

# Global

A CUSTOMER MAGAZINE FROM THE GUNNEBO SECURITY GROUP #2 2013

Supplier to the  
Royal Household

3

Improved Surveillance  
of Retail Network

12

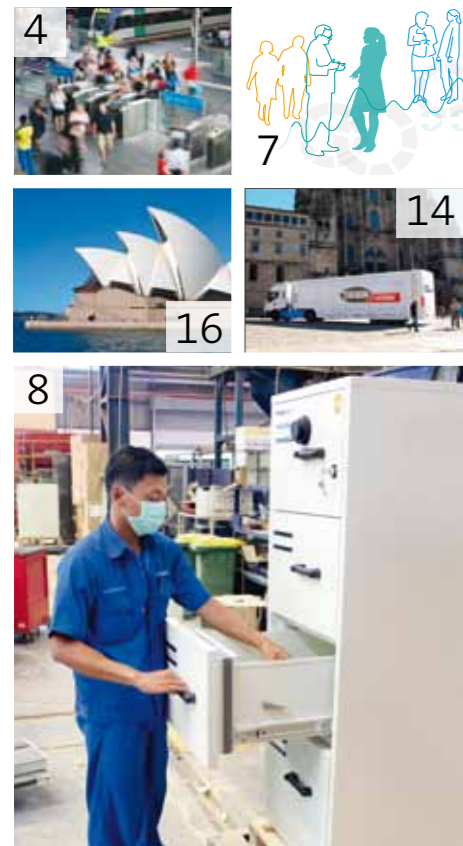
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Feature

**GUNNEBO TAKES  
RESPONSIBILITY  
FOR SUSTAINABLE  
BUSINESS**

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 The company originally made nails, and later also sold chains and lifting systems.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

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**ROYAL HOUSEHOLD.** Gunnebo has supplied Buckingham Palace with security solutions and the company's efforts have now been rewarded with a Royal Warrant. Photo: Michael & Christa Richert

# Royal Warrant – a Mark of Quality

**Gunnebo UK made headline news recently when it was awarded a prestigious Royal Warrant in recognition of the high quality of the goods and services it supplies.**

**TEXT | Anne Adams**

In receiving the Royal Warrant, Gunnebo UK joins the ranks of a select group of around 680 individuals and companies who are approved suppliers of the goods and services to royal households.

“I am honoured and extremely proud that Gunnebo has been granted this Royal Warrant, it is hugely gratifying to be recognised for the quality of the services we provide,” said Gunnebo UK Managing Director, Paul Hutchinson.

“This prestigious award marks a significant moment in the development of Gunnebo UK, which takes great pride in being recognised alongside other blue chip warrant holders such as Jaguar and Aston Martin,” he added.

The company has supplied safes and security services to royal households for decades and to Buckingham Palace for the last ten years.

Traditionally Royal Warrants are only granted to individuals or companies that provide goods or services to the Royal Household. The warrants are a mark of recognition of high quality. Strict regulations govern the warrant, which allows the grantee or company to use the term 'By Ap-

pointment to HM The Queen' and display the royal coat of arms.

Tony Wortley, Service Manager for Secure Storage, has been the driving force within Gunnebo, guiding the company through the rigorous application process:

“We are the market leaders in the specialist area of Secure Solutions Service, it is an area of our business which has trebled in size during the past six years and this comes as a great reward for the hard work of our dedicated team of engineers.

“It was quite a testing application process which has taken place over the past two years, during which we had to demonstrate our consistent provision of high quality goods and services for at least five years,” he said.

The company has also become a member of the Association of Warrant Holders which includes an invitation to an exclusive Royal Festival being held in the gardens of Buckingham Palace in July.

The four-day Festival will celebrate the 60th anniversary of the Queen's Coronation by inviting the best of British businesses to take part in a gathering of excellence and innovation.

“We are delighted to be invited to attend such a prestigious event, where Gunnebo will take its place beside some of the best that Britain has to



**PROUD DUO.** Tony Wortley and Paul Hutchinson at Gunnebo are elated about the prestigious award. Photo: Wolverhampton Express & Star

offer,” says Tony Wortley.

Gunnebo UK will be among the companies in the spotlight during the event, where around 200 Royal Warrant holders will be exhibiting, representing the widest cross-section of British trade and industry, from traditional crafts to multinational companies such as Jaguar, Land Rover and global healthcare giant, GlaxoSmithKline. ■



*“We are proud to offer solutions and services which contribute to a safer society. We are continuously strengthening our business through investment in quality, knowledge and innovation. The result is a competitive offering which helps create a safer future.”*

**Per Borgvall, President and CEO Gunnebo**



Gunnebo's security solutions and services create a safer world. Through innovative concepts and close collaboration with customers and other stakeholders, Gunnebo a unique, global offering which provides security for individuals.

# For a Safer World

**The conditions for business vary from one part of the world to the next. However, the common denominator is the expectation to be a good partner to one's stakeholders.**

**A company that fails to nurture its relationships cannot survive either locally or globally.**

TEXT | Malin Serrander

Issues regarding corporate responsibility have become a natural part of day-to-day business in a global company. It is by taking responsibility for business, people and the environment that a company can help build a sustainable society. By taking responsibility, companies reduce their business risks and

strengthen their competitiveness.

Ultimate responsibility is taken by companies who do good – profitable and ethical – business for people's well-being, with minimal, or perhaps even a positive, impact on the environment.

