

GLOBAL

no. 2
2008

A MAGAZINE FROM GUNNEBO SECURITY GROUP

Service improves business

New call centre
open 24–7

Mission impossible
– Polish speciality

DEAR READER

THE GUNNEBO ONE COMPANY integration project has now been implemented throughout the Group, and the time has come to take the next step. The aim is for Gunnebo to be the preferred choice for our prioritised customer groups: Bank, Retail and Site Protection.

ONE OF THE CORNERSTONES of the One Company concept is that the business is founded on the same core values and the same ethical code, wherever in the world we operate.

The five values on which Gunnebo primarily focuses are customer focus, quality, professionalism, integrity and co-operation. These guide us in our day-to-day work, in order to help guarantee that the Group's overriding goals are achieved.

WE HAVE ALSO revised the Group's code of conduct, which is to be followed by everyone who does business in Gunnebo's name, from employees and agents to distributors and other business partners. Our core values and our revised code of conduct will help us to create a shared corporate culture and pave the way for a stronger, more homogeneous and cohesive Gunnebo, while also adding value to our brand.

IN 2007 AND 2008, four issues of Gunnebo Global have focused on our business lines Bank, Site Protection, Retail and Secure Storage. This second issue of 2008 focuses on our Service operation. Some 40% of Gunnebo's total sales comprise installation or after sales service. It is an important part of our business – particularly when it comes to building good, lasting relations with our customers. Features in this issue include an article on our Polish service engineers who work all over the world, how customer support works around the world, and an ordinary day in the life of one of our thousands of service engineers.

Pleasant reading!

GÖRAN GEZELIUS
PRESIDENT AND CEO
GUNNEBO AB



CONTENTS

6 | SafePay secures transit

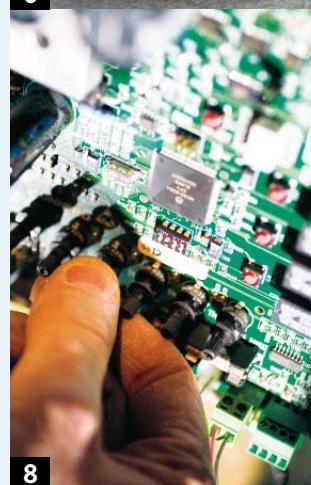
The idea of closed cash handling is growing. SafePay's integrated solutions with ink-protected transport from checkout to counting centre are currently being tested. This means that cash-in-transit could be far safer in the future.



6

8 | Service an increasingly important business

After Sales Service is becoming an ever more significant segment for the Gunnebo Group. Our 12 themed pages include an insight into the working day of a service engineer, the service-minded call centres and the skilled Poles who face tough challenges around the world.



8

21 | Gates secure access to large search engine

The world's second largest search engine is located in London's fashionable West End. Gunnebo gates have been fitted to prevent any unauthorised access to the building.



21

23 | UN protected by Gunnebo

Gunnebo currently offers around a dozen anti-terrorist products that can be used to protect against terrorist attacks. The majority are crash tested and certified to the highest security standards. Some have been delivered to the UN's offices in Vienna.



23



Responsible publisher: Göran Gezelius, Phone +46 31-83 68 00, goran.gezelius@gunnebo.com **Editorial team:** Karin Martinsson, karin.martinsson@gunnebo.com | Janerik Dimming, janerik.dimming@gunnebo.com | Thomas Porquet, thomas.porquet@gunnebo.com | Thomas Hein, thomas.hein@gunnebo.com | Amel Loukal, amel.loukal@gunnebo.com | Bettina Meuer, bettina.meuer@gunnebo.com | Tobias Gunnesson, tobias.gunnesson@gunnebo.com | Jocelyn Bensiri, jocelyn.bensiri@gunnebo.com | Dawood Palekar, dawood.palekar@gunnebo.com | Linda Gårdlöv, linda.gardlov@gunnebo.com | Karin Sjöth, [MediaSpjuth AB, info@mediaspjuth.se](mailto:media@spjuth.se) **Translation:** Comactiva Translations AB **Printing:** Elanders Tryckeri, on environmentally friendly Nordic Swan ecolabelled paper.
On our homepage you will find press releases, annual reports, Gunnebo Global and other financial reports. The address is: www.gunnebo.com

Theatre attracts interest in India

Gunnebo is using theatre performances to alert bank personnel in India to security risks. There are four characters: a bank manager, a police officer and two burglars. Along with the performance, the audience are given information about safes, intrusion alarms and entrance control systems.

