

# Global

A CUSTOMER MAGAZINE FROM THE GUNNEBO SECURITY GROUP #1 2013

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items stay  
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of mind with  
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Feature

## ENTRANCE CONTROL

– strong demand from public transportation

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 The company originally made nails, and later also sold chains and lifting systems.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

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

**EDITORIAL COMMITTEE**  
Karin Wallström  
karin.wallstrom@gunnebo.com  
Linda Gårdlov  
linda.gardlov@gunnebo.com  
Bhargav Bharadwaj  
bhargav.bharadwaj@gunnebo.com  
Jocelyne Benisri  
jocelyne.benisri@gunnebo.com  
Aurelia Gilbert  
aurelia.gilbert@gunnebo.com  
Amel Loukal  
amel.loukal@gunnebo.com  
Evelyne Gartenmann  
evelyne.gartenmann@gunnebo.com  
Louise Harper  
louise.harper@gunnebo.com  
Thomas Porquet  
thomas.porquet@gunnebo.com  
Sujata Redij  
sujata.redij@gunnebo.com  
Claudia Reitz  
claudia.reitz@gunnebo.com  
Rob Suddaby  
rob.suddaby@gunnebo.com  
Penny Yu  
pennyyu@gunnebo.com  
Judy Tang  
judy.tang@gunnebo.com  
Deirdre Doyle  
deirdre.doyle@gunnebo.com  
Emma Sheldon  
emma.sheldon@gunnebo.com  
Janne Pedersen  
janne.pedersen@gunnebo.com

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

**GRAPHIC DESIGN & PRODUCTION**  
Tommy Apelqvist  
tommy.apelqvist@newsroom.se

**PROJECT MANAGER**  
Mats Ekendahl  
mats.ekendahl@newsroom.se

**TRANSLATION**  
Comactiva Translations AB  
**PRINTING**  
Ineko AB  
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**FRONT PAGE**  
Melbourne metro in Australia.  
Photo: Gunnebo Australia.



**STRATEGIC POSITION.** HSBC bank in France has got one branch right on the famous avenue Champs-Élysées. As well as demanding the highest security their clients also attach a great deal of importance to the size of their lockers. Photo: Aximage

# Only the biggest will do in Paris

**There is only one Champs-Élysées. And there is only one bank that can offer its customers a safe deposit locker with enough room to fit a large, valuable painting. "As well as demanding the highest security, our clients also attach a great deal of importance to the size of their lockers," says Patrick Iskin at HSBC France.**

**TEXT | Amel Loukal**

**B**ased on the Champs-Élysées, HSBC's branch is surrounded by numerous luxury brand boutiques. And in that kind of environment, only the biggest and the best will do. So at the end of 2011, HSBC decided to upgrade the branch's 4000 safe deposit lockers and step up its security levels in the process. It was very important that HSBC was provided with modern technology that could be used for a bespoke installation, optimising the current service area. As the chosen supplier, Gunnebo had to tackle two specific challenges: the safe deposit lockers needed to be larger than standard and no structural changes could be made to the building. In addition, the whole installation needed to be in compliance with a set of very strict security regulations. "For us to be able to optimise the number of safe deposit lockers in the existing building, the

support pillars between which the compartments were installed had to be of a specific height. We also wanted to have a number of safe deposit lockers that were large enough for our customers to store bulkier items, such as works of art," says Patrick Iskin, Champs-Élysées Balzac Branch Director, HSBC France. To be able to use all of the space available, Gunnebo has proposed the 530FX models with a special 2.4 m high compartment columns had to be designed and three different compartment sizes were combined. Each locker was fitted with a dual-locking system for compliance with the highest security standards. The most spacious of the lockers are 1.2 m high, 606 mm wide and 547 mm deep. They have been designed and tested to support weights of up to 300 kg. "We are currently the only bank in Paris to offer safe deposit lockers with such high capacity. We are hoping to be able to use them to develop the loyalty of our high-end clients and to attract new customers," says Patrick Iskin. The new compartments were installed in record time and without disrupting access to the strong room. "Providing high levels of service is an absolute priority at HSBC. Gunnebo succeeded in meeting its deadlines and carrying out the installation efficiently." ■



**SIZE DOESN'T MATTER.** Customers are able to fit paintings and other large objects of value inside the extra-large safe deposit lockers from Gunnebo.



*An important part of Gunnebo's strategy is to gradually move the businesses' point of gravity outside of Europe, to markets with good growth potential.*  
**Per Borgvall, President and CEO Gunnebo**



**We are currently the only bank in Paris to offer safe deposit boxes with such high capacities**

# Urban growth demands effective security systems

**Urban population growth is 2.4 per cent in China and India. Even greater in less developed countries. As public transport growth usage continues in cities with highly developed networks, there is an ever-increasing requirement for effective security systems across transportation networks.**

TEXT | Emma Sheldon

Fare collection is the main revenue for public transport systems, and accurate collection has a direct impact on the return on investment and viability of a project. At the same time, users want to benefit from more and more freedom of movement, so access control and fare collection solutions need to allow high flows and accuracy. Inter-modality

is growing in developed countries as a means to increase mobility and public transport usage. Inter-modality is based on using more than one mode of public transport during the journey. New technologies are required for systems to be linked, and also for access control solutions to show commonality for passengers' ease and understanding and for a smoother flow.

We now have underground stations in airports, motorways underneath runways and interconnecting airports.

Evolution in identification technologies and readers has led the market to evolve from long-range motorised readers based on magnetic strip ticket technologies, to Radio Frequency Identification (RFID) proximity readers which are much smaller.

### Changes in demand

More recently, there is a demand for introducing mobile technology with NFC – near field communication where users can use their mobile phone without the need to purchase a

ticket or card and book online.

This means that the gate part of the package has taken a larger part of the overall cost of the fare collection solution with more emphasis on the gate. This includes, for instance, the introduction of LCD displays to guide users, leading to gate manufacturers having to integrate more and more technology inside the gates.

### Improved detection technology

Additionally, the increase in safety requirements to avoid gate collision with passengers, and new requirements such as the ability to allow children or children accom-



Evolution in identification technologies and readers has led the market to evolve

panied by one adult through the gate whilst still ensuring the proper fare is collected, has led to the development of improved detection technology.

