data with your providers, like banks providing cash to Dutch supermarkets, it's easier because everybody knows what's going on. If everybody knows at every moment what's going on, it's a basis for a better deal together.

*Edwin ten Brink,
Owner Ten Brink Food Retail, Netherlands*

Get everyone in the cycle connected!

Key issues for Gunnebo's service offering are greater connectivity and smarter software. TCP/IP solutions will increasingly improve the ability to monitor equipment in the field, generating real-time status reports and enabling cost-efficient remote servicing to be performed. In addition,

Gunnebo will offer software with the intelligence to propose when preventive maintenance should be carried out, thereby maximising uptime and decreasing replacement costs.





Uzbekistan has been added to the list of countries using Gunnebo solutions.

New Investment in Secure Storage

UZBEKISTAN. During 2011 the first set of Gunnebo safe deposit lockers was installed at two banks in the city of Tashkent: Pak Yuli Bank and the Asia Alliance Bank.”

“We had negotiated with the banks for more than three months when we finally received the two orders of 579 boxes and 810 boxes,” says Alexander

Żywuszek, Export Manager at Gunnebo.

“Our cooperation with the two banks is looking promising for the future. We are already in discussions about installing safe deposit lockers at two more locations. We are proud to have Uzbekistan on our list of countries using Gunnebo’s security equipment,” adds Alexander.

Investing in Future Leaders

SWEDEN. Leadership is important and strong leaders are necessary to carry out successful business. To strengthen future leadership, Gunnebo has made a long-term investment by launching a trainee program.

Four candidates were chosen after an intensive selection process and the first program took off in November 2011. The plan is then to have a second, a third and many more to come.

“This first program is called the Future Leaders Program and is aimed at young, recently graduated talents within finance, manufacturing, service and logistics/purchasing,” says Per Borgvall, President and CEO at Gunnebo.

The program lasts for 15 months and is made up of three five-month placements, one of which

is intended to be in Asia. The program also includes extensive competence training and the trainees will receive a great deal of support along the way.



Per Borgvall, President and CEO at Gunnebo.

Retailers Rely on Successful Business

GERMANY. Efficiency and security are essential for retailers when it comes to cash management. In Germany the progressive withdrawal of the central bank from cash supply is increasing pressure on retailers. With systems such as the SafeCash Retail Deposit Smart, Gunnebo offers intelligent solutions that have convinced a leading European shoe retailer.

Greater demand for efficient cash handling systems from German retailers and service providers became apparent in the spring of 2011. Possible solutions to the changing cash supply were then discussed by industry representatives at the cash logistics congress in Frankfurt on Main. The reason was that the German Central Bank is gradually withdrawing from this area. “In view of the change and costs of around one cent per euro, companies are looking for solutions for a simpler and more economical way of handling cash,” states Klaus Schmid, Retail Manager at Gunnebo.

Therefore one of the leading European shoe retailers decided to optimise its cash processes using Gunnebo solutions together with its process service provider, Cash Logistik AG. The shoe retailer ordered 450 SafeCash Retail Deposit Smart units with a total value of approximately €2.5 million. “Efficient

and secure processes from cash to deposit money are extremely important to customers,” explains Schmid. “Our systems help to achieve this objective, even under changing circumstances. One great advantage arises from the fast value date of takings.” This requires close cooperation with process service providers such as Cash Logistik Security AG. Cash Logistik Security AG cooperates with DZ BANK AG and provides – thanks to this unique relationship – safe and monitored processes in accordance with the German Banking Act.

The cash handling specialist from Düsseldorf ordered a delivery of 131 SafeCash Retail Deposit Smart units from Gunnebo with a total value of around 800,000 euros. “The service provider deploys the systems at one of its major customers,” Schmid reports. “They optimise cash handling and supplement the technical portfolio of Cash Logistik Security AG.”





Petrol Retailers Want Closed Cash Handling

NETHERLANDS. Tokheim Group S.A.S. is one of the world's leading manufacturers and servicers of fuel dispensing equipment. Gunnebo and Tokheim have now entered an agreement to sell SafePay to petrol stations throughout Europe.

