

GLOBAL

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The Magazine for the Gunnebo Group

New security requirements in retail sector



Wanted:
Closed cash
management



Electronic article surveillance
reduces theft and
shrinkage at Bauhaus



Close collaboration
generated major order
at Fakta

GUNNEBO



Fira de Barcelona is the first exhibition centre in Spain to install fully automatic entrance control.

Fira de Barcelona replaces security guards with automatic entrance control

Fira de Barcelona welcomes 3.5 million visitors a year. In order to control the flow of people and automate admission for all these visitors, the exhibition centre has commissioned Gunnebo to install entrance control solutions: GlasStile S entrance gates and SpeedStile BP speed gates.

Fira de Barcelona's history started with the 1888 world expo, and since then the venue has been vital to economic development and the promotion of Barcelona, Catalonia and the whole of Spain. The venue is home to around 80 exhibitions a year involving 40,500 exhibitors, and attracting in the region of 3.5 million visitors.

FAST AND SECURE

The exhibition centre's new entrance control solution was inaugurated at Construmat 2007, a construction trade fair with over 250,000 visitors. Anyone entering the venue via the main entrances now passes through SpeedStile BP speed gates and inside the venue there are GlasStile S

entrance gates. The solution means that entrance control is now completely automated. The standard security guards have been replaced by an automatic system which enables a lot of people to pass through quickly and securely, and presents a very modern image. In the next stage of the project SpeedStiles will be installed at all eight of the venue's pavilions, enabling different events with their own entrances to be held at the various pavilions.

PIONEER IN THE FIELD

Project manager Mario Nunez at Gunnebo Spain says that Fira de Barcelona chose Gunnebo's solution for its design, reliability and advanced technology. They also wanted the capability to integrate several other systems with the speed gates – such as a ticket scanning solution.

“As the first exhibition centre to install this kind of security solution for entrance control, Fira de Barcelona is a pioneer in Spain. Barcelona is renowned for being innovative, as evidenced by this solution,” says Mario Nunez. ■

First high-security doors for Spanish train tunnel

In March Gunnebo in Spain was commissioned to install fire and explosion-resistant doors in a new tunnel for high-speed trains outside Malaga. Gunnebo's factory in Bedford, UK, was responsible for delivery and the first installation took place in late August and early September.

The doors have been meticulously tested and certified, and can withstand two hours of fire and powerful explosions. They boast an advanced ventilation system that resists intensive smoke development and reduces the risk of rail passengers being overcome by smoke. Gunnebo is one of three companies worldwide able to offer this type of robust, secure door for train tunnels. ■



New safes withstand tough attacks

In early 2008, Gunnebo is launching new burglar-resistant safes that fulfil security levels II and III. The new construction is designed to withstand extreme physical attack, using the latest technology. The safes are certified to EN 1143-1 and sold under the Chubb-safes and Rosengrens brands.

The new construction is designed to withstand extreme physical attack, using the latest technology

“We now have a whole family of safes in various sizes, from security level 0 to III,” says James Taylor, product manager at the Secure Storage competence centre. ■



Gunnebo's new distribution centre stocks 280 different standard safes which are distributed across the whole of Europe.

Major investment in logistics centre results in better customer service

Raw materials have to be sourced, products manufactured and tailored to customer preferences, and then delivered to the right address at the right time. This may not sound that complicated, but in one sentence we've moved between several continents, not to mention the number of national borders.

Gunnebo's Competence Centre Secure Storage is responsible for purchasing, production and distribution of all safes sold within the Group. A high number of the safes still come from one of the four production facilities in Europe, with a growing proportion from Gunnebo's own and outsourced production in Asia. The safes used to be ordered directly from the factory and stored locally, where any customisation was also carried out. This was an expensive process, as many small deliveries were being made to 21 warehouses. The range offered to the customers was frequently not the full program, and availability was rarely over 75 per cent.

CENTRAL DISTRIBUTION CENTRE

"But today's modern infrastructure and sys-

tems support create excellent opportunities for streamlining this part of the process too," says Ann-Marie Nygren, head of logistics and project manager for Secure Storage's new European distribution centre. "This is what we've focused on as we now invest in a central distribution centre in Europe for the Group's safe products."

The vision for the central distribution centre, which is located in the German city of Salzgitter and opened on 1 October this year, is to increase sales through better delivery times and improved quality. By far the most important reason for the major investment, however, is simply: to increase service to end customers. With the new warehouse and all the logistical procedures in place, the target is that 95 per cent of all orders will be delivered within five days – wherever in Europe the customer is.

ENABLED BY SOFTWARE

"The platform for the entire distribution channel is in fact a piece of software. It wouldn't have been possible to create such an effective distribution process without a system that tracks the products from the factories to the end customer," Ann-Marie Nygren explains.

The software, Microsoft Dynamics, is the standard solution of the future for all types of business and finance system in the Group, and the European distribution centre is the first to adopt it (read more in the separate article, right).

STORING SAFES FROM ASIA

In recent years, demand for lower-security safes has increased significantly. This trend is particularly clear among the Group's dealers and distributors, which now also include Internet companies.

"Accessibility to the right products at the right time is crucial for this type of customer. Since many of the low-security safes are produced in Asia, this is an essential solution for ensuring accessibility," says Ann-Marie Nygren.

To start with the centre will store 280 standard safes and 72 types of lock, and the majority of the customisation required will also take place in Salzgitter.

ADAPTED TO REQUIREMENTS

"You might think a safe's a safe, but there's a lot that needs to be adapted to customer requirements," explains Ann-Marie Nygren. "Take the choice of lock,

Joint ERP system saves time and money

In November 2006, the biggest ever Group-wide project within Gunnebo was initiated: the Gunnebo Dynamics programme, with the aim of establishing a single, shared IT business system in the Group. Ten months later the platform has been delivered and is being implemented. The first site – European Distribution Centre – is being used live for the Dynamics AX solution.

At the moment a variety of IT and business systems are used within the Gunnebo Group – such as systems supporting finance, production, sales, service administration and the control of various business processes. The systems are not usually integrated with each other, which can make it difficult to collaborate across organisational boundaries.

“What’s more, many of the systems currently in use need updating, or even replacing. In order to create a cost-effective solution that is genuinely useful, a year ago the Group management decided to introduce a joint ERP solution,” says Martijn Broer, project manager for introducing the new system.

“Once Dynamics is up and running, the Gunnebo One Company integration project will have taken a further step forward. For example, we can make the supplier chain more transparent and make information about our customers more easily accessible. The project demonstrates the tremendous commitment within the Group, both when it comes to contributing internal resources and in involving external experts. The solution will provide us with a common foundation for creating a better and more efficient operation – thereby saving time and money.” ■

for example; it can make all the difference to the safe’s security classification. The interior also needs to be adapted to what the customer intends to store there. Keys, CDs or folders?”

Another important task for the centre is to incorporate quality control into the delivery process. Needless to say all products are tested for quality before they leave the factories, but things can happen during transportation and customisation that affect performance.