Also the increase in demand for high reliability products with a lower cost of ownership, and a longer life span, has led to the evolution of the mechanism and electronic technology. ■

### URBAN TRANSPORT IN THE EU:

- EU (27 countries) has over 60 billion passenger journeys per year. This is around 120 journeys per inhabitant per year, peaking at over 300 journeys in large urbanised cities.
- Usage increase in the EU is >3 per cent per year peaking at over 6 per cent a year in certain cities. Larger urbanised areas continue to show the largest increases.
- Public transport is around 1.2 per cent of Europe's GDP.

### URBAN POPULATION GROWTH:

- Average 1.5 per cent per annum continuing until at least 2050 >60m per year.
- Strongest increase in less developed countries: Africa close to 5 per cent per annum.
- India and China growing at a rate of 2.4 per cent.
- Developed areas such as Europe and USA growing at around 1 per cent.

## Back on track in India

**Gunnebo delivered access solutions for the New Delhi metro system. The subsidiary in India has now also won a contract for components for barriers on the new metro system in Chennai.**

TEXT | Mats Ekendahl

The metropolis of Chennai (formally Madras) is constantly growing. To meet the tremendous need for passenger transport the city is building a new metro system with both over and underground sections.

A comfortable metro system has been chosen because it is a sustainable option for the future, reducing air pollution while also being able to withstand monsoons better than buses. The solution will of course also reduce transport times within the city, and ensure that the buses are not as overcrowded as at present. A metro system will also save lives as it will reduce car traffic.

All in all, the new metro system will have 35 stations with 150 access gates. In the first phase

Gunnebo will deliver 67 bi-parting flap gate mechanisms to eight stations.

“The main reason we were chosen by Chennai Metro Corporation was that our access technology is known to be reliable and is durable,” Chetanya Vali, Vice President Institutional Sales at Gunnebo India.

The deal effectively puts Gunnebo back on the metro track since its deliveries to the New Delhi metro project a few years ago.

According to environmental organisation Parisar, India is expected to invest 40 billion dollars in new metro lines over the next ten years. So access solutions is certainly an area with potential.

“This contract is of major strategic importance for us as it establishes Gunnebo as a supplier of entrance control solutions for the Indian metro sector,” says Per Borgvall, Gunnebo's President and CEO.

The equipment is produced at Gunnebo's Chinese production site in Kunshan, and then integrated into the gates by Nippon Signals Japan. ■



**GIANTS.** India and China have a great need for effective public transport solutions – such as the metro pictured – and therefore also for fast, secure access control systems.

## Big metro expansion in China

**Following the successful installation of entrance control solutions for metro systems in several major cities across China, Gunnebo has received five new orders from Guangzhou, Harbin, Hong Kong, Shenzhen and Xi'an.**

TEXT | Mats Ekendahl

The new orders amount to over two million euro and are for a total of around one thousand sets of metro Bi-Parting Gates, an entrance control solution designed for high volume traffic.

“Gunnebo continues to be the leading provider of reliable and efficient entrance control solutions to the rapidly growing Chinese metro sector,” says Gunnebo's President and CEO, Per Borgvall.

All the gates will be produced in Gunnebo's Chinese factory in Kunshan, just outside Shanghai. With an own production site in place in China it is possible to meet the tough

demands these kinds of projects generate, both with regard to quality and delivery times.

“This is significant as it further strengthens our competitiveness, says Per Borgvall.”

The gates that Gunnebo are providing to the Chinese metro market have a reputation for reliability, durability and for managing high throughput.

“Customers usually choose our products because Gunnebo is a very well known brand in this market segment. We also have many reference sites in the largest cities of China. And last, we've got good feedback from metro companies for the high product quality, based on several years of reliable entrance operations, says Davis Zhang, Sales Director, Gunnebo China.

To date, Gunnebo has delivered entrance control solutions to twelve cities, including Beijing and Shanghai. At the moment 21 more Chinese cities are planning to build metro systems in the near future, of which 17 are under construction. ■

### ABOUT BI-PARTING GATES

- Most of the Gunnebo products for Chinese metros are sold as a kit, including the mechanism for the auto fare collection system, which will then be installed in the entrance control cabinet by the company responsible for the system integration. Always logic software (PC interface) is included in the kit. Here are some examples of kits:
    - Standard Flap Kit 300 mm and Wide Flap Kit 300 mm for Xi'an Metro.
    - Standard Flap Kit 250 mm for Guangzhou Metro.
    - Wide Flap Kit 310 mm for Hong Kong Metro.
- Every metro project has a clearly defined purchasing process where quality is the most important factor to win the procurement.

# Security system keeps prison clean of contraband

**A prison has to be secure against escape. At the same time, no unauthorised people or contraband must be allowed in.**

**Security airlocks and security portals are the solution.**

TEXT | Mats Ekendahl

Over the past seven years, Gunnebo has installed entrance control systems at 20 prisons across Australia, with excellent results. The most popular solutions are security airlocks and security portals.

"They are so highly appreciated that we are now a preferred supplier of high security classed entrance control systems at new prison establishments in Australia," says Laurie Mugridge at Gunnebo.

Security portals are ideal if medium-high security is the aim, while security airlocks are used for high secu-

urity. The latter can resist attempted break-ins as well as firearm attacks.

"They can even withstand pressure waves from explosions," says Laurie Mugridge.

The unique aspect of Gunnebo's technology is that the security airlock surrounding the metal detector provides minimal interference, allowing it to detect smaller objects than any competing products.

"What's more, our automatic detection inside airlocks is more reliable than other search methods."

He is referring to the fact that human error is eliminated. Such errors cannot be ruled out when, say, hand-held metal detectors are used.

The total product range contains ideal solutions for preventing unwanted persons from 'piggybacking' or 'tailgating' behind other, authorised people. There are also different designs to create a suitable balance between the desired level of security and the flow-through rate.



Our automatic detection inside airlocks is more reliable than other search methods

The prisons are delighted with the installations. They chose Gunnebo due to the company's good reputation, its many reference installations and its well-developed service network.

"But it's important to remember that the prison services are constantly looking for new solutions with even higher security and better capabilities for detecting contraband, and that really keeps us on our toes," Laurie Mugridge concludes. ■

## ABOUT SECURITY AIRLOCKS

Tested and approved for intrusion, firearms and explosions according to various standards:

- SkySas EV (Previously Cristal II) – the only square-shaped security airlock on the market, fully certified against intrusion and firearms. It is also endorsed by the Australian Government.
- SkySas CU (Previously Transit) – ideal where design and dimensioning need to vary.
- UniSas BA (Previously Escort) Security Airlock – cost efficiency and high security classification in one.

