

GLOBAL



no. 3
2006

The Magazine for the Gunnebo Group

Focusing on
the customer

THE THEME OF the last issue of Gunnebo Global was 'Reinforced expertise leads to new business'. Based on a detailed description of the Electronic Security Competence Centre, we described how our six competence centres supply security products and complete systems both to our customer centres and to our agents and distributors in countries where we do not have our own company.

In several articles in this issue some of our customers talk about their collaboration with Gunnebo, and how together we are working to satisfy their security requirements. For instance, see the articles about Volksbank in Germany on page 7, Banque Pictet in Switzerland on page 8, SNCB (Belgian railways) on page 10 and Banc Sabadell in Spain on page 12.

ALL THESE CONTRACTS are founded on constructive meetings between our sales personnel and our customers' buyers or security managers. They are also based on various forms of meetings between the 3,000 or so co-workers affected by the company's Gunnebo One Company integration programme to learn how Gunnebo will work to achieve further customer benefit.

Important meetings have also taken place at security fairs during the autumn – read more about these on page 23. At fairs in Germany, France, Sweden and the USA we have presented Gunnebo One Company and the range of systems and products Gunnebo can offer today to our customers in banking, retail and internal/external site protection, as well as seaports, airports, embassies, nuclear power stations, military bases and prisons. We have also demonstrated our leading position in secure storage of goods, valuables and money.

ONE VERY WELL-ORGANISED, important meeting I had the privilege of attending took place when the Swedish Ship Götheborg made a stop-over in Jakarta, Indonesia. Gunnebo is the leading security company in Indonesia – the country with the world's fourth largest population and strong economic growth. In addition to an exhibition at the arrival terminal, Gunnebo Indonesia organised no fewer than three well-attended meetings – see the article on the back page. During a Super Cargo Dinner I had the opportunity to meet around 50 of our most important customers in Indonesia, and I can confirm that it was an unforgettable evening for everyone.

On the topic of Indonesia, I would like to highlight the article on page 20 about how our factory just outside Jakarta handled the delivery of a major order to a customer in the UK in an exemplary way. Yet another good example that Gunnebo One Company is on the right track!

I hope you enjoy this issue of Gunnebo Global and look forward to your e-mails and phone calls (my contact details are given below) if you have any comments about the articles in this issue – or ideas for future issues.

JANERIK DIMMING
SVP GROUP COMMUNICATIONS
GUNNEBO AB

Progress in India

Indian Icici One's order for entrance control from Gunnebo India marked important progress on the Indian market. 3

An evening in Paris

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Who is the customer?

How does a security customer think and how does he view his business? The theme of this issue is the customer, and we've talked to a few customers in various countries 6-13

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US certification

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Important step forward in India

Gunnebo has been awarded a strategically important order for six SpeedStiles for Icici One Source in India.

Icici One Source is an Indian outsourcing company with 8,000 employees and 10 offices across the country. Six security gates were needed for the new office in Calcutta and the company was looking for a quality product with a good service package from the supplier. The local presence of Gunnebo India played an important role in the choice of supplier, as did the high quality and design of Gunnebo's entrance control products. The choice therefore fell to Gunnebo's SpeedStile.

"This order takes Gunnebo India an important step forward on the Indian market for entrance control," says Gurudas Parwani, head of electronic security at Gunnebo India. "So far most customers in India have been American and European multinationals. The order from Icici One Source shows that Gunnebo's entrance security products are also growing very popular among Indian companies that value high quality." ■

India's Icici One chose SpeedStiles as the entrance security solution for its new office in Calcutta.



85 m gate installed at Hamburg airport

Extensive experience of manufacturing special gates combined with good reference projects won Gunnebo Germany an order for Hamburg airport worth 500,000 euros.

Gunnebo Germany has installed two sliding gates with access widths of 60 and 85 metres respectively.

The two gates are installed at the taxiways where the aircraft taxi between the hangar area and the runways. The gates are designed to allow passage for the new Airbus A380 double-decker jet airliner, with a wingspan of almost 80 metres. To meet the requirements, one of the gates must have a free passage of 85 metres, the other 65 metres. The 85-metre gate is a telescopic gate combined with a sliding rail, while the 60-metre gate is a double sliding gate with a rail-free area of 24 metres in the middle.



Gunnebo has installed two very wide sliding gates at Hamburg airport.

"Our experience of producing special gates was the main reason Gunnebo won this order," says Olle Magnusson, head of Gunnebo Germany. "We have reference installations at the Erfurt and

Koblenz-Winningen airports, several military air bases and airports in Korea, for example." ■



Christian Selosse, head of Gunnebo France, presented the new, customer-oriented Gunnebo One Company concept.

Gunnebo One Company presented in France

350 customers were in attendance when Gunnebo France presented Gunnebo One Company in Paris in early October.

On 3 October Gunnebo France gathered its customers in Paris to present its strategy and new organisation. In the beautiful maritime museum in the Palais de Chaillot, Christian Selosse, the head of Gunnebo France, described Gunnebo's initiatives to 350 customers from all the different business units. The national press and trade press were also there to find out about the new customer-oriented organisation, which was created to better meet customers' needs.



The large customer meeting was held in the beautiful Palais de Chaillot.

It was a pleasant, productive evening for the guests who had accepted the invitation from Gunnebo France.

In addition to customers, the 350 guests included representatives of the national and trade press.

Halol factory ISO 14001 certified

After over a year's work, the Gunnebo factory in Halol, India, achieved ISO 14001 certification in April 2006.

The factory mainly produces traditional bank products such as safes, strongrooms and deposit boxes, as well as fire-resistant products such as data media safes. At pre-

sent the products are primarily sold on the Indian market. The idea is to also sell them on the Group's other markets in the near future.

“The main challenge in the certification process was training everyone who works in the factory and getting them to understand that environmental issues are important, and that sometimes we need to

change our work approach to be more efficient and environmentally friendly,” says Gautam Mitra, environmental manager at the factory in Halol, with ultimate responsibility for implementing ISO 14001. “Certification is an important sales tool as it assures our customers that our products are free of substances that could harm their working environment.” ■



The people responsible for work on ISO certification in Halol, from left, were Gautam Mitra (management representative), Pranab Kr. Chatterjee, Y. Sreenivasulu, Anil Mistry and S.P. Singh.