“Naturally the products delivered to customers have to be completely fault free, and that’s why ensuring this before the products leave the distribution centre is an important part of the logistics process.”

A TRAINING CENTRE TOO

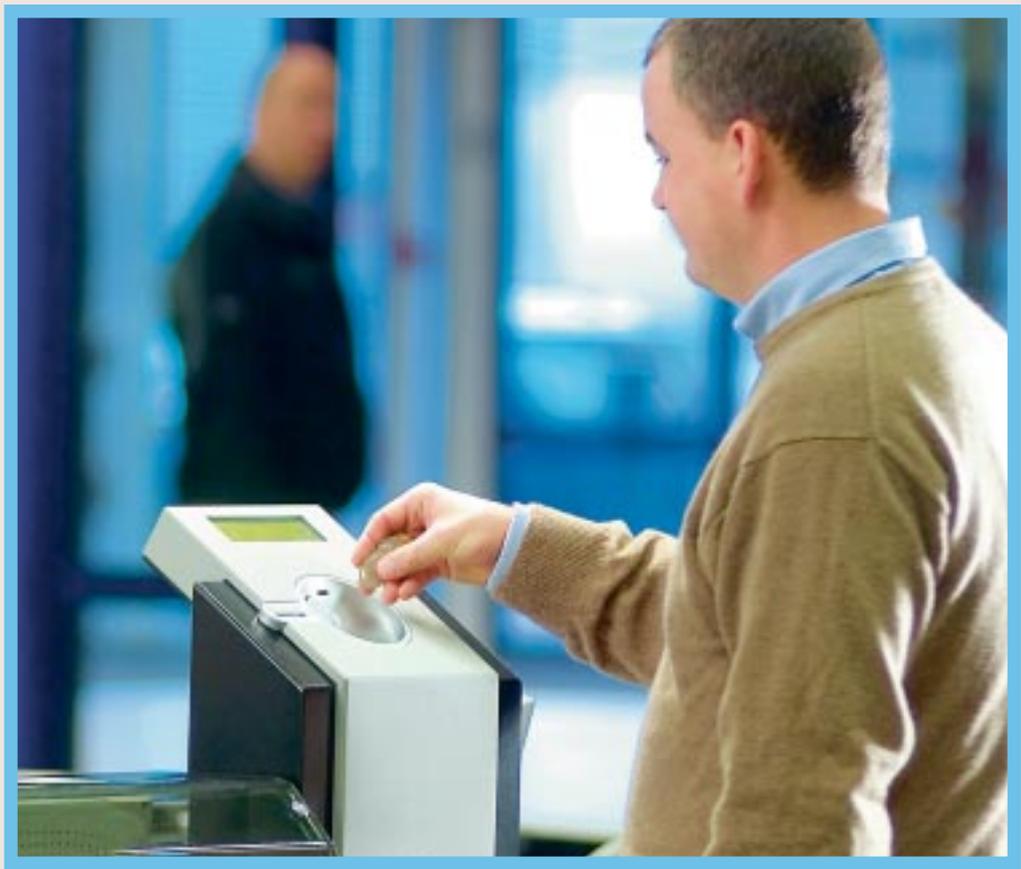
Internally the centre will also serve as a training centre for the Group’s sales personnel, agents and distributors.

“A lot of people think logistics is simply about moving a product from A to B. But it’s so much more. It’s about finding the right mix of products that fit our various markets and reflect our strategic plans for developing our business in the future,” Ann-Marie Nygren concludes. ■



Martijn Broer is the project manager for introducing the new IT business system.

Changing retail sector calls for new security solutions



Open store layouts, extended customer service, longer opening hours... Today's retail sector is very different to what it was a few years ago. Apart from one respect: most stores still handle cash in much the same way today as they did some 50 years ago.

There is now a growing need for new,

improved security solutions, such as closed cash management systems and effective electronic article surveillance that reduce the risk of theft and shrinkage.

Gunnebo is at the cutting edge of these developments and is working closely with several large customers to find the best and most efficient solutions.



Increased flows call for increased security

With longer opening hours, a strong desire to provide enhanced customer service and more open store layouts, new demands are being placed on security and the need for altered procedures in the retail sector. A rapid transformation in which Gunnebo is actively involved in collaboration with customers.

In areas such as goods handling, logistics and the acceptance of various types of payment card, the European retail sector has come a long way. But in many cases procedures for handling cash are similar today to how they were 50 years ago. In addition today's stores are more open with wide exits and fluid boundaries between different shops in shopping malls, for example, and we have a situation where the risk of theft and shrinkage has increased significantly. Altogether this has led to a greater need for security in the retail sector.

Alongside conventional security solutions such as safes for secure storage, there

is also a greater need for various types of article surveillance and CCTV, and the sector is increasingly demanding closed systems for cash management – from the checkout all the way to the bank.

MUST BE EASY TO USE

While security demands are increasing, it is important that the security systems developed for retail are practical and 'easy to use', according to Gunnar Konkell, business development manager at Gunnebo's competence centre for Cash Automation.

"At a bank security issues are part of the job, and bank personnel are generally very loyal and stay for several years. In retail though personnel turnover is higher and no employee expects security issues to be a large part of his or her work. Because of this, security systems have to be easy to use," he says.

CLOSED MANAGEMENT IN DEMAND

Retail is a broad concept that encompasses everything from food to fashion and

electronics. When it comes to fashion an increased flow of goods is the main security challenge, and in response virtually all the major stores now have article surveillance. In the food sector, where the flow of money poses the main security risk, systems for closed cash management are increasingly in demand.

Gunnebo's SafePay cash management system has been developed for the retail sector and is completely customised to the conditions in retail. But installing a system like SafePay is a big change for a store, partly because it means well-established procedures have to be developed and modified. The installation decision is often taken at a senior level, not least because nowadays more and more stores are part of large chains where each store has the same system.

"For us this often means that our products must first be 'approved' at central level. In some chains the decisions are made centrally, while in others it is left to the individual trader to decide what needs to be acquired," says Gunnar Konkell. ►



Electronic article surveillance is commonplace today as customers want to pick up and touch the items they are thinking about buying.

▶ However, Gunnar Konkell and his colleague Bertil Gunnesson, manager of product sourcing and controlling at Competence Centre Cash Automation are convinced that the need for solutions like SafePay will increase.

CASH IS HERE TO STAY

“A large proportion of all shopping will still be done with notes and coins in the future, cash will not disappear! These days a lot of stores also act as ATMs, which puts more pressure on stores to have enough cash in their tills without increasing the risk of robbery or other shrinkage,” says Bertil Gunnesson.

At the same time it is in the retailer’s interest that notes and coins not needed at the checkouts can be in the bank account as soon as possible. In many cases the solution at present is for a security company to collect surplus cash each day. For many retailers, however, this is not financially viable in the long run, and Gunnebo, alongside customers and a bank, has developed a solution for these retailers where the money is accessible in the retailer’s account as soon as the cash is deposited. It makes no difference whether the deposit is made in SafePay’s deposit unit at the store’s office or at the bank.