#### Dialogue that creates value

A responsible company focuses on the future. By building its business on innovative, resource-efficient products, services and processes – taking into account people and the environment alike – a company can make long-term sustainability gains.

Dialogue is a key word in sustainable enterprise – using dialogue to get to know customers, employees and other stakehold-

ers is the basis for understanding the value a company can create, in both the long and short term.

#### Diversity for satisfied customers

Gunnebo's employees should reflect the Group's customers, and have an understanding of local cultures and conditions. The ability to understand customer needs improves with local presence. Having employees close to customers gives Gunnebo better, stronger customer relationships.

#### Code of Conduct – helping us do the right thing

Our Code of Conduct provides employees with guidelines and support in behaving correctly and responsibly in all parts of the business.



Gunnebo's solutions protect people in public places.

## MANAGEMENT

Strong, clear leadership with a focus on profitable, ethical business

## people

A safer society and an employer that cares about its employees' health and safety

Minimising the operation's impact on the environment

## earth

Taking care of the business, the society and the environment.  
Illustration: Emma Agnred

Following a code of conduct is voluntary for a company. For customers and other stakeholders, the code acts as an assurance that the business is being managed responsibly.

#### Responsible global player

The Group has production at twelve factories in ten countries, and assembly units in two. Proximity to the market is fundamental to our endeav-

our to meet customers' needs with competitive global offerings. As an international corporation and employer, it is important that Gunnebo complies with human rights principles in all controllable aspects of its business.

#### Encouraging business partners

The Group's Code of Conduct is based on the following international principles: the UN

Declaration of Human Rights, the UN Global Compact initiative, the International Labour Organization's principles on rights in working life, and OECD guidelines for multinational enterprises.

As well as providing a basis for how our employees should act, all suppliers to the Groups are also encouraged to follow the Code and the standards it sets. ■

### GUNNEBO PROTECTS INDIVIDUALS IN...

#### China: Turnstiles Protect the Largest Nuclear Power Plant

In 2013 a new nuclear power plant will come into service in Yangjiang, China. Gunnebo is delivering around 44 sets of full-height turnstiles along with various types of gate for the power plant, which will be the largest in China. Gunnebo has a very strong position on the market for turnstiles for Chinese power stations, with a market share of over 90 per cent.



#### Germany: SpeedStiles Enable Better Hygiene

Public toilets suffer from a constant bad reputation. Gunnebo's SpeedStile sensor barriers for entrance control are as hygienic and user friendly as possible thanks to contact-free entrance and exit.

Railway stations in cities such as Berlin, Munich, Hamburg and Stuttgart offer these hygienic solutions for improved washroom visits.



## “Increasing Customer Demand for Sustainability”

Customer demands for sustainability and corporate responsibility are increasing on more and more markets. Rolf Kjällgren, Senior Vice President, Quality, Environment and Purchasing at Gunnebo, is seeing greater demands on quality, the environment, health and safety from customers and other stakeholders alike.

TEXT | Malin Serrander

### What do you consider to be the business benefit of sustainability work?

“Customers and other stakeholders are placing demands on us to take a long-term approach and to take responsibility for the environment, consumers and society. The sustainability work reduces Gunnebo’s exposure to risk. Efforts for increased efficiency and quality, and lower impact on the environment, have short and long-term effects on our business and financial results. Better quality, smarter logistics and co-ordinated purchasing increase efficiency and reduce resource consumption.”

### How do you know that the efforts to reduce environmental impact are yielding results?

“We have KPIs to monitor progress and we have achieved three of our four environmental goals by end of 2012, but we are not being complacent. Instead we are extending the goals and working harder to further reduce our energy consumption and environmental impact. We have not achieved our third environmental goal regarding waste management. By communicating the right conduct and encouraging innovation, we hope to achieve the goal already during 2013.”

“Better quality, smarter logistics and co-ordinated purchasing increase efficiency and reduce resource consumption – which benefits the environment, customers and shareholders alike.”

### Describe your work for more efficient transport.

“In 2012 we have increased our proportion of direct deliveries by 11 percent and we see the potential to increase this figure further through improved collaboration on efficient logistics. In addition to lower transport and warehousing costs coupled with less impact on the environment, direct deliveries have a lower risk of damaged goods and higher customer satisfaction as delivery precision is improved. As direct deliveries require a greater degree of planning, we have implemented a central warehouse and transport management process to enable more direct deliveries.”

### What is Gunnebo’s focus in 2013?

“We focus both on own production but also on our supply in terms of quality, environment and health and safety. We have special focus on improving the control of our increasing purchases from low-cost countries. In 2012 we have worked on quality control in China and implemented over 100 improvement measures. The results are evident in lower purchasing costs, higher quality and, therefore, better use of resources. In addition we have increased focus on environmental and health and safety performance of our suppliers, especially with focus on countries such as India, China and Indonesia. ■



ROLF KJÄLLGREN confirms that efficient production creates a wide range of benefits.