Complete security solution in Galicia



18 buildings linked by one security solution in Galicia's regional administration, Spain.

In Spain, the regional administration in Galicia has invested in a complete security solution for access control.

The assembly of deputies in Coruña, Deputación da Coruña, has recently signed a contract with Gunnebo Spain for delivery and installation of an access control solution for 18 buildings. The buildings will be integrated into a shared platform based on the SMI (Site Master Industry) software from the Electronic Security Competence Centre, and Hidden Gates and Tristile-R from the Entrance Control Competence Centre.

“This is an excellent example of how Gunnebo's new organisation should work,” says Francisco Saras, head of the Site Protection business line at Gunnebo Spain. “A customer with several different security needs sources its solution with a single supplier – Gunnebo.”

BUSINESS RELATIONSHIP WITH POTENTIAL

Deputación da Coruña has also worked with Gunnebo Spain in the past, on projects involving conventional security installations such as CCTV and alarm systems.

“This is a new stage in our professional relationship which has great development potential.” ■

Focus

on the customer

*Who is Gunnebo's customer?
In this issue, Gunnebo Global has interviewed a few customers to find out what they think about security issues and how their collaboration with Gunnebo has evolved over the years.*

The security solutions that protect people and valuables at banks, companies and in retail are far more advanced today than in the past. They are complex, integrated systems of physical products, smart electronics and software which combine to create a total security solution. These days entrance security, access con-

trol, surveillance, perimeter protection and physical security are linked together in a single security system.

Many of the customers Gunnebo works with today have a long relationship with Gunnebo. It may have begun with a purchase of a particular product and gradually developed to encompass large, integrated solutions. Because as the security market has developed, Gunnebo too has grown into a complete security systems supplier. Gunnebo One Company is simply one step further along this road.



Product development and service crucial to German bank's decision

The right service, good personal relations and future-oriented product development that focuses on customer needs.

These are important factors in choosing a security supplier for Klaus Link, head of Volksbank Main-Taunus eG in Germany.

Volksbank Main-Taunus eG has a long relationship with Gunnebo and has worked for many years with the companies that now make up Gunnebo Germany. Klaus Link is in charge of the operational department at the bank and has seen rapid developments in the industry in recent years.

“New ideas, i.e. the development of new products, are very important to our bank and this is where I think Gunnebo has been successful. It has been interesting to follow the company's development from a heavy manufacturing company to a high-tech supplier while managing to maintain excellent traditional bank security.”

MORE THAN SECURITY

Germany is one of the countries in Europe where the trend towards banking automation has grown strong. Today's modern security products fulfil more aims than security alone - they're almost equally focused on increased efficiency and good service for the bank customer. Volksbank Main-Taunus is one of the banks to adopt this new approach and its investments include SafeCash R deposit and withdrawal machines, SafeCoin D coin rolling machines and SafeStore Auto safety deposit robot.

“The main goal was to transfer routine procedures, which tied up personnel at the cashiers' desks, to self-service.



The relationship between supplier and customer is important for good collaboration according to Klaus Link, head of Volksbank Main-Taunus eG in Germany.

This releases human resources and also benefits our customers as they can carry out a lot of banking tasks round the clock. In fact our new safety deposit robot has encouraged more customers to stay with us, attracted customers from other banks and enabled us to save both space and human resources.”

CONFIDENCE ESSENTIAL

“In Gunnebo I've found a company that understands how to take new approaches and can see a bit further ahead. No other company has handled the automation issue in the banking sector in such a complete, goal-oriented way.”

Klaus Link thinks the personal rela-

tionship is important in achieving a good collaboration between supplier and customer. As a customer it is essential to have confidence in the contact person you are dealing with.

MANY YEARS OF COLLABORATION

“Good collaboration to me is when the supplier maintains a high level of service and can offer products of the highest quality.

“For our collaboration with Gunnebo, the expertise and reliability of the salesman in charge, Mr Giegerich, is also important. We've worked together for many years and know each other well.”

Banque Pictet's customers demand secure, attractive branches

Swiss bank Banque Pictet provides asset management services to wealthy private customers and institutions, and owner Jean-Francois Demole sets high standards regarding the safety and attractiveness of the bank's branches.

For its new office in Geneva, the bank has invested in entrance control systems from Gunnebo connected to biometric facial scanning.

Jean-Francois Demole is one of eight general partners of the Swiss Banque Pictet. Founded in 1805 in Geneva, it is today one of Switzerland's largest private banks. The bank provides asset management for wealthy private individuals as well as institutional asset management and advanced consultation. The bank's fund management company, Pictet Funds, runs and manages around 80 of its own funds. The head office is in Geneva but the bank has a further 16 branches around the world and is due to open another in Dubai in the near future.

“Due to the focus of our business, only a few of our branches have conventional cash management operations,” says Jean-Francois Demole. “As a result, our secu-

urity requirements are quite specific compared with many other banks.

“Our special conditions call for extensive, very high security in all our premises. It must cover everything from personnel access to the building and the adjacent car park, to the area of our deposit boxes. We also have high aesthetic standards. Our customers must feel comfortable when they visit us to open their deposit boxes, for example. So the combination of security and aesthetics is extremely important to us.”

MORE ADVANCED SYSTEMS

Banque Pictet has enjoyed rapid growth in recent years. When Jean-Francois Demole joined the company around 15 years ago there were 500 employees, but today there are almost five times that many.

“We have developed from being a small private bank into an international company that's larger and far more visible, which means we're more exposed to potential attacks. Naturally this has an effect on our security arrangements.

“In the past everyone knew each other in the organisation and the security personnel knew who everyone was who worked here. Now we're much bigger and therefore need more advanced systems. Today each area of our premises is secured and we have far greater

control thanks to electronic systems.”

In October, Banque Pictet moved to a brand new building and selected consistently advanced technical solutions to achieve the requisite high level of security. All personnel have a swipecard and access is also controlled by a biometric system based on facial scanning. The electronic access control system for the bank's multi-storey car park scans the employees' registration plates and automatically opens the gates for authorised vehicles.