Gunnar Konkell and Bertil Gunnesson outline one possible development:

“We could see local, closed systems where cash is re-used within the store’s walls. Cash back is currently banned in several coun-

tries, yet that’s still the way the trend is pointing. For this to work, closed, secure systems are needed where counterfeit notes are not accepted,” Gunnar Konkell explains.

MONEY TO BE MADE

“These closed systems provide an opportunity for security companies to make a collection once a week, while the retailer still has the cash credited daily. There’s a lot of money to be made here,” continues Bertil Gunnesson.

Other financial benefits from a closed system include more efficient reconciliation, time saved not having to cash up – and the complete elimination of risk when it comes to counting-errors and cash theft.

ARTICLE SURVEILLANCE REDUCES SHRINKAGE

Another challenge for stores today is efficiently controlling and minimising product shrinkage.

“Article surveillance is necessary in modern stores because they’re so open, and because customers want to be able to pick up and touch items – even more expensive products like mobile phones and watches,” says Kent Schölin, head of business development at Gateway.

Through its subsidiary Gateway, Gunnebo has a strong position today on the market for electronic article surveillance.

“Our strengths are that we’ve invested in smart design and usability, and we can offer all three alarm technologies on the market. Since different types of item

**Facts:
Gateway**

Gunnebo subsidiary Gateway provides all three technologies for electronic alarm surveillance currently available on the market:

- RF (radio frequency technology)
- AM (acousto magnetic technology)
- EM (electro magnetic technology)

The choice of technology depends on store layout and the type of products to be labelled or tagged.

require different types of alarm, we can be flexible and find the best solution for each customer,” says Kent Schölin.

Solutions such as SafePay or Gateway’s article surveillance reduce the risk of theft and shrinkage in stores, thereby creating a safer environment for personnel. Theft and robbery often have serious consequences, in addition to the loss of money or goods. Read more about this in the article on the next page. ■

SafePay note reader tested and approved by European Central Bank

In July 2007, the SafePay note reader passed the European Central Bank’s stringent tests on authentication, which means the system has passed the bank’s zero tolerance tests for counterfeit euro notes. This is a milestone for the system as the requirements on 100 per cent authentication for recirculating cash management systems are increasing and are expected to be tougher in the future.

“It is a real strength to already have a system that fulfils these requirements, not least bearing in mind that SafePay is being used more and more at self-service checkouts where reliable authentication is particularly important,” says Gunnar Konkell, business development manager at Gunnebo’s Cash Automation competence centre.

Closed cash management systems – a crucial issue for retail



Petrus Bolin, security manager at Coop Sweden, says the main challenge for the Swedish retail trade is how to deal with cash management.

The main challenge for the retail sector at present is how to resolve cash management. This is according to Petrus Bolin, security manager at Coop Sweden.

“The Riksbanken, Sweden’s central bank, has changed its cash management service for the worse, and we have been issued with more and more regulations on cash flow – both from the National Police Board and the Work Environment Authority. But above all the number of store robberies has increased. We therefore have to resolve the problem of how to handle cash in the retail sector,” he says.

Cash management has become a hot potato, both in Swedish retail and in authorities such as Sweden’s National Police Board and the Swedish Work Environment Authority.

“A variety of circumstances have quickly made the cash management problem a priority in the retail sector. It’s important that all the players involved see their role and take their responsibility. If we do that we can have smoothly functioning closed cash management systems within a year or so,” says Bolin.

“The Work Environment Authority has stipulated a certain staffing level if the store doesn’t have a closed cash management system. And the National Police Board requires us to have valuables bags with a type of ink not compatible with some of the most common cash management systems on the market.”

TREMENDOUS MARKET POTENTIAL

Bolin would like to see the retail sector develop functioning solutions for cash ►



SafePay is installed in approximately 50 of Coop's stores in Sweden.

Coop Sweden runs the Coop Forum, Coop Konsum, Coop Bygg, Coop Nära and Coop Extra retail chains.



► management itself, preferably in partnership with security companies.

“There is tremendous market potential. The entire industry is waiting for functioning systems. But it’s vital that everyone involved can see their role in the chain. Cash management systems are not only about technology.”

Indeed, perhaps the most important aspect of secure cash management is the human one. Experiencing a robbery is a trauma that can affect someone for life. And that’s costly.

INVESTMENT THAT PAYS

When Bolin and the other security staff at Coop wanted to invest in Gunnebo’s SafePay cash management system, they had to bring the corporate management on board. They needed to show that such a large investment could pay for itself – and within a short space of time. The starting point was a robbery that had taken place at one of Coop’s stores. It was estimated that the robbery cost the

store 100,000 Swedish kronor – excluding the sum actually stolen and central costs for crisis coaches, for example.

“There are costs for sick leave, double staffing, crisis support, a few hours of store closure, security guards and the fact that several customers will avoid the store for a while,” Bolin explains.

“And that still doesn’t include the human suffering. It’s almost impossible to be mentally prepared for a robbery, and the staff involved will probably never forget it.”

DROP IN SALES AFTER A ROBBERY

Petrus Bolin could also show the corporate management of Coop Sweden that after a robbery, some stores find their turnover decreases by approximately 0.3 per cent, which equates to around 250,000 Swedish kronor per store.

SafePay has now been installed in approximately 50 of Coop’s stores in Sweden. A closed cash management system is the only effective solution against robberies, according to Bolin.

“Obviously we’ve tried most things: CCTV, keeping only very small sums of cash in the checkouts and much more. But the stores still get robbed.”

He notes that closed cash management systems are having an effect. A big effect. In the areas where Coop has installed closed systems, robberies have decreased by over 90 per cent! The number of robberies in the whole of Coop Sweden have also decreased by 70 per cent since the systems were installed.

MORE CLOSED IN FUTURE

Coop has chosen SafePay as its system for the future. Petrus Bolin sees a future where the cash flow in retail is even more closed.

“I foresee a flow where the customer pays, the money disappears into a machine and is not handled by store staff again. Security guards receive a signal when it’s time to collect the cash. A message is also sent to the bank that a certain amount of money is in the machines, and they credit our account immediately.” ■

Total electronic article surveillance reduces theft and shrinkage at Bauhaus



Nine electronic article surveillance systems using acousto magnetic (AM) technology have been installed in the checkout line at Bauhaus in Norrköping.

International department store chain Bauhaus has been an important customer of Gunnebo in Sweden for several years. Safes, note counters, article surveillance systems and the SafePay cash management system are a few of the products found in some of the department stores – all in all a total solution.

Bauhaus is an international chain of department stores for DIY, home and garden. The chain has over 200 stores in 12 European countries. It enjoys a close collaboration with Gunnebo in Sweden and now Bauhaus has also chosen Gunnebo to supply article surveillance systems.