## ABOUT SECURITY PORTALS

- CompacSas EV (Previously Compact-Save) – combines a high flow-through rate with good security where space is a premium.
- CompacSas BA (Previously HiSec) – authorisation for in and outward passage takes place in two stages for maximum security. Compact design in three versions. Options include burglar- and bullet-resistant glass, and metal detectors.
- SkySas BA (Previously Transloc) – comprises two hinged doors which resist manual attacks. The interlocking mechanism increases control capabilities when accessing areas with extra high security.



GUARDED BY GUNNEBO. The image shows Gunnebo SkySas EV, a security airlock used in Australian prisons.

## ABOUT THE INSTALLATIONS AT THE PRISONS:

- The majority opted for Gunnebo's Cristal II, along with CEIA metal detectors.
- There are now 27 Cristal units in Australian prisons.
- 15 HiSec units with weight sensors that further enhance the security

of the portals have been installed. The weight sensing is used for two purposes: single person detection and left item detection. If say a gun is left inside the HiSec, the portal will lock down and alert security.

- The prison services have also pur-

chased Magtek (Manual Attack Resistant) and Dartek (Ballistic Resistant) aluminium security doors and partitioning that can be specially made "current loop cut" to prevent them from interfering with the metal detectors' electromagnetic fields.

# Sparkasse Hochfranken relies on biometrics

## Customer service simply, quickly and securely by fingerprint

**The paying out of large amounts of cash is one of the regular services provided by banks. To continue offering the service efficiently, the German Sparkasse Hochfranken was seeking solutions to optimise cash processes. Since October 2012 the bank has therefore been using biometric daytime safes and security gate systems from Gunnebo at over 30 branches.**

TEXT | Claudia Reitz

The fingerprint-operated solutions speed up and simplify procedures for bank employees while also permitting greater security for cash reserves. Gunnebo supplied a total of 22 model SafePoint TT Plus

daytime safes as part of a major order from the Sparkasse Hochfranken.

Four model SafeGate systems were also installed in Sparkasse branches last year. A further eight gate systems are to follow over the coming months. Gunnebo had previously already equipped three branches of the bank with security gates; during the redesign, these will be upgraded with the latest hardware and software and integrated into an optimised overall concept.

### Simply secure

The most important innovations in the complete solution are the biometric identification and interlinking of all individual solutions via a central management platform. The result is that cash processes are not only

simpler, but also faster and more efficient.

Bank employees identify themselves directly by fingerprint to the safe or the gate via the scanner. This frees them from the obligation for eye contact; to confirm his or her presence during the transaction, a member of staff needs merely to place a finger briefly on the scanner.

### Central flexibility

The consultant can use the time saved for discreet and personal contact with the customer. The identification requirement is nevertheless satisfied. The process is simple and fast for customer and employee, and the highest level of security is maintained.

Even if members of staff at the Sparkasse Hochfranken work in more than one branch, they can identify themselves biometrically in the respective individual systems at the branches.

The fingerprints of all staff are stored in a central database. All Gunnebo safes and gates are integrated and interlinked via management software.

There is therefore no need for complicated administration of access media or the new allocation of PIN's when changing branch. Access authorisations can be assigned, extended and deleted centrally via the management platform. The security solution therefore contributes to efficient staff deployment. ■

## ABOUT SPARKASSE HOCHFRANKEN

- Largest bank in the Hochfranken region with a market share of 50 per cent.
- 60 branches in the Hochfranken region (which covers the administrative districts of Hof and Wunsiedel in Upper Franconia/Bavaria).
- Credit institution established under public law, with almost 900 employees in the market and administrative division.
- Awarded the title "winner of the bank test in Hof" in 2011 and 2012 by the magazine FOCUS MONEY.

## ABOUT BIOMETRIC CASH SYSTEMS

- SafePoint TT Plus daytime safes and SafeGate security gates.
- Solutions for efficient branch concepts.
- Access to cash in the service area complies with accident prevention and insurance associations.
- Biometric identification exempted from the obligation for eye contact.
- Greatest possible flexibility in personnel deployment.
- Interlinking via SafeControl IDentry® 2.0 management platform.



## Bringing the construction industry online

Su Butcher is interested in the relationship between the way a building functions and what it looks like.

**“If I were designing buildings today I would be very frustrated, there is too much focus on aesthetics and not enough on performance,” she says. Instead, she now works to help the construction industry create profitable relationships on the Internet.**

TEXT | Hanna Lindahl

In the 1980s and 1990s, Su Butcher trained in architecture at the University of Liverpool School of Architecture and Building Engineering.

“For me the practice of architecture is about drawing together the complexity of a modern built environment – structure, ergonomics and services – into a coherent whole,” she says.

Architects in general have to make decisions based on three things – aesthetics, performance and cost.

“When entering a building, the visitor experience is paramount, so how the hardware looks is going to be important to contribute to that experience.”

The performance of an entrance control system is of course essential, and an architect is unlikely to have the level of expertise necessary, so this is where other specialists come in. They work together to achieve what they want for the client in the design.

“Therefore, a good architect must also be a good project manager in my opinion,” Su says.

In 1997 she left the academic world and came to London where she became practice manager of specialist medical architects MAAP.

She has also run Inkpen Downie Architects in Colchester, specialising in historic buildings and churches.

Then in 2006 her career took a new turn and Su became practice manager of a large commer-

cial practice in Ipswich called Barefoot & Gilles.

“I opened a new office for the firm in Chelmsford and managed marketing and lead generation, including a new website and getting the practice a high national profile on social media.”

In 2010 Barefoot & Gilles helped a client raise three million pounds for a new children’s hospice project by using Su’s skills in networking online to encourage construction professionals to help raise funds. She is particularly proud of this project. Su was an early adopter of both LinkedIn and Twitter. Over the years, she was increasingly asked to give talks and interviews about her work in social media on construction and found it very rewarding.

A little less than two years ago she left practice management and became a full-time consultant in social media with her own business, Just Practising.

“I’ve found that the web, and social media in particular, can help generate business in a wide variety of ways.”

The construction industry, however, has been quite slow to take up using the Internet, partly because it is such a conservative industry. Today, the number of architects on Twitter is growing and Twitter is becoming an accepted tool for professional networking.