“We chose a biometric solution for our new office for several reasons,” says Jean-Francois Demole. “Partly because it's a simple way to allow the right people access, but also because it's virtually impossible for unauthorised people to get round the system. A swipecard can be stolen, whereas someone's face never can.

“The most important security issue for us is quite simply to use all available means to prevent the wrong people from accessing our systems. It's essential for us to find the right systems which prevent the bank from suffering any kind of damage.”

Banque Pictet has been working with Gunnebo for over 10 years. Initially Gunnebo mainly installed products such as safes and deposit boxes, but the partnership has grown over the years.



Many of Banque Pictet's customers are wealthy private individuals and the new office in Geneva has been fitted with 3,000 deposit boxes.

“Today we collaborate on security solutions which also encompass access control, high-security glass products and much more,” says Thierry Meyer, who is responsible for contacts with Gunnebo at Banque Pictet.

“Gunnebo has the expertise to offer us the best solution. For example, we know there is no better access and entrance control solution on the market today than the one we have in our new building in Geneva.”

PROFESSIONAL SUPPLIER

Gunnebo has supplied a complete security system for the new office building in Geneva, with 25 SpeedStile security gates and 20 SAS double security gates, connected to biometric access control based on facial scanning. The new office has also invested in, for example, 3,000 deposit boxes controlled using SafeNet Control software, four bank vaults and almost 20 safes from Gunnebo.

“Our collaboration with Gunnebo has gone extremely well,” says Jean-Francois Demole. “They are a very professional supplier that always delivers on time and can

give us the right security solution. We're very pleased with how Gunnebo Switzerland has handled our security issues.

“As a security customer, obviously the fewer suppliers we have, the better. So I think Gunnebo's new organisation sounds like a good idea. It's better and easier for us in terms of logistics and organisation if we can have a complete security system from a single supplier. Moreover, compatibility between the different parts of the system isn't a problem, as it can be otherwise.” ■



The advanced access control for Banque Pictet's new office comprises 25 SpeedStile gates connected to biometric facial scanning.

SNCB to protect ticket

The reform of the Belgian police system in the late 1990s had major consequences for national railway company SNCB, which began a dramatic expansion of the security systems.

“Because we have such a varied operation, we have very different security needs in different areas,” says Sébastien Legat, head of security research at SNCB Holding.



“For example we've installed electronic locks that can be controlled remotely for the safes at our ticket counters, as well as site protection and CCTV surveillance.”

The major changes in security for SNCB began when the Belgian police system was reformed in 1998. The old railway police were integrated with the national police force, the Gendarmerie. Instead an internal guard service was built up within the SNCB, but it had limited authority and thus the need for more extensive security solutions grew. 2001 marked the launch of the Malaga security programme, which took a more integrated approach to the security systems throughout SNCB, and for which Gunnebo has been one of the main suppliers of various solutions.

“Since 2001, Malaga has meant that we've developed different solutions for our customers who require integrated security solutions.

“For example we've installed electronic locks that can be controlled remotely for the safes at our ticket counters, as well as site protection and CCTV surveillance. We've also added access control and fire detection solutions to our alarm system.”

THREE SEPARATE COMPANIES

Since 1 January 2005, the SNCB Group has been comprised of three separate companies: SNCB as the network operator, Infrabel as track manager and SNCB Holding (general services and support functions). Sébastien Legat is head of the Value Added Networks department within SNCB Holding, and in addition to security issues he works

on projects related to railway network activities such as passenger information systems and radio communication systems on the network.

“My department mainly has overall responsibility for studying and implementing the latest security technology. For each individual technology we seek to provide a rapid response to our internal customers' demands with the assistance of our suppliers.”

VARIED SECURITY REQUIREMENTS

The various SNCB companies deal with everything from actual transport of goods and people to sales, maintenance, operation, logistics and administration. Consequently the security requirements vary widely depending on which part of the operation they aim to protect, while

the solutions implemented still need to be monitored centrally.

“We have to protect a very wide range of different sites. Obviously there are ticket counters, but also large public areas (stations, car parks, etc.), Infrabel workshops and SNCB rolling stock, and our own administration buildings. We need security solutions that integrate site protection, fire safety, access control and CCTV surveillance. Depending on requirements, we install either a complete system or parts of a system.

“Another of the main features of our systems is the many locations they have to be installed in, and that they have to be monitored centrally, even though each unit is autonomous at the local level. We deal with this through our IP-based communication network.”

CENTRAL CONTROL

The past 10–15 years have entailed great changes in the approach to security throughout SNCB, as risks have constantly increased. The technology is becoming more and more advanced even in small installations, and needs at the local level are just increasing all the time.

“Today our department fulfils a veritable explosion of security requirements that either didn't exist before or were handled at local level. Because we have now harmonised our security solutions and have a high capacity, we can offer our



counter and warehouse



Belgium's national railway company SNCB maintains a high level of security using Gunnebo's solutions.

internal customers tailored solutions.” SNCB has been using Gunnebo's solutions for many years when it comes to products for secure storage, such as safes. Collaboration on centrally controlled security solutions began in 2001 with remote control electronic locks, and in 2004 Gunnebo also received a site protection order for ticket counters at train stations.

“The need for site protection today covers far more than just ticket counters.

Because Gunnebo's solutions have worked so well, our internal customers also want them for their own protection.

“I receive a good many inquiries, especially from our workshops and logistics centres which repeatedly experience thefts, mainly of copper cables. Losses can quickly add up to several tens of thousands of euro for each theft, which is why our customers are very pleased when we turn up with Gunnebo to secure their facilities.” ■



The cables used in the day-to-day work on the railways are kept at logistics centres and workshops, and are highly attractive to thieves.

“In the future we'll need even more integrated security solutions, as well as more centralised security systems for our various buildings.”

These are the words of Eduard Zamora, head of corporate security for Spanish bank group Banc Sabadell.



Tough demands as Banc Sa

Eduard Zamora has a background in the Spanish police system and has been working with security-related issues for 22 years. In 1990 he was asked to join Banc Sabadell's security department, which he has headed up since 2001. Today he is responsible for security at all the group's banks – Banco Sabadell Atlántico, Solbank, Banco Herrero, ActivoBank, Sabadell Private Banking and Banco Urquijo – and for other companies within the group.