NINE EAS SYSTEMS

Nine electronic article surveillance systems using acousto magnetic (AM) technology have been installed in the checkout line at Bauhaus in Norrköping. Bauhaus's new store in Bromma has also ordered the solution, and discussions are under way with more stores – also in other

parts of Europe. The aim of the system is of course to reduce theft and shrinkage.

“One of the strengths of AM technology is that the antennas can be positioned wide apart. Obviously this is an advantage bearing in mind the large shopping trolleys that have to pass through at Bauhaus,” says Per Lihufvud, Gunnebo's account manager for Bauhaus in the Nordic region.

“We have also fitted the antennas with extra protection against climbing and collisions, for example. Bauhaus can also add advertising in the actual antenna columns.”

SOLVING PROBLEMS TOGETHER

Anders Jonasson, sales manager for the Retail business line in Sweden, stresses that Gunnebo views its collaboration with Bauhaus as a partnership. Many solutions have been born from joint discussions. Gunnebo has developed and supplied special security tags for products that attract thieves, such as power tools. The tags issue a 95 decibel alarm in the event of attempted sabotage or if they pass through the antennas improperly.

“This is a new type of sale for us at Gunnebo in that we're also offering consumption articles such as security tags,” says Jonasson.

VALUED TOTAL SOLUTION

“Our good service network in terms of technology and our good reputation in the industry have also been an advantage in the collaboration with Bauhaus. We now hope our solutions can also be an option for Bauhaus stores in the rest of Europe.”

Jan Wallström, security manager at Bauhaus in Norrköping, appreciates Gunnebo's total solution.

“Gunnebo have covered ‘everything’, from installation and commissioning to assistance with product labelling and training.” ■

Footnote:

In 2006 theft and shrinkage in Swedish retail was equivalent to 1.32 per cent of the stores' turnover. Just under half of this was pure theft. Often it only takes 10-12 months for an investment in an EAS system to pay for itself.

SafePay™ keeps track of cash flow at Smart Club

Vegard Carlsen is the security manager for Norwegian retail chain Smart Club.



In autumn 2006, Gunnebo's SafePay cash management system was installed in the largest store to date. The customer was Norwegian retailer Smart Club. After a thorough evaluation of various options, Smart Club chose SafePay because the system significantly streamlines cash management and creates security and peace of mind for personnel.





SafePay is also installed at Smart Club's restaurant and café.

Smart Club offers branded products in 40 different sectors, and strives for high quality at good prices. It is well-known for its fine fresh produce, among other things. The stores have a high turnover, and although only 15 per cent is paid in cash there are still large amounts of money in the stores.

When Smart Club opened a new store at Slependen outside Oslo it was looking for a cash management system that was completely closed – no personnel would have to touch it from the moment the customer paid until it ended up at the security company's counting centre. The retailer chose SafePay from Gunnebo which was installed in 36 checkouts in autumn 2006, and in the tills at the store's café, restaurant and newspaper kiosk.

NO NEED TO WORK LATE

"The store is very large and has a lot of staff who rotate in shifts. This makes it hard to keep track of the flow of cash. Thanks to SafePay, Smart Club now has highly efficient cash administration. The checkout personnel can go straight home after their shift instead of cashing up in the office. This reduces evening work, which is costly to the store and inconvenient for staff," says Arild Clausen, the key salesperson involved in the project.

He goes on to say that the Smart Club store used to close at 11 p.m. and the last bus into Oslo city centre left at 11.20. None of the staff have missed the bus since SafePay was installed – as closing the shop is so quick now that no tills have to be cashed up.

The decrease in administration is one of the advantages of SafePay, another being the system's flexibility.

"The installation of Smart Club is proof that we've created a compact, flexible system that works in all types of store. A single store handles the SafePay cash in very different retail environments, from a conventional checkout to a restaurant and kiosk," says Tobias Gunnesson, product manager for SafePay at Gunnebo.

GREATER PEACE OF MIND

It is particularly important that Smart Club's staff now enjoy greater security and peace of mind with a closed cash management system. Obviously the risk of robbery is far lower. In addition, it gives the store management an excellent overview and close control over cash management. Thanks to Gunnebo's cash management software, SafePay Control, the store is provided with clear reports of all events in the system, and exactly how much money there is in the checkouts and the cash transfer units. Naturally this makes it easy to plan top-ups and collections. Being able to better plan the amount of cash in the checkout – and store it safely – is also becoming increasingly important as many customers in Norway are now withdrawing cash from stores, rather than via ATMs.

DISCERNING CUSTOMER

Vegard Carlsen, security manager at Smart Club, sees two main advantages of SafePay:

"Firstly, we have completely closed and secure cash management. Secondly, the checkout tills are extremely easy to manage. They're so uncomplicated that all our staff can handle them."

Smart Club are skilled negotiators who carried out thorough research during the procurement process," says Arild Clausen.



Facts: Smart Club

- Smart Club is a retail chain offering branded goods in 40 segments – from food and clothing to DIY and home interiors. The idea is to offer high quality at competitive prices, partly by purchasing direct from producers. Founded in 1995, the chain now has six stores and another will be opening shortly. (Electronic products are also sold online.) The store environment is simple and products are often sold straight from the pallets.

- Smart Club is part of the CG Holding Group, which encompasses operations in retail, industry, real estate and travel.

- At the end of 2007, Gunnebo will install SafePay in a further two new Smart Club stores.

"They carried out several study visits and finally chose SafePay after a year-long sales period. The company is renowned for being a discerning customer that places strict demands on products and suppliers. I think the fact they finally chose us is an excellent reflection on us and our products." ■

Close collaboration for secure self service at Metro Cash & Carry

Gunnebo and Metro Group in Germany have enjoyed a close collaboration since 2004 – a collaboration that has led to pioneering solutions for cash management. Together they have developed a new system for self service at Metro Cash & Carry using the products SafePay and SafeCash.



Heinz Hermann Cassens at real,- is very pleased with the collaboration with Gunnebo. He also thinks the self-service concept has been a major success for real,-.

Metro Cash & Carry has a payment system based on products being scanned in one place and paid for in another. This used to mean customers had to take their scanned products to a special payment counter. But Metro wanted to improve the process and find a more efficient, convenient solution.

TOUCH SCREENS AND METRO CARDS

“The checkout staff would quite simply be replaced with automatic payment stations,” says Wolfgang Amann, head of the Retail business line at Gunnebo in Germany and account manager for the Metro Group.

“The concept was developed by us, following a careful analysis we carried out in partnership with Metro. The requirements were that the solution had to be compatible with a Metro card, and have simple touch screens.”

FURTHER INSTALLATIONS

Gunnebo presented two self-service models, the difference being the amount of notes the customer pays with. Customers

who pay with a lot of notes place the entire bundle in the SafeCash bank-note recycler. Smaller purchases or payments with larger denominations, i.e. a smaller number of notes, are made in a conventional SafePay note unit. With both solutions, coins are handled through the SafePay coin unit. This means that each Metro Cash & Carry store

needs one SafeCash and four SafePay self-service stations as a standard solution. Six Metro stores currently have the solution installed, and a further three installations will be carried out in 2007.