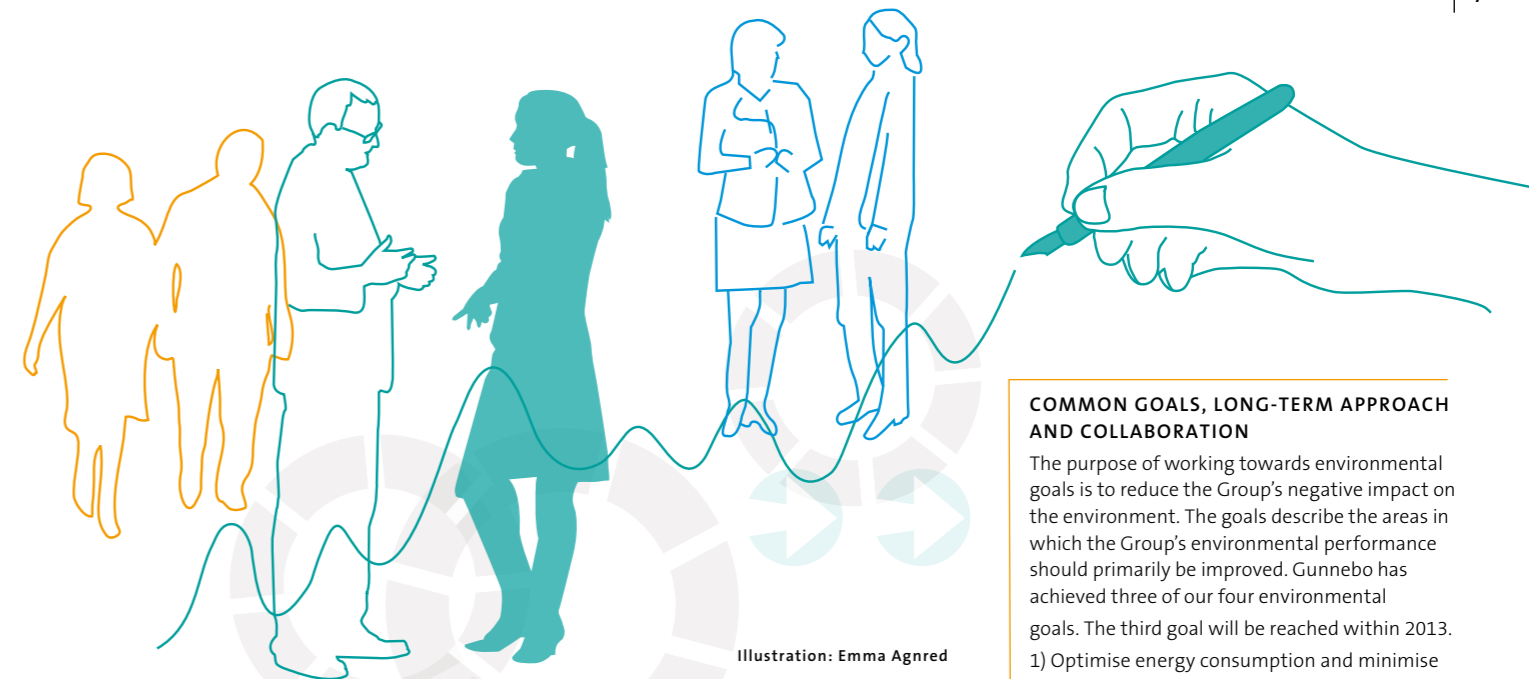


Illustration: Emma Agnred

## Collaboration for Reduced Impact on the Environment

Gunnebo’s factory in Doetinchem, the Netherlands, has managed to reduce its waste by 75 per cent by designing new, stronger – and therefore re-usable – product packaging. The stronger packaging has enabled the factory to optimise transport by increasing the number of loaded units per trailer by 12 per cent.

TEXT | Malin Serrander

Efforts to reduce costs and environmental impact often coincide, as the aim is to limit the need for resources – whether this relates to money or energy. Identifying new solutions requires new ideas, which is why the collaboration between different fields of expertise and operations increases the likelihood

of finding the best solution. In 2012 Andy Puhl, Plant Manager at Doetinchem, implemented a project aimed at reducing packaging costs and evaluating environmental impact. In cooperation with customers and logistics partners, and using technical support and tests, it emerged that recycling high-quality packaging materials

### COMMON GOALS, LONG-TERM APPROACH AND COLLABORATION

The purpose of working towards environmental goals is to reduce the Group’s negative impact on the environment. The goals describe the areas in which the Group’s environmental performance should primarily be improved. Gunnebo has achieved three of our four environmental goals. The third goal will be reached within 2013.

- 1) Optimise energy consumption and minimise impact on climate change from the Group’s operations.
- 2) Make efficient use of raw materials and natural resources.
- 3) Maintain effective sorting-at-source and recycling of materials to minimise the amount of non-recycled waste.
- 4) Further develop Gunnebo’s strategy for product development, EcoDesign, so that the Group takes environmental aspects such as energy consumption and the use of natural resources into consideration throughout the entire lifecycle of a product.

and optimised transport had a greater effect on finances and the environment than squeezing material costs alone.

“The key to the project’s success was a common goal, collaboration and communication with customers and logistics partners alike,” says Andy Puhl. ■

### GUNNEBO PROTECTS INDIVIDUALS IN ...

## Spain: Safe Evacuation Routes in High-speed Tunnels

In 2020 Spain will have connected virtually all its provincial capitals to Madrid and Barcelona via a high-speed railway. Emergency doors were needed for part of the track with a long tunnel. The door had to be able to resist fire for 120 minutes and also cope with the powerful pressure waves caused by high-speed trains. The solution was Gunnebo’s TunTek S door, which has been specially designed to secure service and evacuation routes despite the hazardous conditions that fire and excess pressure can cause in tunnels used by metro trains, road vehicles, trains or high-speed trains. The 16 doors installed by Gunnebo in the tunnel are fitted with panic bolts and enable safe evacuation and access in connection with vehicle maintenance and emergencies.