"The performances take place at the monthly seminars which Gunnebo organises for banks all over India, and they have become a highly appreciated feature. Gunnebo India therefore plans to continue using the theatre concept for the rest of the year," says Raju Dayani, Manager Business Line Bank, Gunnebo India Ltd.

The integration of access control, entrance control and surveillance system with physical security is explained to decision makers, creating a high degree of interest and recall. ■



Gunnebo India stages a play during the seminars for the banks.



Fichet-Bauche Télésurveillance has recently made major investments in hardware, logistics and premises. The focus is now on further development of remote monitoring for customers in need of extra high security.

Fichet-Bauche improves its remote surveillance platforms

Gunnebo subsidiary Fichet-Bauche Télésurveillance in France has shaken up its service centres for remote monitoring, and is now striving to further enhance service for customers with high security requirements.

Fichet-Bauche Télésurveillance has more than 20 years' experience of round-the-clock monitoring and remote servicing. The company has reorganised its service centres, which are now certified to the highest security standards. One of the two centres is in Vélizy, in the Paris area, and the other is in Nice.

Today the company has some 8,000 customers and has been a leading player in its areas of operation for many years. Monitoring is carried out by 60 or so personnel who are specialised in operation and support. Every year they remotely deal with more than five million 'events' and service

assignments. Fichet-Bauche Télésurveillance has recently made major investments in hardware, logistics and premises in order to improve its service level for customers in need of extra high security.

INNOVATIVE SOLUTIONS

The investment is part of Gunnebo France's global focus on enhanced customer service, the aim being to offer even higher convenience and peace of mind. Moreover, the company is developing innovative new solutions to enable it to offer even more services remotely in the future. These include, for instance, daily customer support, analyses and solutions for reducing costs, and a remotely manouevred extranet connection for continuous access to information.

"Added values like these are of particular interest to customers such as banks," says Yves Autret, operations manager for Fichet-Bauche Télésurveillance. ■

Gunnebo Germany installs 2,000th SafePay™ system

Gunnebo is celebrating a milestone: with the installation of four SafePay™ systems in the real,- supermarket in Schwerin, security expert Gunnebo has sold its 2,000th Cash Recycling System world-wide.

The SafePay™ cash handling system can be utilised as part of both normal checkout systems and in self-service checkout solutions. Both options provide a closed cash cycle. The handling of cash becomes simpler, more cost-effective and more secure for the retailer. Cash is no longer freely accessible at any



In Schwerin, Germany, the 2,000th SafePay system has been installed.

time within the business, and the salesperson is not involved in the circulation of cash.

"We decided in favour of SafePay™ from Gunnebo as the self-service check-

out option because the company had already been a pioneer in cash handling systems in self-service checkouts back in 2003," says Heinz-Hermann Cassens, head of the Organisation division. ■

Gunnebo works intensively to develop new models and products. Below are some of the freshest new developments this year.

New platform for high-security locks

Gunnebo's electronic high-security locks have each been successful in their individual markets and segments. The second half of 2008 sees the launch of a new platform that will merge the different lock technologies and host a new range of High Security Locks from Gunnebo.

Gunnebo's three types of electronic high-security locks are all based on different technologies and system architectures.

"We needed to focus our resources and streamline our product portfolio. One of the aims in this development was to create a new Gunnebo HSL (High Security Lock) plat-

form and offer a wider, more flexible range of high-security locks to meet the market's various requirements in the future," says Mats Rydén, Product Line Manager.

NEWLY DEVELOPED SOFTWARE

Based on the new platform, a brand new range of high-security locks will now be on offer. They will satisfy the comprehensive requirements of customers in bank and cash handling, while also meeting the needs of advanced system users within the Retail and Secure Storage sectors.