HIGH BANK SECURITY

“By law, Spanish banks have to have a security department,” he explains, “which means the bank sector generally has a very high level of security. Spanish banks take care to avoid any kind of incident that could harm their reputation, and all the main banks are well advanced in their work. I think bank

security in Spain is high by European standards.

CENTRAL CONTROL IN DEMAND

“These days the banking sector is investing in more and more sophisticated systems for entrance control, verification, vehicle checks and alarm transfer. In physical security the trend is towards products with greater safety yet lower volume and weight in order to facilitate installation and relocation where applicable. The ability to control all parts of the security systems centrally is also increasingly in demand.”

The security structure has changed dramatically in Spain in recent years. Stringent, detailed legislation regarding physical and electronic security in the banking world led to a swift reduction in burglary and armed robbery. Instead crime now focuses on fraud and racketeering.

“But although criminality in banks has decreased drastically, the tough rules on physical and electronic security have not changed,” Eduard Zamora explains. “Moreover, no new directives for stopping fraud have been introduced either.”

“So now banks have to maintain an extremely high level of physical and electronic security, while they have to devote more and more time and effort to preventing the other types of crime.”

RIGOROUS REQUIREMENTS FOR SUPPLIERS

Gunnebo Spain and Banc Sabadell have a business relationship that dates far back in time. Ever since the 1960s the bank has had ongoing dealings with Gunnebo Spain, or Fichet as it was at the time. Eduard Zamora has worked with Gunnebo Spain since joining the bank's security department in 1990. He felt he was getting the right help with all his techni-



Sabadell grows



Eduard Zamora has worked with Gunnebo Spain for over 15 years and thinks the companies have a very professional collaboration today.

cal questions, and in recent years the co-operation has increased even further.

“We now work together on a very high professional level. Gunnebo is one of our two or three main suppliers of security solutions, and they’ve managed to retain that position year after year thanks to a very close partnership. Gunnebo Spain live up to our high quality requirements and also fulfil the other criteria we analyse every year when we evaluate our suppliers.”

NEW NEEDS IN THE FUTURE

“Gunnebo's Spanish management know we place extremely high demands on our suppliers, and consequently they're always alert and up to date so they can provide the best possible service.”

Banc Sabadell has acquired many banks and other companies in the past six years and is now working hard to

create a homogeneous organisation. This places new demands on the security side, and Eduard Zamora says that one of the major needs for the group in the future is to find solutions that also streamline the operation.

CO-ORDINATION A MUST

“Integrated, centralised security systems for all the group's buildings would optimise our opportunities both financially and in terms of human resources, while also minimising risks. Co-ordination of this kind is a must for us in the near future if we are to improve control and efficiency in our work, even given that the different companies in the group have specific security needs.

“That's why I believe we'll be demanding more differentiated systems of our suppliers in the future, systems that are not only integrated, but can also be con-

trolled centrally. Our goal is to maintain high security, utilise our resources optimally and increase our quality and efficiency.”

COULD HAVE A KEY ROLE

In this development, Eduard Zamora can see Gunnebo Spain playing a key role, especially bearing in mind the new organisational structure based on Gunnebo One Company, whose very aim is to deliver complete, integrated solutions.

“Moving in line with customers in this way will certainly increase Gunnebo Spain's chances of meeting the Spanish bank sector's needs.

“The shared goal of ourselves and Gunnebo is to make Gunnebo a technical reference supplier that can always produce the most effective solution thanks to in-depth familiarity with our needs.” ■

Finnish Aysec an expert addition

Gunnebo is strengthening its expertise in perimeter protection and access control.

September saw the acquisition of Finnish Aysec Oy, a specialist in control systems for access and entrance security solutions. The acquisition entails further opportunities for Gunnebo to create complete solutions for sites with stringent security requirements.

Aysec was founded by its President Christer Boström in 1994 and today has a turnover of approximately 25 million Swedish kronor (2.7 million euros). Since the beginning the company has worked with different business partners to develop and sell integrated control and surveillance systems for automated access control.

“Designing intelligent solutions has enabled us to offer the market a brand new concept alongside our business partners,” says Christer Boström.

LEADER IN ITS FIELD

Aysec is a leading supplier of automatic gate and door systems in Finland and has advanced expertise in software solutions for access control for vehicles and people. Its customers are mainly large-scale industry, seaports, airports and logistics centres. For example, the company has delivered a solution for the central warehouse of Finnish wholesale giant Inex Partners. The solution comprises centralised access control based on GSM regulation for all goods traffic – some 1,000 vehicles a day.

“Our systems are competitive because they are easy to modify, making it easy to respond to customers’ future needs and preferences.”



Finnish Aysec develops software solutions for access control for vehicles and people.



Gunnebo Finland has worked with Aysec for a long time and the companies have jointly delivered various solutions for perimeter protection and access control to companies on the Finnish market.

WILL LEAD DEVELOPMENTS

The acquisition of the company will strengthen Gunnebo’s market concept for sites with stringent security requirements.

“Together in the same organisation we can offer customers comprehensive, tai-

lored solutions, and we’ll definitely be a key player and lead developments on the market for the security industry in Finland,” says Christer Boström.

ACQUISITION GENERATES OPPORTUNITIES

“Aysec’s expertise in systems for access control for vehicles and people is an important complement to the rest of Gunnebo’s operations in Site Protection,” says Gunnebo Nordic President Sven Boëthius.

“As well as strengthening our market position in Finland, Aysec’s expertise also means far better opportunities to offer increasingly complete, effective security solutions.” ■



When Gunnebo acquired Gateway in 2004 the move supplemented its product portfolio in retail.

Gunnebo article surveillance launched in France

By taking advantage of its channels and good relations in retail, Gunnebo France has launched electronic article surveillance, EAS, on the market.

“We are currently working with many of the major French retail chains,” says Julien Thibult, who is responsible for EAS in business line Retail at Gunnebo France.

Electronic article surveillance supplemented Gunnebo's security solutions for retail with the acquisition of Gateway in 2004. The company develops, produces and markets electronic article surveillance and it wasn't long before marketing in France was under way. Eighteen months ago, Gunnebo sales personnel at what was then Fichet-Bauche received training in how the system worked.