## China: Ticket Gates in Demand as Metro Sector Grows

Following the successful installation of entrance control solutions for metro systems in several major cities across China, Gunnebo has received new orders from Guangzhou, Xi’an, Shenzhen and Hong Kong. The new orders are for a total of 940 sets of metro flap gates, an entrance control solution designed for high volume traffic. All the gates will be produced in Gunnebo’s Chinese factory in Kunshan.

“Gunnebo continues to be the leading provider of reliable and efficient entrance control solutions to the rapidly

growing Chinese metro sector,” states Gunnebo’s President and CEO, Per Borgvall. “With our own production site we are able 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.”

The gates that Gunnebo are providing to the Chinese metro were initially designed for the KCRC metro system in Hong Kong and established the regional benchmark.



# Customer Demand for Certification

**Certifying a product, service or process is a recognised method of guaranteeing a structured, systematic working process. Many stakeholders regard certification as proof of quality and efficiency.**

TEXT | Malin Serrander

Many of the Group's product and system solutions undergo comprehensive external testing and are certified by leading test institutions worldwide. The certificates attained after successful tests are in strong demand among the Group's customers.

## Environmental work makes an impact

Gunnebo has implemented a common global environmental management system built on common objectives. Each factory has a local system certified in accordance with the international standard ISO 14001 which ensures the Group carries out environmental work in a systematic and structured way. In addition to factory certification, many of Gunnebo's sales companies are also choosing to become certified.

Customer demand in the UK encouraged Gunnebo to take the step towards ISO 14001 certification. Ian Dodd, Contracts Manager at Gunnebo UK, led the successful project to achieve the certification.

"We have listened to our customers – they want a supply chain that is environmentally aware. Gaining certification differentiates us from our competition."

Ian stresses the importance of sharing knowledge, specifically in terms of certification.

"While there are masses of local legislative and regulatory considerations the requirements of ISO 14001 remain constant – there's absolutely no reason why we should climb the same

mountain over and over again across the Group."

Meetings with all the Environmental Managers from production and from the largest sales companies, with the main purpose to share best practice and to inspire to continuous improvement, are held on a quarterly basis. "Communication is a vital key to success," continues Ian, "And to maintain certification, we have to make sure that our people are educated and aware."

## Continuous improvements

Gunnebo's quality assurance system is based on ISO 9001, which is a tool used to achieve continuous improvements in all processes and increased customer satisfaction. Gunnebo is striving to harmonise the quality process for all production units. All production and development units within Gunnebo are certified to ISO 9001.

## Safe work environment

Five of Gunnebo's production facilities – Bazancourt, Doetinchem, Jakarta, Markersdorf and Trier – have an OHSAS 18001 certified management system to control and develop the work environment, and to discover and prevent risks in the factories.

The system strives to achieve a better working environment and helps to reduce costs for sick leave, for example.

Gunnebo's focus on sustainability also includes the supply chain in terms of selection and development of suppliers, particularly in countries such as India, Indonesia and China.

The company has specific health and safety requirements for our suppliers which are used for the selection, approval and development of suppliers. Gunnebo does not only conduct internal training but also helps to train key suppliers in sustainability. ■



THE IMPROVEMENTS in quality at the Jakarta plant have dramatically reduced customer complaints. Photo: Petrus Kanisius Purnama

# More Satisfied Customers

**Using its quality objective – the right product at the right time – Gunnebo strives to deliver the greatest possible value to its customers. In 2012 the Group has strengthened its quality control and increased the percentage of faultless deliveries by as much as 19 per cent.**

TEXT | Malin Serrander

Quality is one of Gunnebo's core values, and it means that everything we do should be right from the very start.

The Group's quality work is based on customers' expectations and requires knowledge, commitment and responsibility from all employees and business partners. A cornerstone in the quality work is working on continuous improvements. The improvement process is based on collaboration, dialogue and evaluation, both internally and with the Group's customers.

## Customer dialogue for better products

One important tool for following up on quality levels is the Non-Conformance Notes (NCN) system, which is a means of recording customer complaints. The system provides an overall picture of quality in production, installation and after-sales service, and lays the foundation for the continuous improvement of products and processes. In 2012 the number of customer complaints was reduced by 48 per cent.

## Joint efforts

Quality is what the customer perceives; therefore Gunnebo works for increased customer satisfaction through a central QDC (Quality, Delivery and Cost) framework and common standards. In this

way, the Group is able to decentralise responsibilities and implementation.

"We encourage collaboration for knowledge transfer and best practice – sharing colleagues' ideas and improvements is both motivating and stimulating," says Rolf Kjällgren, Senior Vice President, Quality, Environment and Purchasing.

"During 2012 we have implemented cross-functional programmes affecting several parts of the organisation, which improves efficiency and profitability. The factory managers have had a strong focus on joint improvements and I am happy to see that the work has produced such good results."

## Intensified quality control measures in Jakarta

Thanks to far-reaching quality control measures taken in 2012, Gunnebo's factory in Jakarta managed to reduce customer complaints by 74 per cent.

"The higher quality in our production can be attributed to our restructuring. Today the same unit is responsible for customer support, production planning and stock control. Thanks to higher capacity utilisation and better material planning, we have managed to halve the number of production stoppages," says Uwe Sträter, Plant Manager.