The Real chain within the Metro Group has also worked with Gunnebo to

find a simple, fast and effective payment solution. Here too product scanning and payment were separated. Altogether Gunnebo has fitted around 65 stores with a total of 290 systems for the entire Real Group, and the plan is to install a further 46 systems in 20 stores before the end of the year.

“In Metro we’ve truly found an innovative partner with whom we can develop exciting new solutions,” says Wolfgang Amann.

PLEASED WITH THE COLLABORATION

Real,-’s area manager for organisation/enterprise resource planning, Heinz Hermann Cassens, is very pleased with the collaboration.

“Both the quality of the products and the advice we receive prove that we’re working with the market-leading company in this industry. The fact that we use Gunnebo’s products in other areas of the Group is also an advantage as we can ‘re-use’ experiences from those projects,” he says.

“The self-service concept has proved a major success for us.” ■



This is what Metro’s automatic pay stations look like.



Grosbill is very pleased with SafePay, which has become a fully integrated part of its modern retail interior.

SafePay™ fully integrated at modern Grosbill

In June, Gunnebo's SafePay cash management system was installed at French electronics chain Grosbill. Today the system is working well, according to Grosbill's Hugues de la Varende.

"SafePay has become a fully integrated part of our modern interior. The customer reaction has also been very positive."

Grosbill is a subsidiary of the Auchan Group and a leading French player in sales of high-tech products at low prices. It is primarily an online store but it has three 'conventional' stores around Paris.

Grosbill wanted to secure the stores' cash flow and eliminate manual cash handling in order to increase security for the staff. It therefore submitted a request

for tender to the leading players on the market. Gunnebo France was finally chosen as the supplier of a closed cash management system: SafePay.

BETTER THAN THE COMPETITION

"After a series of demonstrations and trials, the innovative SafePay solution proved more advanced and well-developed than competing solutions," says Hugues de la Varende, head of administration and finance at Grosbill.

"The product fulfils our initial requirement specification and solves our security problems. Gunnebo has also adapted the product's ergonomics to our working environment."

The first SafePay system was installed at Grosbill in mid-June this year and at present the system is running without any

problems, according to Hugues de la Varende.

STRONG PRESENCE AND COMMITMENT

"I'm very pleased with Gunnebo's work team. They have had a strong presence and been dedicated during the entire project, and they've always been readily available."

Grosbill's customers have also reacted positively to the introduction of SafePay. They are young and Grosbill's profile is ultra modern.

"SafePay has become a fully integrated part of our modern, playful, fully-automated interior," says Hugues de la Varende.

"We now look forward to the evolution of SafePay so the cash flow can be handled from beginning to end." ■

Long collaboration becomes major order

Roughly three years ago the first SafePay were installed at Danish retail chain Fakta's stores. The original order was for 25 machines. Since then the SafePay collaboration has evolved.



Fakta installed SafePay as far back as three years ago. Since then the collaboration with Gunnebo on SafePay has grown and Fakta has now ordered 185 new SafePay systems.

Facts: Fakta retail chain

Fakta has a permanent range encompassing approximately 1,350 products. Its profile areas are fruit and vegetables, fresh produce and wine. Fakta also sells what it describes as 'Here and Now items' each week. In addition to price, Fakta focuses on high quality and swift service. There are approximately 325 Fakta stores across Denmark.

The 25 SafePay systems installed at Fakta three years ago have worked well. This according to Dennis Lyng Jørgensen, the man responsible for the project at Gunnebo in Denmark.

However, that installation was in fact only a 'trial'. Fakta soon wanted to take things a step further. Their vision was a completely closed cash management system, from the point the customer pays until the money reaches the cash-in-transit company. At the time no such system existed – but Dennis Lyng Jørgensen and his colleagues didn't let that stop them.

CONTINUED COLLABORATION

"I spoke a great deal with Fakta's corporate management about their visions, needs and preferences. We also asked them if they were prepared to continue working with Gunnebo if we found a good solution. And they were."

So Fakta, Gunnebo and representatives from another retail chain formed a working group, which also included a couple of people from cash-in-transit companies.

"Our starting point was that if we worked together in a joint development project we would learn more, and there would be a greater chance of the solution being completely 'right' from the beginning," says Dennis Lyng Jørgensen.

COMPLETELY CLOSED SYSTEM

One of the project's important prerequisites was that no cash should ever be loose, outside the system. The cash management had to be completely closed. And this goal has been accomplished. Fakta has now ordered 185 new SafePay

systems, and customers in many other countries are showing an interest in the Danish solution.

"I consider the solution an optimised system. No one else can offer a completely closed cash management system, and naturally it would also be very interesting to develop this solution for other stores too. Several customers in other countries are asking for this type of solution," Dennis Lyng Jørgensen continues.

LESS RISK OF ROBBERY AND THEFT

The SafePay solution has many benefits, he explains. For example it saves considerable time and reduces administration. No checkouts need to be cashed up after closing time, and the cash-in-transit company need only collect the cash around once a week, rather than every day. In Denmark this is a crucial aspect.

"The cash-in-transit companies in our country have long been asking for this kind of solution, mainly because they find it difficult to employ enough personnel."

But perhaps most importantly of all, a closed cash management system dramatically reduces the risk of robbery and other theft.

"The system is 100 per cent secure against robbery," notes Fakta's chief controller John Ravn.

"We've had no robberies in any of the stores where we've tested SafePay over the past three years. This creates peace of mind for our personnel and customers alike."

INSTALLATION IN MORE STORES

"We have now tested SafePay in selected stores for several years. It has worked well, which is why we've decided to make a significant investment in the system and roll it out in many of our stores. We'll be the first retail chain in Denmark to invest in this security system." ■



Marco Aurelio Moschella, head of IT, logistics and theft prevention at Fnac in Brazil, says that Fnac had problems with its electronic article surveillance when the business was starting up in Brazil. The solution was EAS products from Gateway Brazil.

Fnac in Brazil sets standard for EAS

When Fnac set up business in Brazil in 1999 it experienced problems with its electronic article surveillance. The solution was EAS products from Gateway Brazil, which was already an established Fnac supplier. The solution later became standard in all Fnac stores in Brazil – as well as in France, Greece, Italy and Portugal.

French retail chain Fnac set up business in Brazil in 1999 by acquiring one of South America's largest retail chains for books and CDs. However, a raft of changes were needed to adapt the retail chain to Fnac's worldwide concept. One of the most important measures was to introduce the same procedures as at the

head office in France, which also included suppliers.

"One of the problems mentioned was our article surveillance solution," says Marco Aurelio Moschella, head of IT, logistics and theft prevention at Fnac in Brazil. "As most of our products are attractive to thieves the article surveillance system is a very important part of our business."