“We had technical training about the

system as well as sales training in electronic anti-theft systems,” says Julien Thibult.

COMPLETE SECURITY SOLUTION

The right contacts had already been established within Gunnebo. Fichet-Bauche in France had 60 per cent of the market for safes in the retail sector.

“We had the contacts, the addresses and the good relations with the customers,” explains Julien Thibult. “We had the sales openings, and EAS enabled us to present our customers with a complete security solution.”

EXCELLENT RESULTS

Gunnebo France has mainly focused on two technologies – Radio Frequency (RF) och Aucousto Magnetic (AM) – which jointly make up around 80 per cent of the market for anti-theft systems in France. Moreover, many customers

consider Gunnebo's entry into the market for electronic article surveillance a welcome addition that has led to improved competition.

“We've achieved excellent results. For example we've delivered systems to hyper and supermarkets, and also to perfumeries, opticians, fashion stores and electronics retailers.”

LEADS TO BETTER BUSINESS

The Gunnebo One Company concept has given the Gunnebo sales force a broader product portfolio and a better range to offer customers. Julien Thibult thinks this will also lead to better business.

“We can now offer everything in retail security, from safes to CCTV systems, SafePay and electronic article surveillance. We have more potential to increase our sales as a systems supplier.”

SpeedStile certified in the USA

Gunnebo's successful SpeedStile product range has passed strict requirements to achieve certification in the USA. Certification is a prerequisite for selling Gunnebo Entrance Control products on the American market.

'Underwriters Laboratory certificate', UL325, is a highly prestigious certification. In early 2006, Gunnebo's SpeedStile product range passed the stringent test and achieved certification. A major success for the whole of Gunnebo, according to Paul Casson, head of marketing at Gunnebo Omega.

"This gives us a competitive edge on the American market. It is a requirement in new buildings in the US that this type of product not only satisfies UL325 requirements, but also has UL labelling and certification. The equivalent labelling in Europe and the rest of the world is CE certification." It was Gunnebo's

competence centre for Entrance Control products that took the initiative to apply for UL certification in 2005. The SpeedStile products were tested and approved at the UL unit in Milan, Italy. And the tests were rigorous, says Paul Casson.

"Extensive differing environmental and electronic destruction tests were carried out, ensuring the systems continued to function under extreme conditions in the laboratory."

PENTAGON A CUSTOMER

The largest market is the financial sector, but one of the most spectacular customers is the American defence headquarters, the Pentagon.

"I'd like our customers to see us as a supplier of solutions, rather than products. It may sound like a cliché, but we must be able to offer tailored solutions to each individual customer," Paul Casson explains. ■

Facts

All Gunnebo security products undergo extensive, thorough testing before they reach the customer. Here are a few examples of how the products are tested:

- Safes are subjected to rigorous tests to ensure they resist both fire and burglary attempts. The burglary tests are carried out by specially trained experts who are fully aware of all the safe's technical properties and attack the safe by every conceivable means.
- Fire-resistant data media safes have to pass a fire endurance test at 1,000°C for 60 or 120 minutes, while in the fire shock-and-drop test they are placed in an oven preheated to 1,000°C, dropped 9.15 metres down onto a stone bed and then put back in the oven.
- Lock functions are tested with different types of manipulation such as lock-picks, stethoscopes and fibre-optic instruments.
- Entrance security systems controlled by advanced electronics undergo a host of electricity safety tests to guarantee user safety.
- Bullet-resistant glass walling and partitioning are tested with test shots using Magnum revolvers and rifles, for instance.

Integrated locking system for more secure cash-transit

The process of emptying and refilling cash in French banks has become even more secure.

The Cash Automation Competence Centre, together with Gunnebo France, has developed a solution that links control of the cash-in-transit vehicles' route with the electronic locks on the safes.

Brink's is one of the largest cash-in-transit companies in Europe and it seeks continually to develop and improve security surrounding cash in transit. Gunnebo has been in close dialogue with Brink's over a long period, a collaboration which has now resulted in a brand new integrated locking system.

"Brink's has a system, Batman, which controls the routes of its cash-in-transit

vehicles to ensure they are varied each day and not known in advance," says Emmanuel Harir-Forouch at Gunnebo France. "We've developed a solution to enable Batman to communicate with Gunnebo's high-security lock Evhora, which is located in the safes for the ATMs.

"This means that the ATMs and safes can only be accessed if the Batman system has granted authorisation for the electronic lock for that person. There are a series of steps in the system, with different codes, to verify that the right person is in the right place."

500 LOCKS A YEAR

The system has been tested in a pilot installation at Banque Populaire de l'Ouest in Rennes, France, and installations are now continuing. Around a

hundred or so locks have been connected to the Brink's system to date.

"Brink's is working to implement this solution with its customers and the market potential is around 500 locks a year.

"The success with Brink's has strengthened our position as an innovative supplier of high-security locks to cash handling companies," says Mats Rydén, who is responsible for high-security locks at the Cash Automation Competence Centre.

"Naturally we will be drawing on our experiences from this collaboration to further develop the high-security lock concept. I'm also convinced that the deal will stimulate and help Gunnebo in its marketing of high-security locks and integrated systems solutions for secure cash handling to banks and cash handling companies on other markets." ■



Over 1,900 security gates from Gunnebo will make travelling on the underground in Peking easier during the 2008 Olympics.

Olympics bring order for Gunnebo

Beijing is in full preparation to host the 2008 Olympics.

Next year Gunnebo will deliver equipment for a total of 1,900 security gates for four underground routes in Beijing. Everything has to be ready before the big Olympic festival.

The 2008 Summer Olympics are being held in Beijing, and the process of preparing the city for an invasion of athletes, spectators and journalists is in full swing. Sports arenas are being built and renovated, the finishing touches are being put on Beijing city centre and the infrastructure is being expanded dramatically. Several new underground train lines will be ready for 2008, and at the same time many existing stations are being rebuilt to cope with higher passenger numbers. All of this has resulted in major orders for Gunnebo.

"We've won two orders: one from Samsung in Korea and one from Thales in France, for bi-parting telescopic flap gates for 200-millimetre-wide cabinets," explains Leo Detassis, head of the Metro Division of Gunnebo's Entrance Control Competence Centre.