## All deliveries checked

The major improvements are the result of intensified quality control measures, whereby all incoming material and deliveries from the factory are checked. Using improved instructions for quality inspection and a direct, systematic procedure based on the inspection results, Uwe Sträter and his colleagues continue to strive for better products and more satisfied customers. ■

## GUNNEBO PROTECTS INDIVIDUALS IN ...

### Australia: Health and Safety Excellence

Each year, BP conducts four audits on Gunnebo Australia to assess the safety management system and documentation of processes. These audits are conducted for New Zealand, New South Wales, Victoria and Queensland. This year, the Victorian branch received a score of 96.77%, the highest of the states. As a result, HR & Compliance Manager, Kim Calabria, was issued with Gunnebo's first Certificate of High Achievement by BP, in recognition of high standards in Health, Safety, Security and Environmental management systems during the 2012 BP Accredited Contractor Program.

"This is a first for Gunnebo where we have been striving for excellence in health and safety, we feel that we are finally getting the result we have put the hard work in to achieve," she says.



» "Thanks to higher capacity utilisation and better material planning we have managed to halve the number of production stoppages."



# Take Off for Automatic Border Control

## Biometric Security Gates Optimise Entry at Airports in Bulgaria

**Border control is automated at Sofia Airport in Bulgaria. With advanced immigration gates, the airport boosts its performance regarding security and efficiency.**

**Most of all, the airport is adapting to the new situation that electronic biometric passports can be used for Automated Border Control.**

TEXT | Mats Ekendahl

**M**ore stringent controls combined with growing flows of passengers present new challenges for passenger traffic

in terms of security and efficiency.

With ImmSec immigration gates from Gunnebo the airport boosts its performance in both areas:

screening takes place automatically and the two-step identity check offers added security.

With its modular design, the ImmSec immigration gates were configured jointly with the main contractor – Atos in Bulgaria – to provide the biometric components required specifically for Sofia Airport.

The software is based on the Atos Homeland Security Suite eGate product line and includes ImmSec control software. It enables the integration of biometric devices as well as the back-end integration of black list systems, biometric verification and workflows. With this system, Gunnebo positions itself for future air traffic safety requirements, as by 2016 all EU, EEA or the

Swiss Confederation citizen passports will be electronic passports with at least facial biometric data stored on a chip. The installation at Sofia Airport is the first step towards modern passenger screening.

“It confirms the modular structure approach for flexibility, and is something we will be using as the basis for further developments. In the future we want to increase passenger numbers whilst maintaining the same security standards,” says Albert Schürstedt, Area Manager of Building and Infrastructure at Gunnebo Germany.

Other international airports in Bulgaria now plan to deploy automated border control systems. ■

### HOW THE AUTOMATED SYSTEM WORKS

- It identifies passengers using face recognition/iris scan and/or fingerprint. Before entering the gate a scanning device reads the data stored in the travel document and biometric information. When moving on through the gate a camera automatically records the facial features. Just a short glance into the camera generates a usable image, whilst neither the position nor the height of the passenger is decisive for identification.
- An intuitively operated display provides guidance during the fingerprint procedure. Briefly placing a finger on the device is sufficient for verification of identity. This means that the identification process can be conducted quickly and simply for passengers as well as border officials.
- The maximum processing time required per passenger under ideal conditions is 25 seconds. Thus about 140 people can pass through a single ImmSec per hour and more than 570 people through the bank of four gates per hour.



**DOUBLE FUNCTION.** The two step integrated design of the ImmSec, with its robust modules and security features, led Sofia Airport to choose Gunnebo as a supplier of automated immigrations gates.



**EFFECTIVE ENTRANCE.** Gunnebo SpeedStile FP/FPW installed in Beijing Capital International Airport T3 can generally let through 40 passengers per minute.

## Beijing Airport Improves Passenger Mobility

**About 56 million people pass through Terminal Three of the Beijing Capital International Airport annually. This large and frequent volume of passengers requires rapid and orderly control. The solution is speed gates.**

TEXT | Mats Ekendahl

**B**eijing Capital International Airport (BCIA) is the largest and busiest international airport in China with nearly 70% of passengers passing through Terminal Three (T3), the largest terminal in the world. This enormous volume of passengers constantly imposes new demands on the infrastructure, airport security and mobility guidance for passengers.

Therefore the airport chose to install twelve speed gates – Gunnebo SpeedStile FP/FPW – in T3 which were recently upgraded to include Gunnebo's new intelligent separated check solution.

“This new and efficient installation will help to upgrade the entrance control system of the airport and greatly accelerate the access of passengers. The efficiency varies with the methods of

card readers, but generally covers 40 people per minute. The total application is expected to serve up to 76 million people each year by 2015,” says Chris Dai, Country Manager of Gunnebo China.

BCIA chose Gunnebo as a supplier due to the solution's human-oriented design and high-security performance. Also, the elegant and exquisite appearance of SpeedStile FP/FPW matched perfectly with the terminal's design.

“This solution is also essential to the efficient operation of the airport by helping to calculate passenger flow through real-time recording and reducing labour costs,” adds Chris Dai.

With SpeedStile FP/FPW, passengers only need to scan their boarding pass – 2D barcode e-ticket or ticket copy from network – at the scan port of the speed gate prior to entering the airport check-in. Then they can get access to the correct boarding area based on the response of the speed gate.

“At present, we are establishing close cooperation with other major airports in China to serve passenger better and more considerately,” says Chris Dai. ■

# Improved Surveillance of Retail Network

Catwalk is a leading premium brand in high-end ladies footwear with 180 stores located in 17 cities across India. 49 are operated directly by Catwalk with the others run as franchises. The company is currently expanding aggressively with 100 new stores planned before the end of 2013.