“The next few years aren’t going to be easy for the construction industry, but having managed several architect’s firms through recessions, I know that those companies that can seek out opportunities will thrive,” Su explains.

For her own part, she is working with Gunnebo to help launch a new product in 2013. Will it be mentioned in social media? Probably.

Will it be a good mix of design and function? For sure! ■

### SU BUTCHER

Age: 46.

Family: Married with an 8 year old son.

Lives: Frinton on Sea, Essex, UK.

Occupation: Social Media Consultant in Construction.

Interests: Cooking and Lego Star Wars (with her son).

**Favourite building:** The Boots Wets Factory in Beeston, Nottingham, because it was the first building I visited when training as an architect that made me go WOW! Or Willis Faber Dumas, Ipswich by Foster Associates, 1975. This was a pioneering sustainable building, one of the first office buildings to consider the social life of its inhabitants.



## Culture follows in the footsteps of leisure centres

Following many successful years in Northern Europe, the partnership between Gunnebo and Syx Automations is expanding into the UK.

**“We have opened an office in Barlaston, Staffordshire, to provide better customer service and sales,” says Robbert Vermazen, Operations Manager at Syx Automations.**

TEXT | Hanna Lindahl

Syx Automations is the market leader in Northern Europe in software and hardware products aimed at the recreational sector, and has been active in the leisure market for more than 25 years.



Robbert Vermazen

The company offers a total solution and, in addition to its own ReCreateX software platform, it offers IT infrastructure, network management, access control systems and camera surveillance.

Gunnebo and Syx have been working together for numerous years in the Netherlands and Belgium, and to date Syx has installed Gunnebo entrance control solutions at more than 200 leisure centres.

At first the Gunnebo products were installed mostly in sports centres and swimming pools, but now Syx has expanded its market and is also operating in the world of theatres, museums, amusement parks and so on, where they provide entrance solutions.

“Due to the expanded product range of Gunnebo, the partnership gives us the possibility to offer our clients the best solution according to their needs, with the guarantee of superior quality,” Robbert Vermazen says.

One of the latest co-operations is with Sorghvliedt, a leisure centre with a pool area in Hoboken, Antwerp, where Syx Automations



The Sorghvliedt leisure centre in Hoboken, Antwerp, has several SpeedStiles and GlasStiles installed by Syx Automations.

has installed several SpeedStiles and GlasStiles. The strength of the solution is the integration between the software application ReCreateX and Gunnebo’s solutions. Encoded PVC cards are used to control the customer’s access to the leisure centre. A card reader placed nearby the

entrance control reads the card.

The UK office will offer the same complete products as the other offices, including access control. In addition the software has been tailored to meet each market’s individual needs, such as Gift Aid in the UK. ■



**A GENTLE TOUCH.** Banco de Portugal has renovated its headquarters in the historical neighbourhood of Lisbon without disrupting the aura of the fine buildings.



## Security in line with architecture

**When Banco de Portugal was renovating its headquarters in the heart of Lisbon, the physical security solutions had to blend in with the fine building.**

TEXT | Mats Ekendahl

The Banco de Portugal headquarters are in one of the capital's historical neighbourhoods – Pombaline. The district has gradually been bought up by the bank over two centuries. The latest acquisition was the church, Igreja de S. Julião, which was built on the ruins of the 1755 earthquake.

The headquarters were renovated over the same historic remains. The project, an investment of 34 million euro, took five years to complete.

The aim of the renewal was to adapt the existing building to modern bank functions in

accordance with modern European regulations. Security was of course a key area as this is a bank, but making the building earthquake proof was also very important. More than 130 companies were involved in carrying out the project. Gunnebo won a major contract and was commissioned to deliver a total solution for physical security.

The security system obviously had to protect key areas in the bank's new headquarters. However, it was also based on architectural specifications, ensuring that the equipment blended readily into the building's stylish setting. ■



## Britain's largest strong room

**UDG is Britain's largest supply chain specialist in the Pharmaceutical and Healthcare industry. Due to significant growth in these sectors, UDG had to increase its strongroom storage facility.**

TEXT | Mats Ekendahl

As part of UDG's commitment to its healthcare customers, it must provide strongroom facilities that conform to British Government (Home Office) Medicine Licensing Laws and MRHA Regulations.

The UK pharmaceutical sector has seen significant secure storage growth in recent years, mainly due to the British Government adding an increased number of medicines to their high security list.

More medicines means more business, but in addition extra secure storage space is needed.

UDG found itself in a situation where it had outgrown its existing strongroom storage facility, so had restricted opportunities for future customer growth. UDG chose Gunnebo to solve the problem.

"We have a strong relationship with Gunnebo that has been developed by understanding our business requirements and providing practical solutions," says Mark Langton, Director of Operations at UDG.

Gunnebo is approved by the British Government to supply and install strongrooms. And in recent years this has been demonstrated by already building some of the largest strongrooms ever seen in the UK.

UDG needed to create 1,000 additional strongroom euro pallet storage spaces, while also satisfying the following requirements:

■ The increased size of the strongroom facility had to be within the same area as

### UDG (UNIDRUG DISTRIBUTION GROUP)

- Provides specialist storage/distribution services to pharmaceutical, healthcare, veterinary and consumer product manufacturing companies.
- UDG currently stores 2,250 secured pallets (63 per cent of the market share).

### THE STRONG ROOM EXTENSION

- 25 trailers were used to transport steel structure and Centurion Grade VI strongroom panels from Gunnebo Markersdorf (Germany) to the UK site.
- 694 Centurion Grade VI strongroom panels were used.
- The size of the extended room is 10.5 metres high, 16.5 metres wide and 52 metres long.
- Installation was completed within eight weeks using a team of five men.
- The capital investment was 1.1 million pounds.
- UDG forecasts a return of capital investment within three years.



**ASTONISHINGLY HIGH.** The British company UDG needed extra secure storage space due to more business. Gunnebo supplied them with an extended strongroom with extremely large doors.

existing operations and utilise the space surrounding the existing room.

- The proposed installation of the new extended strongroom could not interfere with the day-to-day business operations.
- Any extension to the existing strongroom had to comply with Government Licensing laws so the integrity of the existing room had to be maintained at all times.