HIGH LEVEL OF SERVICE

Fnac Brazil's supplier for article surveillance at the time was unable to offer the level of service Fnac was accustomed to in Europe. The solution was therefore to find a new, local partner.

"We found the ideal new partner among our existing suppliers: Gateway Brazil. Thanks to the company's profile as a supplier of total solutions with good



opportunities for a working interface, they were exactly what we were looking for. Gateway was already a supplier of electronic equipment for protecting our multimedia and electronics products," says Marco Aurelio Moschella.

SAME EQUIPMENT

Today all seven Fnac stores in Brazil have the same EAS equipment and accessories. The changes were warmly welcomed by staff:

"Today we are proud to say that the solution initiated by Fnac in Brazil has also been introduced at Fnac in France, Greece, Italy and Portugal," says Rubens Filho of Gateway Brazil. "It feels great to have delivered a solution that worked so well, it's now something of a standard for the whole chain!" ■

Sales model results in better business for Retail in France

With the aim of identifying the best products for customers in retail – while simultaneously improving the sales process within Gunnebo – Business Line Retail in France has developed a sales model that provides support to sales personnel and customers alike.

Various packaged offers, tailored to customer needs and based on Gunnebo’s best product mix, have been designed for the following categories: Hypermarket (up to 4,000 square metres), Supermarket (up to 2,500 square metres) and Superettes (small retail outlets, 100-200 square metres).

“This is something all our customers request ahead of the annual negotiations in any case,” says Xavier Petitcolin, in charge of Operational Marketing for BL Retail in France.

“The main difference is that we no longer make each cost proposal unique,

and that the proposals are based on statistical information so customers get what they want from the start. Careful analysis enables us to improve the quality of our sales – and save time for our customers and for Gunnebo in each tender.” ■



Gunnebo Business Line Retail in France has developed a sales model whereby different packages are tailored to customer needs.

A new lock is born: Nectra

Fichet-Bauche’s Win’x lock will soon be replaced by a new e-lock, Nectra.

“The launch of Nectra is completely in line with our strategy for locks in the Secure Storage competence centre,” says Myriam Bevillon, product manager for locks at Secure Storage. “This enables us to offer a Fichet-Bauche branded lock with the extremely high functionality we previously had with the REL and Codus locks from Rosengrens and Chubb safes.”

The Nectra lock is based on the REL/Codus platform, two locks which have already been on the market for three years, so Nectra can draw on the experiences gained during that time.

Nectra Basic and Nectra Audit were launched in early October while Nectra Premium will be on the market by the end of the year. ■

News from Gateway

Gateway has installed Stargate Plexi Clear – EAS systems using AM (acousto magnetic) technology – in the exclusive store at the New York Palace Hotel, Budapest. The New York Palace Hotel is one of the most beautiful and famous buildings in Budapest.



Gateway has installed Powergate and Spectra (with radio frequency technology) in a new MediaMarkt store in Porto, Portugal. After the installation, Gunnebo was congratulated by MediaMarkt’s management team – which ordered the systems for a further two stores during the year. Gunnebo will therefore now be installing Powergate and Spectra in Porto Plaza and Alfragide as well.



Gateway has installed the Stargate Plexi Clear solution with AM technology in the Travel Free store, located on the Czech-Austrian border.

Near Toulouse, south-west France, Gunnebo has installed the Powergate Silver at Champion in Lezat. The solution is the first Gateway has installed in a Champion store.



Results of Gunnebo European Electronic Security Barometer:

Expansive market for electronic security

During the spring Gunnebo launched a survey – a European Electronic Security Barometer – carried out amongst decision makers on company security at 167 major European businesses. The aim was to obtain a clearer picture of the electronic security market across Europe. The results show, among other things, that almost half the companies interviewed plan to invest more in electronic security in the years to come.

The market for electronic security is fragmented, and there are many local and national players in all European countries. This makes it hard to obtain information and an overview of the market, both at country level and Europe-wide. Gunnebo conducted its first European Electronic Security Barometer with the aim of gaining a better overall view of the market, and giving customers and partners an insight into the relationship between players in the security industry and their customers. The overall picture was also supplemented with more detailed questions regarding which type of electronic security solutions are commonly used and what future investments the companies are planning.

SECURITY – A HIGH PRIORITY

Decision-makers and security managers from 167 companies in eight European countries took part in the survey (Belgium, Finland, France, Germany, Italy, Portugal, Spain and Sweden). The sample was made up of the three main customer segments as seen by Gunnebo: bank, retail and site protection such as industrial site, airports, nuclear power stations, utilities, office complexes and government. Some of those interviewed are customers of Gunnebo, while others are not. They answered questions by phone during April and May 2007.

The results show for example that the market for electronic security is growing strongly at the moment, and that all indications are that this growth is set to continue. 93 per cent of the decision-makers asked said security issues are a high priority in their companies, and just almost half are planning to increase their investments in security solutions in 2007 and 2008, primarily for updating and reinforcing existing solutions such as CCTV systems, intruder alarms, access control, and monitoring and remote surveillance services.

SAME EXPECTATIONS

Electronic security solutions cover many different types of product, system and service, and the standard of equipment in Europe is generally high. Many have invested in CCTV and entrance control systems in the past year. Most companies also seem to have roughly the same expectations towards their suppliers, whichever European country they operate in.

Jean-Marie Betermier, General Manager of Gunnebo's Electronic Security Competence Centre, values the results of the European Electronic Security Barometer, and views the material from the survey as sufficiently extensive to be regarded as highly relevant and useful.

ONE OF THE LEADING COMPANIES

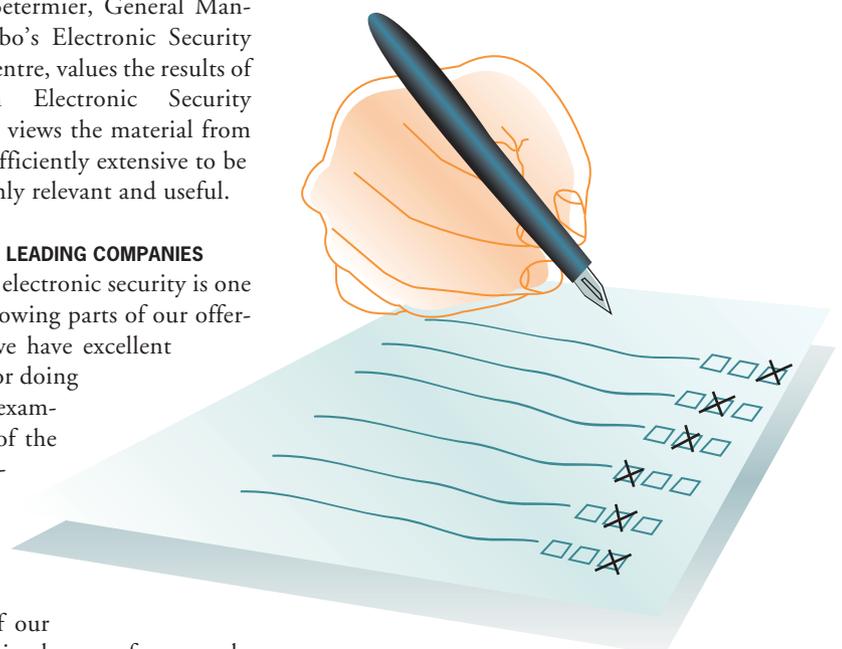
“We know that electronic security is one of the fastest growing parts of our offering, and that we have excellent opportunities for doing business. For example, we're one of the leading companies when it comes to IP solutions. Several evolutions of our products await in the near future and these will enable us to further focus on this area.”