TEXT | Deirdre Doyle

Catwalk needed to address the quality of its existing in-store surveillance systems knowing that an upgrade over so many sites had the potential to not only be costly but also disruptive to its customers. It was of great importance to Catwalk to not only maintain the integrity of its premium brand but also receive a cost-effective and efficient service.

## Installation in one month

After having carried out an audit and assessment of Catwalk's surveillance systems, Gunnebo managed the installation of upgrades and retrofits to the CCTV cameras in every one of Catwalk's self-run stores. Gunnebo also trained Catwalk's technicians on how to monitor the stores. Installation across the entire chain was completed within one month.

“We had minimal disruption to our business.”

The speed and efficiency of installation coordinated across multiple sites ensured that Catwalk could upgrade its store surveillance without impacting on the shopping experience for its customers.

“India is a very large country and these distances often pose a problem for services. Gunnebo was one of the few companies who could commit to installation at all stores at once and we had minimal disruption to our business,” says Ubaid Kathiwala, Operations Director at Catwalk.

“Looking to the future, Gunnebo will help us as a security services partner in our aim to become the market leader as we continue to expand our business and brand.” ■



UBAID KATHIWALA  
Operations Director,  
Catwalk, India.



ASIF MERCHANT  
Managing Director,  
Catwalk, Worldwide.



HIS ROYAL HIGHNESS THE PRINCE OF ASTURIAS.

## Speedgates Worthy of a Spanish Prince

His Royal Highness the Prince of Asturias attended the grand opening of Repsol's new headquarters in Madrid. The Prince and the other celebrities smoothly passed through the multiple SpeedStile FP lanes into the exquisite building.

TEXT | Manuel Latorre Marin

His Royal Highness the Prince of Asturias was accompanied by Repsol Chairman and CEO, Antonio Brufau, the Spanish Minister of Industry, José Manuel Soria, President of the Madrid Region, Ignacio González and the Mayor of Madrid, Ana Botella.

During the opening ceremony, the Prince of Asturias and the dignitaries passed through the SpeedStile FP lanes installed by Gunnebo at the main entrance of the headquarters and elsewhere inside the building.

The speedgates were supplied to the systems integrator Telefónica Ingeniería de Seguridad (TIS) and were installed during the last quarter of 2012. Twelve lanes were installed at the main entrance accompanied by further units at the parking entrances, sports centre and entrance to the restaurant.

The company's new headquarters in the centre of Madrid is a benchmark for innovation, sustainability and commitment to people. It is the only corporate campus situated in the centre of Madrid housing 4,000 employees. The floor area measures 123,000 square metres, and is divided into four buildings that form a cloister around a large central garden. This lush area is one and a half times the size of a football pitch and is home to 100 native trees.

The building has been designed by architect Rafael de La-Hoz, who has worked with Gunnebo by promoting the SpeedStiles and Entrance Gates ranges.

In line with Repsol's commitment to integrate disabled people, their new headquarters has been designed so that it can be used safely, independently and comfortably by all.

The SpeedStile FP lanes bear out this philosophy with their smart tag system giving disabled people smooth access without any physical obstacle. ■

# Cash Handling Hands On

— Successful Roadshow Sees Customers Test SafePay

**1,400 people visited Tokheim's Iberian road show. The objective was to display its new solutions for the Spanish and Portuguese petrol market. The closed cash handling solution, SafePay, was one feature that attracted many interested viewers.**

TEXT | Mats Ekendahl

**T**okheim is one of the world's largest suppliers of fuel retailing solutions including fuel pumps, payment terminals, fleet solutions and services. Gunnebo has a partnership with Tokheim for sale and marketing of SafePay to petrol station customers in Europe that are using the Tokheim FuelPOS system.

"One reason for us to choose Gunnebo as a supplier was the similarity between our organisations: we are both acting globally with local presence. Gunnebo has become a strategic partner providing quality that fits the high standards of Tokheim," says Fergus Heading, Marketing Manager New Products Tokheim.

During October and November 2012 Tokheim held a 'roadshow' event visiting 14 regions in Spain and Portugal.

The tour was designed to present new solu-

» "At Tokheim we always look to offer our customers quality solutions that help drive more revenue, reduce cost, and improve return on investment. The SafePay solution and the partnership with Gunnebo are a good fit with our organisation. They are a global provider of cash handling solutions that meet the high standards of Tokheim."

tions for the petrol market to the whole Iberian market. The main objective was to give every visitor the opportunity to test the real solutions hands on, and check the advantages in person. To achieve this, all equipment, including SafePay, were installed in a mobile showroom on a truck which travelled from city to city.

As a leader in cash handling solutions, Gunnebo was invited to take part in the tour with the SafePay solution and presented how cash handling processes involved in the daily petrol station routine could be highly optimised and secured.

"Tokheim has been offering their customers safe and secure fuel retail solutions for many



SAFEPAY IN USE.

years. With SafePay from Gunnebo we now add a secure environment to handle cash for both retailers and customers," says Kurt Dillen, General Manager Systems Electronic Business Unit, Tokheim.

And SafePay captured the attention of the audience in every city. Visitors tested how fast, easy and safe cash handling becomes working with it in the front office on a daily basis.

"A lot of visitors tried out the SafePay machines. Our customers thought they were a great concept and a hassle-free experience," adds Kurt Dillen.