Gunnebo provided a solution for bolting strongroom panels to extend the existing strongroom. During the building process the security of the existing room was not affected. Once extended walls

and roof had been secured, pedestrian and pallet truck openings were then created between the original and extended rooms to allow UDG to continue their day-to-day operations. Another benefit of the solution was that operations could continue in the same warehouse location as before. The additional 1,000 spaces have enabled UDG to maintain existing customer demands and create capacity for future growth. UDG is very pleased with the new strongroom.

"This project was delivered with no interruptions to our daily operations and one week ahead of schedule!" Mark Langton concludes. ■



SAFE TO PAY. The Italian supermarket retailer CONAD has installed a large number of SafePay units.

## Securing Cash Payments

Over 100 SafePay™ units will be installed at checkouts in 16 CONAD Pac2000a stores before the end of 2014. This is according to a two-year agreement that was signed with major Italian supermarket retailer CONAD Pac2000a, regarding installation of Gunnebo's closed cash handling solution, SafePay Secure.

TEXT | Linda Gärdlöv

“The SafePay solution changes and improves our way of working, creating a positive metamorphosis in our stores, where cash will not be a problem any more,” says Mr. Paolo Coletti, Group POS Manager at CONAD Pac2000a.

As part of the agreement, 16 stores will be equipped with a SafePay SCL through-the-wall solution, where cash from the checkout is deposited by staff in secure, ink-protected cassettes, ready for collection by the retailer's cash-in-transit partner. The cash is never exposed – and never has to be counted manually – creating a completely closed cash handling process from end to end.

“We will also deliver a range of related services to CONAD Pac2000a which includes testing, commissioning, professional help-desk support for remote control and corrective maintenance,” says Marco Depaoli, Country Manager Gunnebo Italy.

“Gunnebo has worked with leading European retailers to develop SafePay, in order to develop an efficient closed cash handling system which is reliable and secure.” ■



### CONAD PAC2000A

- Founded in Bologna 1962
- Operates through eight major co-operative groups, purchasing centres and distributors: Nordiconad, Conad Centre and North Dealers Independent Associates, Conad del Tirreno, Pac2000A, Conad Adriatico, Sicilconad Mercury and Conad Sicily.
- 1,100 supermarkets and other stores across Italy.

# Perfect matchmaking in New Zealand

At the beginning of the year Gunnebo signed a contract with New Zealand based Z Energy, for 80 Intelli-Safes. In addition upgrades will be carried out on 120 of their existing Intelli-Safes, delivered by Gunnebo back in 2002, which will be refitted with Gen-10 control electronics.

Prior to the tendering process, Z Energy assessed and reviewed a number of competitive products from alternative suppliers and ran a trial of the alternative products to get an in-field comparison with Gunnebo's Intelli-Safe. And Intelli-Safe proved to be the best for the Z Energy application.

Gunnebo delivered and installed Gen-2 & Gen-5 Intelli-Safes on 205 sites throughout New Zealand in 2002 and has since progressively been upgrading to Gen-5 Intelli-Safes from 2007 and onwards.

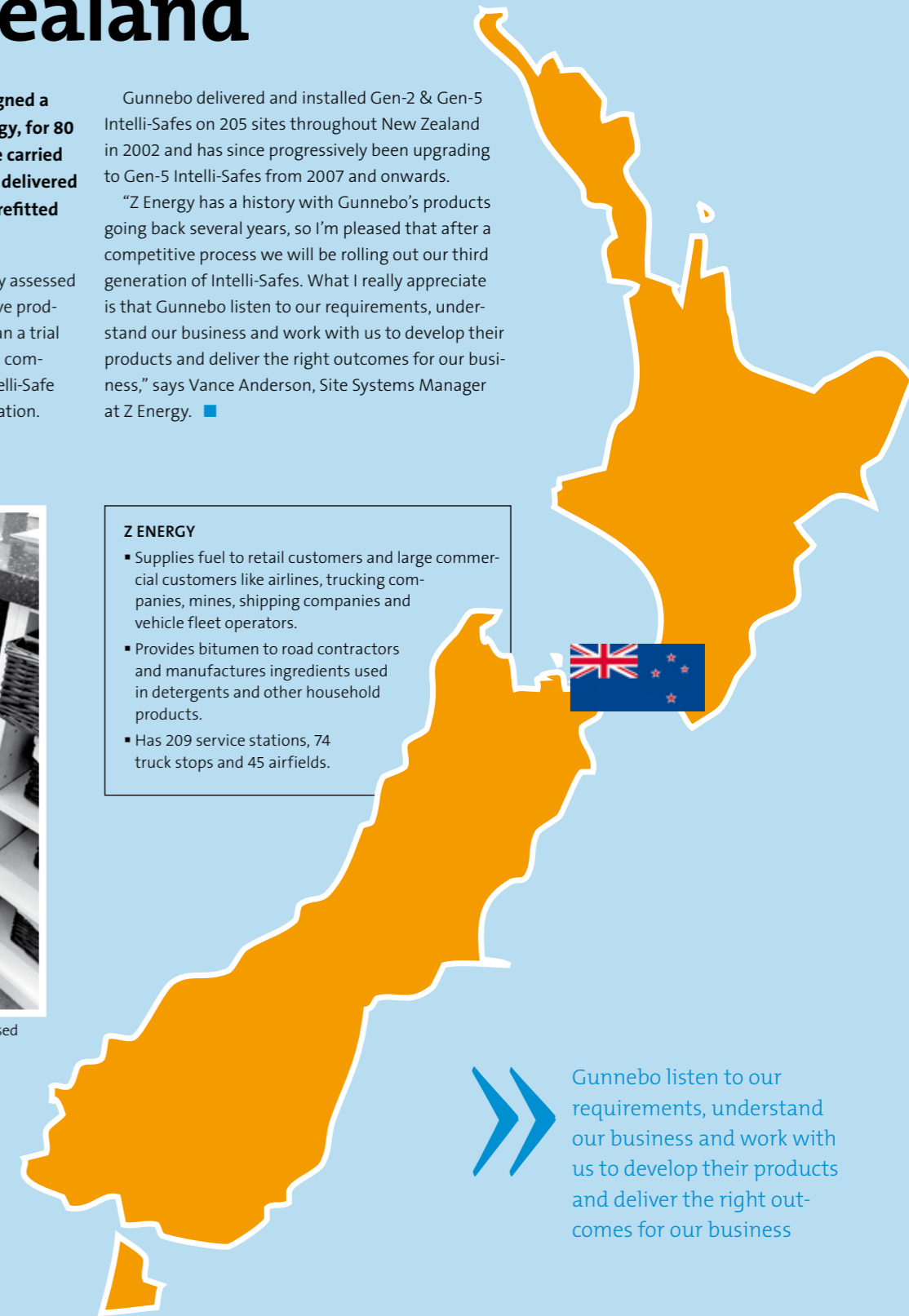
“Z Energy has a history with Gunnebo's products going back several years, so I'm pleased that after a competitive process we will be rolling out our third generation of Intelli-Safes. What I really appreciate is that Gunnebo listen to our requirements, understand our business and work with us to develop their products and deliver the right outcomes for our business,” says Vance Anderson, Site Systems Manager at Z Energy. ■



Intelli-Safe matches the needs of New Zealand based company Z Energy.