Were you surprised by the results?

“Yes and no. They tally with our general perception of the market. The results are very homogeneous and show how important it is to keep track of hopes and expectations on the regional markets. The security barometer gives us a clear picture of what the European market is really like. This helps us develop a winning strategy, ensuring we focus and concentrate our energies on relevant areas.”

In which areas will the market grow the most?

“CCTV systems are the solutions developing most on the market. New technology is opening up tremendous opportunities for renewing existing systems. We can already improve added value for customers through new functions such as embedded systems for controlling cash in transit and integrating ERP systems. ■



Enthusiasm guides Hans-Joachim Stiemert

Hans-Joachim Stiemert is a genuine salesman. He joined Gunnebo (then Leicher) in 1990 as regional sales manager.

“It’s not really that important which company you work for or what it says on your business card. You’re selling yourself first of all, then the company and finally the product or solution,” says Stiemert.

A few years ago new work tasks and a number of reorganisations led Hans-Joachim Stiemert to Gunnebo Germany and his role as sales manager for Business Line Retail – where today he mainly works with the SafePay cash management system.

In addition to Gunnebo, there are five major players on the German market for retail security. A few months ago Gunnebo became the market leader for check-out security, an achievement that was the result of pure hard work.

“My two sales personnel and I are constantly making new approaches and continuously working to develop new target groups,” says Stiemert.

ALTERED STRATEGY

“When I first began working in this business line there wasn’t really a functioning sales strategy, no opportunity to integrate SafePay with other systems and very few customer contacts. Now we’ve changed all that! Today, for example, we work with several large software companies such as NCR, IBM and Toshiba Tec.”

Hans-Joachim Stiemert points out that it is absolutely essential to maintain



Hans-Joachim Stiemert has been a salesman at Gunnebo since 1990, and he genuinely enjoys his work. Today he mainly works with the SafePay cash management system.

close contact and support customers a lot in the early days of a collaboration, when much energy has to be invested.

“I like the word ‘yes’ – saying yes to the work, yes to a task, yes to the goals, yes to the customers and yes to myself.”

AN ENTHUSIASTIC APPROACH

For Hans-Joachim Stiemert enthusiasm is a kind of harmless drug that is impossible to overdose on. Enthusiasm is also closely linked to how he identifies himself with his job.

“I love my job, the company, the products and my various tasks. I like serving the customer – and selling!” ■

Part of Hans-Joachim Stiemert’s job includes representing Gunnebo at trade fairs.

Facts: Hans-Joachim Stiemert

- Born 1941 in Rügenwalde, grew up in Gelsenkirchen.
- Has been an industrial labourer, professional musician, waiter and bartender.
- Hans-Joachim Stiemert was once Ford’s best salesperson. Has worked in sales at Blendax, Dr Scheller and Parico, and has been sales manager at BOCO and at Adolphs Safes.

Theodossis is Gunnebo's local agent in Greece

In Greece, Gunnebo's products are sold via local agent Ch. Theodossis S.A., which has been working with Gunnebo since 2005. After several recent business successes, Theodossis is now increasingly promoting several Gunnebo products on the Greek market.

Theodossis was founded in 1984 and is run by Theodossis senior and his two sons, Dionisis and Alex. The head office is in Athens and the company currently has 25 employees. Customers range from banks and security companies to retail chains and casinos. The company's main focal point is the bank sector, and Theodossis sells and installs various makes and models of security and cash management product. The collaboration with Gunnebo began in 2005.

TREMENDOUS BREADTH

"Jacques Roozendaal at Gunnebo contacted us to see if we were interested in Gunnebo's products. We jumped at the chance because it gave us an opportunity to offer the Greek market a tremendous



Theodossis is run by the two brothers Dionisis and Alex, and their father. They have 25 employees and the collaboration with Gunnebo began in 2005.

breadth of security products," says Dionisis Theodossis.

In recent years, Greek companies have increasingly begun requesting very high-quality products and services. Customers are very security aware these days, and they want products that fulfil European standards.

CUTTING-EDGE PRODUCTS

"We have to constantly stay on our toes and improve our level of service. We want to offer cutting-edge products that

are cost-effective and pass international tests," says Dionisis Theodossis.

But speed is also crucial. Many negotiations are over in a few days and customers want their deliveries straight away. This means that Theodossis's suppliers have a tight delivery schedule.

LARGEST GREEK ORDER

In recent years Theodossis has delivered several large orders involving Gunnebo products. In 2005 and 2006, just over 100 security gates were delivered to GENEKI bank, which is owned by France's Société Générale. That was Gunnebo's largest ever order in Greece. In early 2007, 100 security gates were installed at General Bank and during the remainder of the year 100 gates will be installed at Eurobank.

"We won the Eurobank contract in stiff competition because we could offer very high-quality, reliable products as well as technical support and expertise in a global network," Dionisis Theodossis explains. ■



100 security gates will be installed at Eurobank by the end of the year.

Access control growing in the Middle East

More and more companies want to control who has access to a building – and to know who has been in the building at any given time. Gunnebo is involved in a number of entrance control projects around the world. One of the fastest growing markets is the Middle East.

“Interest in access control in the Middle East has grown steadily since the events in New York on 11 September 2001,” says Jacob Touma, regional sales manager for Gunnebo in the Middle East.



The Middle East is a rapidly growing market for entrance control.

“Over the past 18 months we’ve completed 30 or so projects, large and small, worth a total of over 3 million euros.”

BANKS REQUIRE CONTROL

Just a few years ago anyone could walk straight into a large bank branch in, say, Dubai. This is no longer the case – now banks require control over who can enter the building, and who has been on the premises. This is achieved by installing products such as speed gates, security gates and revolving security doors. However, customers not only include banks but also companies in the food sector,

energy, transport, telecom, TV stations as well as government and military organisations.

Gunnebo’s entrance control solutions are often based on a gate, which can take any one of a number of designs based on the customer’s needs. The gates are not only adapted in terms of function, they are also designed to blend in with the surroundings. In addition there are systems solutions that help control who has access to the building.

TOUGH DEMANDS

“Since entrance control is pivotal to all our customers, they place tough demands on ensuring the solutions work without problems from the very start,” says Jacob Touma.