As a result of the tour, 2013 has started with very good prospects for SafePay in Spain. The first stand-alone orders have already been placed and requests for additional information from some of the major oil companies have been received.

"SafePay is a proactive solution in combating fraud and improving site safety and efficiencies. Many other European Tokheim customers have also shown an interest in it. We have also carried out installations in Germany and Austria," says Fergus Heading.

The Tokheim roadshow was a real success, with more than 1,400 visitors attending from major oil companies and hypermarkets right through to local oil companies and independent dealer sites. ■



ON DISPLAY. SMI Server graphical presentation (above).

EXPERTISE. Gunnebo engineering staff (to the left) programming the SMI Server.

MODERN CARE. Hospital de Amarante building in Portugal (below).

# A Well-Protected Hospital

**The new Amarante Hospital in Portugal is equipped with the latest technology, a result of a new patient-centric hospital model based on proximity. Security is of course also state-of-the-art. An integrated security solution protects against unauthorised access, burglary, fire and carbon monoxide gas risks.**

TEXT | Mats Ekendahl

**T**he Amarante Hospital, located 63km from central Porto in the north of Portugal, has installed an integrated security solution based on the Gunnebo SMI Server platform. The equipment will manage all the hospital's security needs and protect it against unauthorised access, burglary, fire and carbon monoxide gas risks.

The SMI Server is connected to a fire detection system with 915 combined smoke and heat detectors, an IP CCTV surveillance system with 91 cameras, an access control system with 12 biometric readers and an intrusion alarm system with 80 detection points.

The main innovation of this system is the integration through software of the fire detection system on the SMI Server platform, allowing interaction between the systems and the use of its graphics capabilities for the information from the fire alarms. This makes it possible to have a single graphical interface for the hospital's security which has obvious advantages for the monitoring operators. However, each system operates independently assuring a high degree of safety

and reliability. The equipment's installation was carried out under the supervision of the Gunnebo Portugal technical team, which was also responsible for the commissioning and implementation of the whole system including the graphical interface and training of the hospital security staff.

Gunnebo also provided the nurse call system – Visiocal IP – although this was not integrated on the SMI Server. Visiocal IP was installed in all wards and bedrooms, operating theaters, laboratories and consulting rooms in a total of 90 call terminals that can be viewed from the nurses' rooms.

This system works over an IP network enabling quick and efficient transmission of information. ■





# The Gold is Safe at Guardian Vaults

– Both in Melbourne and Sydney

Buying gold is one thing. Storing it is usually another. Guardian Vaults in Australia combines these actions into one business.

“We realised that almost 98% of bullion buyers also wanted storage,” says Neil Tremaine, Joint Managing Director, Guardian Vaults.

TEXT | Mats Ekendahl

To ensure that Guardian Vaults always remains highly secure 24 hours a day seven days a week – and gives customers the peace of mind that their valuables will remain safe – Guardian Vaults chose to install two modular vaults, 2500 Chubb safes safe deposit lockers, and 50 bullion safes from Gunnebo.

“The level of security provided to our staff and customers is very important in our busi-

ness. We needed to ensure that the vaults and doors we used achieved the high standards that we set. The Chubb safes safe deposit lockers have been well received by customers since many of them are familiar with the product and how to use it,” says Neil Tremaine.

The vault panels provide the required protection (AS/NZS3809 grade XII) for the safe deposit lockers and bullion storage. And Gunnebo’s

first installation of a Hamilton door, rated UL3, is also in line with the security requirements of Guardian Vaults.

Strengthened by the positive start for the company, Neil Tremaine sees a bright future.

“With the growing demand for the service we provide, other branches are likely to open which will require the same high level of security provided by Gunnebo at our existing locations,” he says. ■



## ABOUT GUARDIAN VAULTS

- Privately owned company for safe deposit box facilities.
- After success in banking and property development, Neil Tremaine opened Guardian Vaults before the business expanded into gold trading through Guardian Gold. Due to increased interest in gold storage, Guardian Vaults began to offer bullion storage.
- The Melbourne location opened in 2002 and was the first of its kind in Australia (Sydney opened 2013).

“The secure storage solution for gold has worked well and has been well received by the customers of Guardian Vaults.”

# Major Breakthrough in Brazil

Riachuelo is one of Brazil’s largest retail chains with over 170 stores across the country and has been a loss prevention customer of Gunnebo Brazil for over ten years. The new portfolio of cash handling solutions that was brought into Brazil fits perfectly with Riachuelo’s cash handling strategy.

TEXT | Helder Horikawa

The order is for Intelisafe, a smart safe solution for the depositing of cash from tills. Intelisafe gives the retailer control and reconciliation, transparent transactions, real-time monitoring, improved tracking and follow-up services, and same-day credit.

## Extended Capacity and Clever Design

“Previously we operated with a team specifically for dealing with cash, but with Intelisafe we now give every till operator the responsibility of depositing money directly into the safe, thereby getting the most out of our resources,” says Lenivaldo Barros, Auditor at Riachuelo.

“Intelisafe has a very clever design. Since it operates with a PC linked to the safe, you can carry out a system-wide operation or maintenance without having to open it or access the compartment where money is deposited. Another feature is



“Previously we operated with a team specifically for dealing with cash, but with Intelisafe we now give every till operator the responsibility of depositing money directly into the safe, thereby getting the most out of our resources,” says Lenivaldo Barros, Auditor at Riachuelo.



its use of money pouches with the capacity to take a large amount of bank notes so the retailer does not have to exchange them throughout the day,” Barros explains.