### Z ENERGY

- Supplies fuel to retail customers and large commercial customers like airlines, trucking companies, mines, shipping companies and vehicle fleet operators.
- Provides bitumen to road contractors and manufactures ingredients used in detergents and other household products.
- Has 209 service stations, 74 truck stops and 45 airfields.



Gunnebo listen to our requirements, understand our business and work with us to develop their products and deliver the right outcomes for our business



The Spanish savings bank “la Caixa” has used Performance Maintenance, the highest level of maintenance contract available, for the last ten years. Global Magazine met Mr. Miguel Angel Fernandez Rancaño, Director of Security at “la Caixa”, and asked him about his experiences of the concept.

TEXT | Deirdre Doyle

# “Maximum uptime with Performance Maintenance”

**Why did you choose Gunnebo as a supplier of Performance Maintenance?**

“Gunnebo is the manufacturer of our installed systems, therefore we believe it is they who are the most qualified to provide maintenance services. That gives us complete peace of mind.”

**What does the Performance Maintenance contract by Gunnebo cover? How many branches?**

“The service contract for the robotised safe deposit lockers covers a service level agreement based on a system availability of 98 per cent. The contract also covers all 15 branches where we have a SafeStore Auto solution in-

stalled (robotized safe deposit lockers).”

**The main objective of the contract is to deliver an exceptional service level to “la Caixa” and their clients. Does Gunnebo reach this objective?**

“Of course, it’s essential for us to provide a quality service to our clients who rent a safety deposit locker. Unavailability at any given time can cause a high level of damage to client relationships.”

**What are the main benefits of using Performance Maintenance with an availability commitment?**

“Ensuring maximum uptime, rapid response

time in case of emergency, and the peace of mind that Gunnebo’s staff are highly qualified.”

**Are you content with the ‘uptime’?**

“Currently the average availability of the robots is at 99.43 per cent, above the 98 per cent level agreed with Gunnebo, so we are really satisfied with the service level. Also we would like to especially highlight the rapid response time by Gunnebo technicians in case of any failures.”

**How many transactions/operations do you have per year?**

“Of the 15 installations, we have one that has

over 4,000 operations per year, and five others over 1,000. The rest vary between 500 and 800 per year.”

**How do you monitor the real time operations and uptime?**

“This is a highly critical element, and due to having a very high level of transactions, any anomaly is detected in real time by the user. In those cases where a recurring problem is detected we monitor the specific case together with the Gunnebo service organisation.”

**How does Gunnebo respond once the problem has been identified and solved?**

“Whenever a fault or problem occurs outside the usual parameters, Gunnebo creates a comprehensive and extensive incident report, identifying possible preventive measures to implement in other facilities. Periodically, also, in-depth reports are carried out on the complete installed base, analysing over a specific period of time any incidents that may have occurred.” ■



Currently the average availability of the robots is at 99.43 per cent, above the 98 per cent level agreed with Gunnebo, so we are really satisfied with the service level

**About “la Caixa”**

- “la Caixa” – The Caja de Ahorros y Pensiones de Barcelona – is the result of the merger, in 1990, of the Caja de Pensiones, founded in 1904, and the Caja de Barcelona, founded in 1844.
- Has a strong social commitment and a vocation to work in the public interest, both through its financial activity and its welfare projects which fund activities of a social, cultural and scientific nature.
- Has over 10.4 million customers, a network of more than 5,100 branches.

## Solving problems in advance

Total peace of mind, who doesn’t want that? For this reason Gunnebo has developed a premium service – Performance Maintenance.

“This service is unique on the security market. With remote monitoring, faults are identified even before they become problems,” says Hugo Balaguer, Portfolio Director Global Services, Gunnebo.

TEXT | Mats Ekendahl

Many organisations, such as banks for example, depend heavily on optimal operational efficiency and availability. Gunnebo is now able to help them cut downtime to an absolute minimum by using Performance Maintenance.

“Besides the online monitoring and diagnostics in real time we can also, if needed, be on site in almost no time for corrective repairs,” says Hugo Balaguer.

**Reliable support**

The Global Services team of more than 1,500 highly qualified specialists is dedicated to providing reliable support, anytime and anywhere, for total peace of mind.

“This means assistance before you know you needed it...”

Practical problems are mainly solved either via a remote connection from the customer system to Gunnebo, or through guided troubleshooting with the staff of the company.

**Assistance when needed**

Customers may also decide if and when they want on-site technical assistance to be available: eight hours every working day, weekdays and weekends, around the clock, or according to their own tailored schedule.

“We want to assure customers maximum up and running time for their security equipment,” says Hugo Balaguer.

The main customers are within the bank sector.

“And the service is excellent in co-operation with some other Gunnebo products – SafeStore Auto, SafePay and SafeCash.” ■

**BENEFITS OF PERFORMANCE MAINTENANCE**

- The unique advantage of having maximum visibility and confidence in strategic operations.
- Risk-free. Gunnebo takes full responsibility for managing security processes.
- Customers know how quickly their systems will be up and running after an incident.
- Total peace of mind.





# S-S-S-SAFES

## ... now with added bite

Cobra Pro is an expansion of the existing Cobra Grade 1 range of safes which was successfully launched in 2011. With extra features, customers can now choose electronic locking as well as the option of combining two locks on the same safe for more protection. Both the key and electronic locks are certified to the level required of a Grade 1 safe. In addition, all three Cobra Pro models have interior lighting which automatically switches on when the safe door is opened.

"The expansion of the Cobra range is based on feedback from the market," explains Andy Rymill, Product Manager at Gunnebo.

"The improvements we have made will strengthen its position as the entry-level safe of choice among our distributors and end users."