“Many of our customers come to us because they’ve heard of Gunnebo by word of mouth. Many also return to make further investments in their perimeter protection. My colleagues and I consider this a sign that our solutions live up to our customers’ expectations – and that Gunnebo is a brand with a good reputation in the region.” ■

Gunnebo Academy on safes and security locks

‘Centuries of security mindedness and knowledge we want to pass on’ is the motto of the Gunnebo Academy, which started up under the management of Gunnebo Nordic in April.

Customers were invited to a one-day seminar on the theme of burglar-resistant storage and security locks.

“The aim of the training was to analyse the concepts of certification and classification in theory and practice, thereby giving customers the necessary tools to assess a safe’s qualitative properties,” explains Anders Jonasson, sales manager for Retail in Sweden and the initiator behind the training.

“Moreover, it’s important that we convey the knowledge in a neutral way, not wearing our ‘Gunnebo hat’.”

The speakers at the Gunnebo Academy

were Gunnebo’s own experts in the field: Pieter de Vlaam, Peter Samuelsson and Mats Rydén. A total of 19 people took part in an intensive morning or afternoon session, with the subsequent awarding of diplomas. The target group comprised security managers with some knowledge of secure storage.

THE KNOWLEDGE TO QUESTION

“It was interesting to learn how a safe is classified in practice, which gives me the knowledge to question various kinds of solutions,” says Christina Einarsson, course participant and security manager for Swedbank’s Stockholm City and Södermanland branches.

“In future Gunnebo Academies it would be interesting to look at alarms and CCTV surveillance as well as how various systems are integrated.”

A survey indicated a high score for the first Gunnebo Academy seminar.

“I regard the Gunnebo Academy as a good forum for staying up-to-date on developments in the security industry. Good contact with a supplier is crucial to our business,” says Maria Hector, security manager at Coop Konsum and Coop Nära.

VALUED FORUM

Anders Jonasson reflects that the Gunnebo Academy is a good, cost-effective way of meeting customers under neutral terms. The difficulty is deciding at what level to put the training, as existing knowledge varies from one participant to the next.

“If we can give the customer the tools to determine the quality of a safe, that benefits Gunnebo in the long run. We noticed that the participants valued the Gunnebo Academy as a forum, where various security problems could be discussed between the participants and speakers,” Anders Jonasson concludes. ■

Business Line Service takes over ING Bank helpdesk in Netherlands



Gunnebo is responsible for the ING Bank helpdesk in the Netherlands.

Gunnebo's Business Line Service & Customer Support in the Netherlands is increasingly working with preventive service and daily support, rather than solving acute problems. It recently took over a helpdesk for ING Bank employees.

In February ING Bank's deposit system came online. It was handled by Gunnebo, which also oversees all the bank's 325 automatic deposit machines for sealed bags. Now Gunnebo is also responsible for the helpdesk for ING Bank's personnel.

Gunnebo informs the bank about what needs to be done – such as changing receipt rolls or checking barcode scanners – by sending a message to the office. Sometimes instructions are also sent to cash-in-transit companies or other external parties, if rapid action is necessary.

All activities are registered in a report which the customer can access online.

MORE SATISFIED CUSTOMERS

"We have come a long way in our efforts to ensure more satisfied customers" says Cor van den Hondel, head of customer relations at Business Line Service & Customer Support in the Netherlands.

He says that customers are increasingly satisfied, and Gunnebo was recently

named best supplier by one of its most important customers, the Dutch post office (De Postkantoren).

"Years of collaboration are behind the success, which we are proud of and are willing to work for," says Manus van Steenis, manager of the service engineers in the Netherlands.

The direct monitoring considerably reduces the time a machine is out of order. By analysing the information obtained from the monitoring, it is also possible to become better at preventing problems, thus further improving availability.

LITTLE TIME

The engineers in the field are also noticing improvements, as fault reports contain more and better information about the problems. This enables them to bring the right component with them from the start – a necessary improvement as customer demands are increasing all the time. The time available for a repair is short, and there is no possibility of returning the following day.

"We used to carry out most repairs on site, but now it's more usual to completely replace the component that's not working so the machine is quickly up and running again. We can carry out the actual repair later on," Manus Van Steenis concludes. ■

Environmental certification for factories in Uckfield and Lavis

Gunnebo's assembly factories in Uckfield, UK and Lavis, Italy obtained ISO 14001 certification in June – after just six months. Quality managers Jamie Brooker in Uckfield and Antonio Internó in Lavis are responsible for the certification process.

"ISO 14001 certification is recognition that we have a well-controlled industrial operation that fulfils environmental standards as well as the Gunnebo Group's ethical code of conduct. The next step will be ISO certification for our factory in Bedford, UK," says Gabriele Zocca, responsible for quality assurance at the Entrance Control competence centre. ■

Soccer club chose Designergate

Soccer club Olympique de Marseille has chosen Gunnebo's Designergate MDG for its 'Made in Sport' store. The sports store can be found at the famous team's arena, the Stade Vélodrome in Marseille. ■



Designergate MDG has been installed at the 'Made in Sport' store in Marseille.



Gunnebo Poland has delivered this extremely long gate to Korean Heesung's Polish factory in Wroclaw.

22-metre gate delivered

Gunnebo Poland has delivered one of the largest gates ever to Korean Heesung's Polish factory in Wroclaw. The gate is 22 metres long and is used at the main entrance to the factory. Gunnebo has also delivered an 11-metre gate to the factory. The gates were made at the Group's Outdoor Perimeter Security competence centre in Salzkotten, Germany. ■



In Iceland, which has a population of 300,000, crime is low by international standards. Yet demand for security solutions is now starting to grow among banks and retailers alike.

Increased need for security 65° north

Iceland is a small island state in the Arctic Ocean in the North Atlantic, located on the 65th parallel. With a population of 300,000 it is one of the world's smallest nations. By international standards, crime on the island is low, but the need for security is increasing.

In international comparison, crime on Iceland is relatively low. Statistics from the Icelandic police authority show that there were 49 robberies in 2005. Just over 3,000 thefts were reported in the same year. There were a total of four cases of murder or manslaughter. Even so, there is a growing need for security

solutions for private homes, businesses and public institutions.

"The future looks bright for security products in Iceland," according to Greitar Thorsteinsson, sales manager at Kerfislausnir System Solutions.

ALARMS INCREASINGLY COMMON

The installation of alarm systems in stores and banks has become increasingly common in Iceland in recent years.

"As in many other parts of the world, store robberies are often carried out by people high on drugs or alcohol. There is also increasing interest in home alarms as housebreaking is quite common. There have also been armed bank robberies," says Thorsteinsson.

Iceland may be an island nation with a population of just 300,000, but far from all crimes are solved by the police.

"Around two years ago there was an armed robbery and those people still haven't been caught," says Thorsteinsson.

INCREASED DEMAND

"When it comes to more secure cash management systems, we have seen increased demand among banks," says Thorsteinsson. "There is also interest in retail, where retailers are obviously interested in the security aspect as well as the potential streamlining effects. With unemployment below one per cent it's hard to find staff, and a system solution may be the best option for the future." ■