The system has been tested in two stores with excellent results and the plan is to roll out installation throughout almost the entire group.

“Our strategy to grow the business in Brazil is to take the best out of our proven successful global offering and adjust it for the local market. Our collaboration with Riachuelo proves that we are on the right track,” comments Gunnebo’s President and CEO, Per Borgvall. ■





**BIGGEST IN SURINAME.** Headquarter of De Surinaamsche Bank in Paramaribo, with the Cathedral of Saints Peter and Paul in the background. To the right are the new safe deposit lockers of the bank displayed.



## 3 000 Lockers Meet Bank's New Security Standards

**SURINAME:** "De Surinaamsche Bank" is the largest commercial bank in Suriname. During 2012, Gunnebo installed 3,000 safe deposit lockers at the bank's head

office, located in the country's capital, Paramaribo. The existing lockers no longer met the standards of the bank, so they were replaced by Gunnebo's SafeStore

2000C lockers and customers seamlessly moved their belongings into the new lockers.

The furniture around the lockers was designed by Gunnebo and integrates perfectly with the SafeStore 2000C solution. As a part of this project, a high-security SafeLock locking system was also installed on the vault doors. This new locking system is highly valued by the bank and has resulted in new SafeLock systems on all the main vault doors at several other branches.

## Standard Bank Opts for Improved Self-Service Efficiency

**SOUTH AFRICA:** Standard Bank is a leading financial services organisation with a 150-year history in South Africa and over 1,200 branches across continental Africa.

Standard Bank recently identified the need for an innovative safe deposit locker offering.

A cost effective and more secure solution along with an improved customer experience led Standard Bank to move away from the traditional mechanical lockers. To this effect, Standard Bank chose SafeStore Auto, Gunnebo's self-service safe deposit locker solution. Initial installations were made at four branches, including the bank's flagship branch in Sandton, Johannesburg, South Africa with 5,000 lockers housed in a basement vault. Customers can now access their secure valuables in the lockers themselves from a terminal, which dovetails with Standard Bank's vision of more modern self-service offering.

Trevor Dean, Senior Manager of Design & Configuration at Standard Bank says: "One major benefit is that we are able to use prime office space much more effectively, and automated processes lead to better staff efficiency and ultimately the reduction in operating costs".



## How Satisfied Are You?

**INTERNATIONAL:** Managing customer relationships is the key to ensuring business growth. Measuring, organising, detecting, and tracking these relationships allows the implantation of vital actions that are attuned to the real needs and concerns of clients. Gunnebo continually strives to meet and exceed client expectations and their feedback is invaluable in building long-term relationships.

For this reason Gunnebo will be running its second global customer satisfaction survey. This year the scope will be expanded to include all products and services across various countries.

The survey will be tailored to meet and identify the key drivers that motivate customers, the perceived strengths and weaknesses of Gunnebo's services and products, and the degree of commitment to the brand. The aim is to continue to improve products and services by listening to what really matters most to customers and then implementing their suggested changes.

This second edition of the global survey will be run together with TNS, a world leader in Market research. For more information on this survey contact your local Gunnebo Office.



## Better Protection for Spanish Toll Booth Employees

**SPAIN:** Highway management company, Abertis, has chosen Gunnebo Spain to manage the delivery and installation of security doors at several of its highway toll booths in the Catalonia region. The need to improve the level of protection for toll booth employees has been driven by a run of robberies suffered by the company as well as its recent investment in new toll payment systems.

"I am very pleased to note the order for highway security doors. This is a business where we have traditionally been strong in Spain, but during the last couple of years this market has been at a standstill. Being there when the business is getting back on track is the best way to protect your market position and cultivate future business opportunities," comments Gunnebo's President and CEO, Per Borgvall.

## Luxury Hotel Installs Lockers to Protect Guests' Valuables

**AZERBAIJAN:** The JW Marriott Absheron Baku Hotel is a skyscraper hotel in Baku, Azerbaijan, located on Azadliq Square next to Pushkin's Park and near Government house on the edge of the Caspian Sea.

The former Absheron hotel was established in 1985. The original hotel had 343 rooms, located on 16 floors. The hotel was acquired, demolished and rebuilt by JW Marriot in 2009. With 243 rooms on 20 floors, it is described as an "imposing hotel", with a "magnificent view of the city square and the sun-spangled expanse of the world's largest lake". The name "Absheron" is taken from peninsula on Caspian Sea where capitol city of Baku is located.

The luxury hotel decided to invest in 45 safe deposit lockers to keep its guests' important documents, jewellery and other valuables safe during their stay. The lockers, from the SafeStore 2000C range, were fitted together with Gunnebo's partner, Strabag Company.

"Safe deposit lockers are something any discerning traveller will come



to expect," says Alexander Zhyvushko, Export Manager Asian CIS at Gunnebo Eastern Europe, "They form an effective security solution for both the guests and the hotel."



## Building a Unique Global Offering

Gunnebo's security solutions create a safer world. Through innovative concepts and close collaboration with customers and other stakeholders, Gunnebo has built a unique, global offering which provides security for individuals.

Gunnebo takes responsibility by creating value in the communities where the Group operates. Gunnebo's responsibility is measured in satisfied customers, motivated employees, long-term return, and a reduced impact on the environment.

By being a responsible corporate citizen, Gunnebo gains the trust of its stakeholders and becomes a stronger global brand.

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

Please note: The solutions and services Gunnebo presents in this publication may vary from market to market.