"Gunnebo is delivering the actual mechanism along with the technology for detecting passengers."

DELIVERING THE MECHANISM

In total the orders are for 643 gates for Line 10, and 1,246 gates for Lines 1, 2 and Batong. The equipment will be delivered in early 2007 and everything needs to be ready in plenty of time for the Olympic

Games opening ceremony. Gunnebo has previously delivered the same type of equipment for line 5 in Beijing through the Japanese company Omron.

"These two latest orders once again confirm that the market ranks Gunnebo's technology and reliability highly."

But Gunnebo has more major orders under way in the area of public transport. March 2007 will see the opening of AREX Airport Express in Korea, the new express line between the centre of Seoul and Incheon international airport. A total of 164 automatic Hidden Gates Full-Panel for the express line will be delivered in 2006, 2007 and 2008.

"We are very proud of this prestigious reference. Very seldom are European manufacturers able to supply technology to Korean engineering companies, in particular for projects of this size and political importance" says Leo Detassis.

280 GATES TO BE REPLACED

Another major installation is taking place in Australia next year. The State of Victoria Transport Ticketing Authority, TTA, will be introducing a brand new ticketing system based on smart cards in 2007. As part of the scheme, 280 gates at railway stations across the whole state of Victoria will be replaced with Gunnebo's automatic gates.

"We'll be installing our Hidden Gates with retractable bi-parting flaps, both in standard and extra wide breadths," says Leo Detassis. "The client has already approved the prototypes and the series production is under way." ■

Biggest strongroom built in Canada

Canada's biggest strongroom was recently built by Gunnebo Canada.

The strongroom, which is almost 10 metres high, is itself a small building and will protect narcotics-class pharmaceuticals.

Canada's government has strict rules on the storage of narcotics-class pharmaceuticals which include classification levels and material specifications. Gunnebo Canada has built a number of this type of strongroom in the past, but none on a par with the latest construction. The strongroom, which has been installed in Ontario, is approximately 10x21 metres in area and 9.5 metres high. Welders and builders worked day and night throughout August to erect the enormous construction.

WEIGHS OVER 450 TONNES

"The roof panel alone required over 500 welding seams," says Bruce Mackay, head of the Toronto office which was responsible for the installation.

The large strongroom also needed an enormous strongroom door that would allow free passage for a fully loaded forklift truck. As a result, the door alone measures approximately 2x4 metres. The strongroom weighs over 450 tonnes in all. ■



Canada's biggest strongroom has a door measuring 2x4 metres.

New orders for SafePay™

Gunnebo's closed cash handling system SafePay™ is now gaining a foothold in more and more stores in Europe.

Retail chains in both Austria and Germany are investing in systems which combine self-scanning and automatic payment stations.

Self-scanning of goods has become a matter of routine in many stores in Europe today. And some retail chains see an opportunity to further streamline and

safeguard their operation. By connecting the self-scanning system to a SafePay payment station, stores can also switch to self-service when it comes to paying for items, while at the same time significantly tightening the security surrounding cash handling.

SELF-SERVICE CHECKOUTS

In Austria Gunnebo recently won a breakthrough order for German retail chain SPAR. The chain has tested self-service at two checkouts in 10 of its sto-

res for a while and is now installing two self-service checkouts in a further 50 stores.

“These installations place particularly high demands on reliability, authentication and security as they are completely unmanned,” says Torbjörn Browall, Gunnebo's Executive Vice President and head of Gunnebo's Cash Automation Competence Centre.

“SafePay combines high cash flows with high security, and it is very pleasing to meet all of SPAR's strict requirements for self-service checkouts.”

NEW SYSTEM TESTED

In Germany too, self-service checkout business is progressing. The latest example is retail chain Real, which is testing a new system for self-service in a store in Mülheim-Kärlich. The system is based on separate scanning and payment stations where the customer can choose either to scan their items themselves or be helped by a sales assistant, and then pay at a payment station that includes SafePay. ■



SafePay is increasingly being used as an automatic payment station in stores investing in self-scanning.

First SafePay™ installation in the Netherlands

The Netherlands is another country where marketing of SafePay™ has produced results.

One of the largest stores in the C1000 chain is the first in the country to use the closed cash handling system.

In early September, the four newly installed SafePay systems came online at the C1000 store in Alphen aan de Rijn. Another eight systems will be installed when the store is refurbished. The system comprises four SafePay base units and the SafePay Control software, which enables Gunnebo and the store's own engineers to monitor the system round the clock.

The introduction of the SafePay checkouts attracted a lot of attention



in the Dutch press, and owner Edwin Ten Brink highlighted the efficiency and security of the closed cash handling. ■

The Netherlands has recently installed its first SafePay system.



Last summer Gunnebo in France invited around a hundred customers and business partners to an event where the SecureLine concept was presented. The products were well received.

SecureLine introduced on French private market

Gunnebo's products for private individuals and companies, SecureLine, are now being launched in France. However, Gunnebo is taking a cautious approach and the launch will begin via older, well-established distribution channels.

"French private customers are traditional and like to go to specialist retailers," says Guillaume Portier, Marketing Manager at Secure Storage, Gunnebo France.

SecureLine is a series of safes with lower or no security class primarily aimed at private individuals and small businesses. This summer saw the green light for the launch of SecureLine in France.

"We held an event where we display-

ed some of the products to a hundred or so invited guests. We presented the concept and talked about the expectations we have of our partners who will be helping us sell SecureLine. The response to the products was chiefly positive," says Sales Coordinator Jean-Claude Sion.

TRADITIONAL CUSTOMERS

The first orders from end customers are now beginning to trickle in. But so far the products are primarily sold through established distribution channels, as a complementary offer to the traditional premium brands.

"We're mainly talking about private individuals, and in this area they are very particular about good quality – partly because French insurance companies demand that safes and similar

products are certified for the policy to be valid. That's why I think they prefer to buy from specialist stores," says Guillaume Portier. Nevertheless, Gunnebo in France is beginning gradually to look at new distribution channels.

NEW DISTRIBUTION CHANNELS

"We're following the progress in the traditional networks and then developing new sales step by step, exploring new channels to distribute SecureLine. In particular we need to strengthen our access to catalogues and Internet."