SafePay is a closed cash handling solution for a controlled, secure and efficient cash process in retail stores.

Up to now the agreement between Tokheim Benelux and Gunnebo has already resulted in seven orders in the Netherlands and one in Belgium, for various petrol brands.

The customers of Tokheim can choose between several SafePay solutions depending on their needs – some customers decided to go for the SafePay Basic only while others have gone for SafePay Secure including the CTU cash transfer unit or even the SCL back-office storage unit.

Tokheim Group S.A.S. is based in Paris, France. Their key objective is to provide fuel retailers with complete fuel dispensing solutions – dispensers, systems and service – to build and operate

retailers' stations in a profitable, efficient, safe and environmentally responsible manner.

With operations in many countries around the globe, Tokheim Group S.A.S. offers a complete range of fuel dispensers and pumps, but also retail automation systems, payment terminals, media devices, replacement parts and upgrade kits. Customers may also take advantage of a full range of support services, including service station construction and maintenance.



Platform for Sales Established

BRAZIL. The Gunnebo Security Group has increased its ownership from 50 to 80 per cent in the Brazilian joint venture, Gateway Security SA, which therewith becomes a subsidiary. The company will be Gunnebo's platform for growth in South America.

Gunnebo foresees strong growth in the South American security market in the years to come. Today Gunnebo is a leading provider of security solutions to the Brazilian retail sector. The business comprises a solid platform from which to grow the Group's complete security offering in Brazil as well as in other growing South American markets.

"To invest in growth markets like Brazil is very much in line with the Group's overall strategy to shift the point of gravity of the Group's business outside of Europe," says Per Borgvall, President and CEO at Gunnebo.

"Five years ago, sales outside of Europe accounted for just over ten per cent of Group sales, while at the end of the third quarter

2011 that figure had risen to 32 per cent. Our ambition is to continue this shift, which will be done through market investments in parts of the world with strong growth within our core business."

"Bank and retail are two sectors with strong growth in Brazil as well as in many other South American markets," says Rubens Bulgarelli Filho, Manager of Gunnebo's operations in Brazil.

"The fact that Brazil is to host the football World Cup in 2014 and the Olympic games in 2016 means that the markets for entrance control will also see good growth during the years to come. Now when we also start to market and sell Gunnebo's full portfolio of solutions and services, I see good opportunities for increased strong and profitable growth in Brazil as well as in other South American markets."

Gateway Security SA

- 90 employees in Brazil
- Annual turnover of €14m

Higher Ranking Achieved

NORDIC. Since 2000, Gunnebo has participated in the Carbon Disclosure project (CDP)*, a study where over 3000 companies and organisations in some 60 countries measure and disclose their greenhouse gas emissions.

The Nordic Report for 2011 includes responses from 143 companies and shows both direct and indirect emissions of greenhouse gases.

For the past year Gunnebo achieved a Carbon Disclosure Score of 67 compared to 65 in 2010. The maximum score is 100. The upper mid-range score indicates an "increased understanding of company specific risks and opportunities related to climate change".

"The result confirms our commitment to reducing our environmental impact in line with our environmental policy and targets," says Gunnebo's SVP Quality and Environment, Rolf Kjällgren.

**The Carbon Disclosure Project is an independent non-profit organisation holding the largest database of primary corporate climate change information in the world.*



The Leading Global Provider of a Safer Future

TEXT | Rob Suddaby

The Gunnebo Group provides efficient and innovative security solutions to customers around the globe.

As a global security provider, our offering must evolve if we are to help you meet your future security challenges.

Together we need to drive innovation. Push the boundaries. Ask ourselves, "What if...?" And strive to create a safer future.

About Gunnebo

Employees: 5300

Turnover: € 580m

Head Office: Gothenburg, Sweden

Sales Companies: In 31 countries and partners on a further 100 markets.

Business Areas: Bank Security & Cash Handling, Secure Storage, Global Services and Entrance Control.

How will we shape the future of security?

Scan this code using your mobile phone camera and find out or at www.gunnebo.com/forasaferfuture