## Bank extends services package

ITALY. Recently BPPB confirmed its trust in Gunnebo Italia by renewing the three-year Service Contract in Italy regarding all the bank's security systems, even those not supplied by Gunnebo itself.

This has been a winning choice, as Donato Maino, Technical Services Manager at BPPB, says: "We have been working with Gunnebo as a partner for many years with mutual satisfaction, forestalling problems and carrying out innovative solutions. Competent, helpful and fast engineers, who are able to operate with timeliness regularly, are essential requests for BPPB."

Banca Popolare di Puglia e Basilicata, has its headquarters in Altamura (BARI) and works in 12 Italian regions.

The history of this bank hails back to 1883: 129 years of experi-

### ABOUT SERVICES PACKAGE

- Includes service for electronic system (intrusion, CCTV and access control), safes and electronic locks.
- Gunnebo has people on site eight hours a day Monday to Friday.

ence, professionalism and relationships. Since the start BPPB has been meeting the needs of all its clients all over Italy, which are different from region to region. The bank identifies with clients' reality and does its best to solve their problems. This is BPPB's mission throughout the 146 branches all over Italian territory.

Co-operating with a large multinational group has the major advantage of a widespread service

network which is able to operate quickly anywhere in Italian territory. This is important, as Mr. Maino confirms, and a feature that fits in well with the bank's presence in 12 Italian regions.

"By consolidating a partnership relation with Gunnebo, BPPB has brought its security systems to full capacity level and performance," he says.

## News spares service centre

NETHERLANDS. A new logistic centre has been launched for the centralised distribution of spare parts to the service organisations in all of Gunnebo's sales companies. The first spare parts have already been successfully delivered to various European countries from the Spares Service Centre (SSC), which is located in the Netherlands. SSC will have the capacity to deliver all items, ranging from small springs to large motors or safe drawers. The aim of this project is to reduce lead times and improve the current service level through efficient processes and stock control, thereby impacting positively on the overall service delivery. This will increase the quality of service given to our valued customers. Main benefits for our customers:

- Lower resolution and response time for incidents
- Increase in the first time fix rate, thereby eliminating the need for a second visit to our customers.

The current product families included in this project are SafeStore Auto and SafePay, where ensuring the optimal service level is critical to all our customers.



## Bank installs SafeStore Auto

KAZAKHSTAN. Intensive sales activities are being conducted in Kazakhstan, Eastern Europe. An outcome of this is two installations in a Eurasian bank – an active participant of in the Kazakhstan Republic's financial market.

"Negotiations began in March 2011. At first the bank wanted to buy traditional safe deposit lockers, but after several months of negotiations the customer decided on a more modern solution: SafeStore Auto MAXI" says Alexander Zywusko at Gunnebo Eastern Europe.

The installation took place in the summer of 2012 and the official opening was at the end of the same year.

The second SafeStore Auto Maxi was installed during the first quarter of 2013. This time the bank decided to go for 323 boxes. The total value of the installations were was around 400,000 euros.



### EURASIAN BANK IN KAZAKHSTAN

- Has 18 branches and 49 divisions.
- Focus is on innovative solutions in the field of banking automation.

## Bank installs high-security locks

INDIA. A global multinational bank in India has decided to upgrade its current safes and have all new orders of safes supplied with the high-security electronic lock GSL 1000 from Gunnebo. This new initiative by the international bank is part of a global project which started in the Middle East and has now expanded to India. The Indian bank will deploy the electronic lock across 93 branches over the next two years. The project marks the first commercial installation of GSL 1000 in India.

The lock allows remote monitoring over an entire fleet of locks, giving instant control to security managers over security protocols, no matter where the location.

The installations across India will be carried out by Gunnebo's Business Area Global Services. All new safes will come from the factory with GSL 1000 already fitted.

"This foreign multinational bank has given us the opportunity to usher in a new era within the bank security sector," says Sandeep Deshpande, Country Manager Gunnebo India.



## Forty years of success

INDONESIA. Over the past four decades high-quality products, services and security solutions have been delivered through Gunnebos Indonesian subsidiary PT Indolok Bakti Utama.

By taking an active role in developing the Indonesian security market and providing fit-for-purpose products, solutions and services to Indonesian businesses Gunnebo has rapidly expanded its network in Indonesia. Today, the company has 22 branch offices and 25 dealers of secure storage and fire products all over Indonesia.

"As an official representative from Sweden, I am proud to see that a Swedish company is contributing to making the Indonesian commercial environment a safer place, whilst at the same time improving the efficiency of daily operations related to secure storage, cash handling, entrance control and fire security," says Sweden's Ambassador in Indonesia, Ewa Polani.

"Gunnebo's business in Indonesia has grown faster than the Indonesian market itself, with an annual growth of some 15 per cent. In 2012, Indonesia was the eighth largest market in the Group," says Gunnebo's President and CEO, Per Borgvall.



## Design charmed IBM

**POLAND.** Newly opened IBM Delivery Center in Wrocław chose Gunnebo for securing the entrances in two out of three buildings.