The idea is to have at least one additional sales network by the end of 2007. By then, Gunnebo France will have positioned both premium (Fichet-Bauche, Chubb Safes) and mass-market brands on the market. Each dedicated to specific needs. ■



Retail giant Tesco improves security with safes from Gunnebo.

Strong collaboration behind Tesco order

During the autumn and winter Gunnebo will install over 600 specially constructed safes for retail giant Tesco in the UK.

The first installations began in September – five weeks after the order was signed.

Tesco is UK's largest, and in many ways most successful, retail chain. The company has two main formats: supermarkets in out-of-town shopping centres and smaller Tesco Express stores mainly located in smaller towns and city centres.

RAISING OVERALL SECURITY

"Tesco already has a very high level of security at its supermarkets. Now the company is reviewing all stores in its major Tesco Express initiative to rebuild and raise overall security even further," Martin Houseman, head of business line Retail at Gunnebo UK/Ireland, explains.

"For Gunnebo this involves safes, using modern lock technology to improve in-store security."

The order for Tesco is worth around a million pounds (about 1.5m) and talks

have been under way since the spring. The Gunnebo UK/Ireland sales team worked very intensively for six months to meet the specific needs and to identify new solutions for a customised product. Once the agreement was signed the big challenge remained – getting production up and running quickly. The safes are specially designed and production at Gunnebo's factory in Indonesia has gone swiftly.

PRODUCTION IN INDONESIA

"The factory in Indonesia produced the first 49 safes in three weeks. It took just over five weeks from signature of the order on 24 th August to draw, produce and ship the safes to the UK. The first safes were in place in late September and early October.

"I don't think any of our competitors could have done this, it's one of Gunnebo's unique capabilities."

The next major step will be managing

the installations logistically, and co-ordinating them with the general store upgrades. Initially there were 30 installations a week, but this has increased to 40 a week and will eventually reach 45.

FINISHED BY END OF MARCH

"The main task has been co-ordinating the process with other players," says Martin Houseman. "We had to start off with a review of all stores to clarify where there were special conditions and which stores we should prioritise.

"Also, the schedule has to tally with the cash-in-transit company collections and the alarm companies' installations.

We've also had to co-ordinate transport of the safes geographically: six to eight safes have to go to different stores every day,

and they require special transport. But we'll be finished by the end of March – with all 680 stores." ■

"I don't think any of our competitors could have done this"

Innovation award for SafePay™

Coop Sør in Norway and Gunnebo have won the European Retail Solution Award 2006 for the most innovative use of store technology. They won the award for the installation of SafePay™ at Coop Obs! in Arendal.

In November 2004, the first completely closed SafePay™ cash handling system was installed at Coop Obs! in Arendal. The system includes a Cash Transit Unit, which uses the intelligent deposit unit, IDU, to securely store money emptied from the checkout in a high-security safe until a cash-in-transit company comes to empty it.

The panel of nine judges agreed that the use of SafePay™ had created major savings for Coop Obs! in Arendal through more secure and efficient



cash handling. Representatives of Coop in Norway and Gunnebo Nordic collected the award at a ceremony in connection with the Retail Solutions Exhibition in Birmingham. ■

Rolf Wathne, Coop Sør and Paul Dobson, Gunnebo accepted the award from the chairman of the panel James Thompson, Technology Editor, Retail Week (far left).

School donation

13 June marked the opening of the rebuilt Ganda Mekar Elementary School which has been renovated using funds from Gunnebo Indonesia.

Gunnebo Indonesia's factory is located in a suburb of Jakarta in western Java, the area with the highest percentage of sub-standard school buildings in the country. Some schools even have to change premises temporarily to protect teachers and students during the monsoon season. In light of this Gunnebo Indonesia, together with contributions from its employees, donated funds to rebuild the local school. Work began with building toilets, which the school did not previously have, and then progressed to the classrooms.

During his opening speech Kevin Millward, head of the Gunnebo factory, stressed the importance of good education to Indonesia's national development and to fighting poverty and criminality – thereby contributing to a safer society. ■

Procurement managers meet

The general theme of the international procurement managers' conference in the UK in June was a structured approach to procurement among the Gunnebo companies. James Taylor, strategic procurement manager for cash automation, hosted the conference which was also attended by representatives of PMMS Consulting Group, a global procurement consultancy. ■

Gunnebo Indonesia demonstrates products

To further boost awareness of international standards and to market the value of certified products, Gunnebo Indonesia has organised product demonstrations during the autumn in Indonesia's five largest cities. A host of products have been displayed, fire tested and subjected to physical attacks at the events. ■



Gunnebo secures shopping mall in Göteborg

In the new Allum shopping mall in Partille, outside Göteborg, the stores are secured using electronic product alarms from Gunnebo. Allum is a brand new ultramodern shopping mall which opened on 9 April 2006. On the opening day it was visited by 75,000 people.

The electronic product alarms in the stores are from Gunnebo and around 80 or so alarm pedestals in total were installed during the spring. The pedestals come in a host of different models including DesignerGate, Apex and Stargate. ■

Customer wins visit to Göteborg

André Wolters and his wife Britta were the lucky winners of the draw for a trip to Göteborg when Gunnebo Germany exhibited at the CeBIT fair earlier this year. All customers who visited the Gunnebo stand were invited to place their business card in an urn, and of the 450 visitors André Wolters won a trip for two to Gunnebo's head office in Göteborg.

André Wolters is head of the procurement department at Sparkasse zu Lübeck, a bank which has long been a customer of Gunnebo Germany. ■

Unique partnership with Diebold in South Africa

Gunnebo South Africa has a close and unique relationship with one of its major clients, Diebold South Africa, a supplier of ATMs to the bank sector.

Due to the nature of the burglary attacks on ATMs in South Africa, far more protection is required than the standard UL-rated safe. Therefore, each machine has to be specially adapted for the South African market. Gunnebo upgrades and custom makes Diebold ATM safes to a high-security category. Diebold's partnership with Gunnebo started in 2003, following a request from Standard Bank in South Africa for a more secure solution.

"In such a competitive market, you need to have a co-opetition, i.e. to cooperate with your competitors. Although, in other countries some of our products may be in competition with those of Gunnebo, the products sold by our two companies in South Africa complement each other. Our partnership with Gunnebo grew from the need for local expertise. We have found several cost-effective benefits and synergies from working together like this," says David Nixon, Sales Director at Diebold South Africa.

DIRECT DELIVERY IN CONTAINERS

In the beginning, the safes were transported to and from Diebold's premises which incurred unnecessary expense. Since 2005, however, the containers of ATMs are delivered directly to Gunnebo's premises in Wadeville, outside Johannesburg, where Diebold now have their own workshop. Here, Diebold strip the ATM from the UL safe which Gunnebo then clads with barrier material on the body and the door, at the same time adding further locking and security features. Once the safe is manufactured, a team of seven Diebold technicians work full time to install the



David Nixon, Sales Director at Diebold South Africa, emphasises that the collaboration with Gunnebo is important in developing Diebold's product offering.

ATM on the safe and test the software to ensure the units are ready for delivery. Gunnebo then delivers and installs the ATMs throughout South Africa.

"The demand for high-security ATMs is growing in South Africa which, in turn, means our partnership with Gunnebo is extremely important in developing custom-made solutions for our clients," says David Nixon.

"Our relationship with Diebold is vitally important to us. Their work enhances our sales in the bank sector," says Gail Carew, Sales Manager, Banks, Gunnebo South Africa. ■

Facts

- Diebold Inc. has more than 14,000 employees, in nearly 90 countries worldwide. In South Africa, there are about 175 employees.
- Diebold was founded 1859 in Cincinnati, Ohio, USA. Its headquarters are in Canton, Ohio, USA.
- Diebold reported revenue of \$2.6 billion in 2005 and is publicly traded on the New York Stock Exchange. Diebold's primary customers include banks and financial institutions, as well as government agencies and various retail outlets.



The French shop-fitting equipment and technology exhibition **Equipmag** was held on 11–14 September in the Parc des Expositions in Porte de Versailles. Gunnebo France's business line Retail had a 40-square-metre stand at the fair which was a great success. Gunnebo's representatives made no fewer than 200 good sales contacts for further cultivation in the future. A number of journalists also visited Gunnebo's stand and reported on our security solutions.



Gunnebo Troax participated in the three-day **Prologistics** trade fair in Brussels. The fair is aimed at companies which operate in the transport and logistics sector, and Gunnebo Troax presented its new product range, including Caeleum partitioning. The special Gunnebo Troax stand was also shipped over from Sweden and used for the first time. Gunnebo Troax met an array of existing customers at the fair and also initiated some very interesting new contacts. The response has been positive and Gunnebo Troax expects to exhibit at the fair again in 2007.



At the end of September **ASIS International** held its annual exhibition of security products, this year at the San Diego Convention Center in California, USA. The fair is the largest in the world for security products and services. Over 150 different training seminars were held during the four days of the fair and around 900 exhibitors took part. Gunnebo Entrance Control in the USA was one of the exhibitors and displayed the newly certified SpeedStile products, among others.



Gunnebo One Company was the motto for the first time when Gunnebo Germany presented itself as a supplier of complete security solutions at **Security Essen** on 10–13 October. In a stand spanning over 200 square metres, Gunnebo Germany's various business lines displayed everything from advanced systems for outdoor perimeter protection to the SafePay and Gateway store security systems and SecureLine for secure storage. The many visitors were highly impressed not only by the breadth of the product range but also by the security solution opportunities Gunnebo can offer.



Gunnebo Nordic took part in the **Skydd 2006** protection and security expo in Stockholm on 19–22 September and exhibited a wide range of what Gunnebo has to offer in the form of integrated security solutions. The 300-square-metre stand was designed to show the new Gunnebo One Company organisation and the division into the Bank, Retail, Site Protection and Secure Storage business lines.

Many new contacts and existing customers took the opportunity to see Gunnebo's comprehensive product solutions. The majority of the visitors came from Swedish companies, but a number of delegations from other Nordic markets were also among the visitors. Gunnebo Nordic was also the co-organiser of a seminar during the fair on robberies at checkouts and cash desks.



The Swedish Ship Götheborg was moored at the Port of Jakarta for 10 days, during which time Gunnebo hosted three events. Gunnebo's Director of Group Communication Janerik Dimming and the general manager of Gunnebo Region Indian Ocean Rim (RIOR), William Mouat, welcomed Sweden's ambassador Lennart Linner to a Super Cargo Dinner on board the ship (small photo, top) while Deputy Navy Chief of Staff Vice Admiral IWR Argawa was welcomed by Gunnebo Indonesia's President Hindra Kurniawan and manager William Mouat (small photo, bottom). A whole school class also gained an exciting insight into the history of the ship (see article on page 21 and small photo, centre).

Gunnebo presents Swedish East Indiaman in Jakarta

Gunnebo Indonesia hosted three events on board the Swedish Ship Götheborg when the East Indiaman arrived in Jakarta in June. Gunnebo invited a total of 450 people to the ship.

The Götheborg is an exact replica of the East Indiaman that ran aground and sank at the entrance to Göteborg in 1745 after its third voyage to China, which had taken over two years. Work on the replica of the splendid ship began in 1995 and she was named by Queen Silvia of Sweden in September 2004.

In October 2005 the new Götheborg set off on its major expedition to China visiting ports such as Cadiz, Cape Town and Fremantle on the way. The vessel left Fremantle on 25 May headed for Jakarta, Indonesia, the final stop before her final destination of Guangzhou in China.

10,000 VISITORS

The ship called at Jakarta on 18 June and spent 10 days in the port. During the two days the ship was open to the general public, it was seen by 10,000 visitors.

Gunnebo is one of the sponsors of the

project and Gunnebo Indonesia held three special arrangements on board the ship. A VIP tour was held on 19 June for the media, special customers and employees. On 22 June a guided tour was arranged for employees and students at Ganda Mekar Elementary School in Cibitung, which is close to Gunnebo Indonesia's factory. Finally, on 26 June, a Super Cargo Dinner was held on board for 50 specially invited guests including Sweden's ambassador to Indonesia, the Deputy Navy Chief of Staff and the Secretary-General of the Marine Affairs Republic of Indonesia. ■