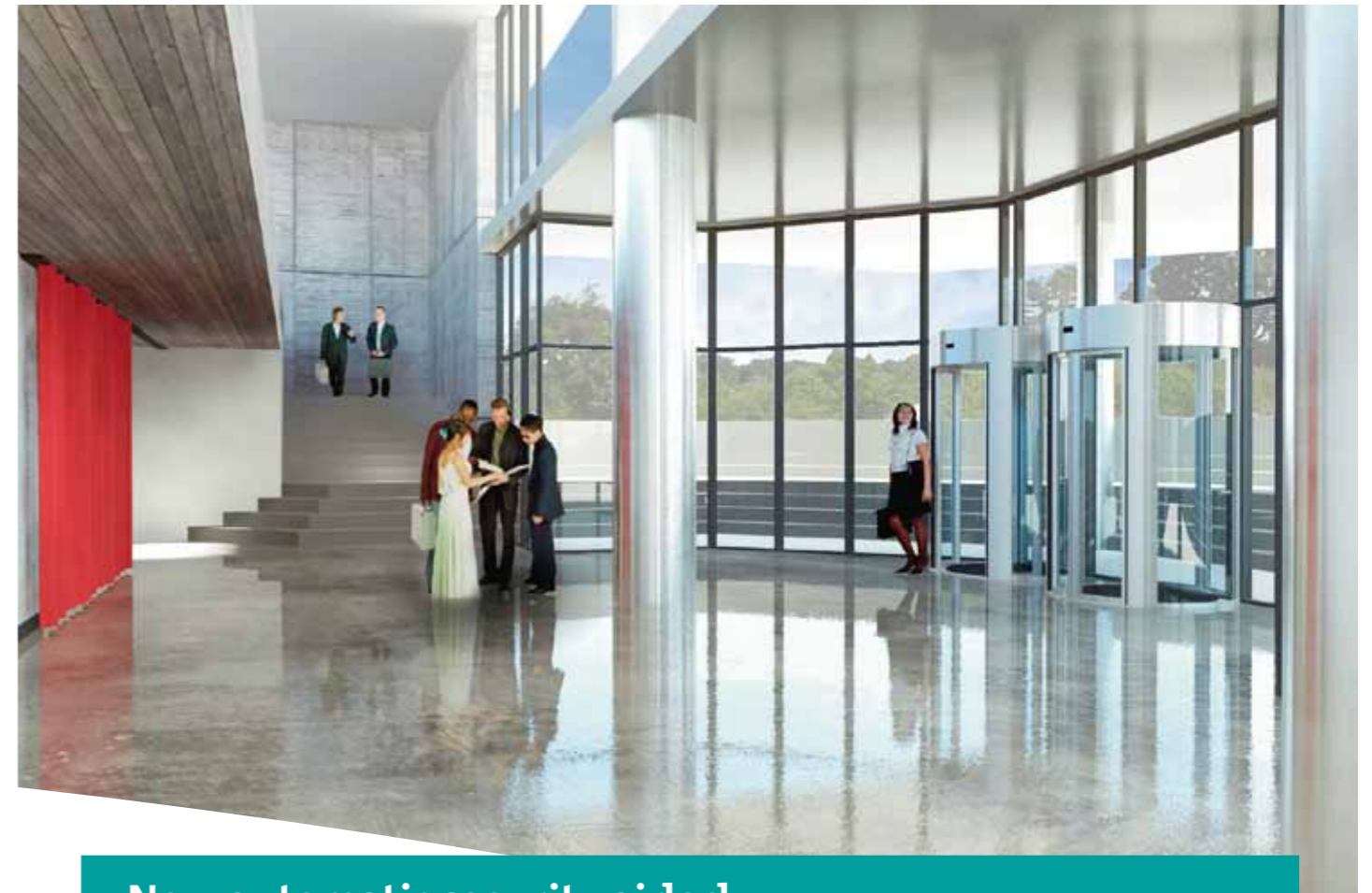
The IBM Delivery Center, located in Wojdyła Business Park in the fast developing city of Wrocław, has chosen Gunnebo for securing the entrances in two out of three buildings.

SS FP1800 SpeedStiles will secure access for more than 2,000 employees for the world-leading company in IT services and outsourcing of business processes. The order value was 120,000 euro.

“A very important installation, taken in hard competition with local producers who couldn’t

beat our design,” says Karol Gorzkiewicz, Key Account Manager Business Area Entrance Control.

He is now looking forward to taking the next step with IBM, once the company reaches full functionality with the new Delivery Center.



## New automatic security airlock

A new fully automatic security airlock CompacSas EV is now available on the market. It has two doors which can operate simultaneously, ensuring a flow rate of up to eight people a minute. A patented system guarantees this unrivalled flow, while preventing piggybacking and tailgating. The airlock also allows the option of removing the outer door for inte-

gration into an existing door and creating a half-airlock.

“Enhanced security models are available which prevent manual attacks or offer fire resistance, they come with approvals consistent with European standards,” says Patrick Dhérot, Product Line Manager at Gunnebo.

## Better burglary protection

The fully automated self-service system of robotised safe deposit lockers, SafeStore Auto, has passed a yet higher level of burglary protection test and has obtained certifications in Grade VIII and X.

A change has taken place in the market where the value of the items stored in safe deposit lockers has increased more and more.

Due to that fact bank customers and their insurance companies have requested a higher level of burglary

protection, especially in Germany. In order to meet these demands, a certification process was started in 2012.

Two versions of the SafeStore Maxi have now obtained new certifications with higher burglary protection.

The basement exit version is certified according to VdS 2344 and 2450 in Grade VIII, and the tower exit version in Grade X, CD-EX.

Grading in CD and EX includes protection against core drilling and explosions.

The new certified versions of SafeStore Auto Maxi also include the function ‘on board weighing’.

This function controls the weights of the SafeStore Auto boxes. For each deposit, the system automatically checks the weight of the box, and if it exceeds the authorised weight defined by the bank, the box is not transported.

The customer is then informed through a message on the touch screen. When weight corrected, the

box is automatically transported without any action from the customer. This new feature prevents technical issues or lack of floor resistance due to overload in the boxes.

Even SafeStore Auto Midi in Grade VII is now certified with this function.

This new certification will strengthen Gunnebo’s position as market leader within automated safe deposit lockers.

## Shell secures Polish headquarters

**POLAND.** Shell Poland again chose Gunnebo to secure the entrances at its headquarters just outside Kraków.

Following the successful delivery and installation of entrance control in recent years, Shell Poland once again chose Gunnebo to secure the entrances at its headquarters in Krakowski Park Biznesu, in Zabierzów just outside of Kraków.

“One office building is already secured from top to toe. We are continuing now as Shell is growing and moving to the next building,” says Karol Gorzkiewicz, Key Account Manager Business Area



Entrance Control. This recent installation of five lanes of FP1800 SpeedStiles is an addition to existing lanes of SpeedStiles, GlasStiles and RotaSecs. The order value was 100,000 euro.



## More effective metro security solutions with new technologies

As the use of public transport systems continues to grow and city networks become more complex, there is an ever-increasing need for more effective security systems.

Fare collection is the main revenue stream for public transport systems. Access control and fare collection solutions need to allow high flows of passengers and accurately check ticket validity. The use of more than

one mode of transport during a journey is increasing and new technologies are required for multiple fare systems to be linked.

Radio-frequency identification (RFID) proximity readers have evolved replacing the long-range motorised readers based on magnetic strip ticket technologies. There is also a demand for near field communication (NFC) where passengers can use their mobile

phones to book online, removing the need to purchase a ticket or card.

In this issue of Global magazine you can read about the successful installation of entrance control solutions for metro systems in several major cities across China.

Read more on [www.gunnebo.com](http://www.gunnebo.com)