"There are a range of high-graded electronic locks on the market today, but we wanted to take things one step further and

offer locks that are also easy to install in existing environments and safes, with the focus on simple handling and administration. Along with newly developed software, the new HSL series will also provide innovative system solutions that give our customers operational rationalisation opportunities and attractive cost of ownership," Rydén explains.

Some of the main new functions available with HSL are a user-friendly user interface with icon-based LED display, fingerprint identification technology and TCP/IP remote control capability, as well as systems and software for administering One Time Codes and cash handling procedures. ■

1. Elkosta Wedge Barrier is a new alternative to the DSP road blocker. The barrier is higher, but installation costs are lower thanks to the shallow foundation. Scissor-arms are used rather than chains, reducing faults as well as noise.



1.

2. Traffic Bollard regulates traffic and protects areas from vehicle access. The bollards have a modern design with the same dimensions as before (220 mm diameter and 900 mm high), and installation has been simplified. The drive unit is hydraulic.



2.

3. SpeedSec is a gate for areas where speed is key to security. Opening and closing take place at a rate of one metre per second.



3.

4. Elkosta Truckstopper is a crash rated free carrying gate with an opening width between 3 and 6 m. Up to an opening width of 4 m the gate has both certifications – DOS K 12 and PAS 68 highest level. The benefit of the gate is that it is two products in one, i.e. both a crash rated and a site protection product.



4.

Five questions to Senior VP Quality Rolf Kjällgren

Rolf Kjällgren, who has been Gunnebo Group Senior Vice President Quality, Logistics and Purchasing Officer since November, has been working with quality for many years, including spells at SAAB and ABB. He describes himself as an ambitious person with a passion for quality.

“There’s always a way to do things better. A company that doesn’t focus on improvement will soon be left behind. Working with quality at Gunnebo is particularly exciting. The new, integrated Gunnebo offers a unique opportunity to create a shared approach to quality and quality development throughout the Group,” says Rolf.

1.

What is quality, and why is working with quality so important?

“Quality is when the customer comes back, rather than the product. Quality is delivering faultless products and services on time. We want to satisfy the customer in everything we do. That’s the foundation of our business and competitiveness, and it is vital if we are to achieve our sales, cost and capital targets.

“The higher the quality, the higher our productivity and profitability. Basically, it pays to get it right first time.”

2.

How, in concrete terms, does Gunnebo work with quality?

“Our goal is to be the industry leader in terms of quality. Customer focus and quality are important core values and guiding stars throughout our operation. Our objective is to get it 100% right from the start.

“We define, measure and improve our processes along the line from supplier, development and production to sale, delivery, installation and service. The basis is that our quality work should be firmly grounded in facts.

“At the moment we’re working to improve methods for product development, validation and product launch, with

the aim of ensuring our new products and solutions are fault-free when they reach the market and the customer. We’re also focusing on improving our delivery processes. ‘Right First Time – On Time’ not only means fault-free products and systems, but also complete deliveries at the agreed time.”

3.

How do you ensure quality-mindedness permeates the whole organisation?

“Our quality organisation is made up of all 6,700 Gunnebo employees, striving to deliver fault-free products and results. I think everybody fundamentally wants to do a good job. That’s why it’s important to formulate clear goals and to provide methods and tools, so that each employee understands who the customer is and can measure the quality of their work. Everyone should feel that they’re working to deliver quality to their customer.”

“Our network of quality managers in various parts of the Group exchange experiences and develop joint methods. There are obviously differences in how different parts of the Group apply the quality approach, so there’s great potential for improvement. Even so, I do feel there’s the same fundamental view and generally a strong focus on quality.”

4.

How do customers notice Gunnebo’s high quality?

“Our products, deliveries and installations, as well as our support, should all meet the agreed quality standards. But we all get it wrong at times. We therefore have efficient, standardised processes in the Group for detecting and dealing with shortcom-

ings. The first step is to quickly rectify the fault without bureaucracy. But it’s equally important to think about why it happened, how it could have been avoided and how we can ensure it doesn’t happen again.”

5.

Quality management costs money. How is quality made profitable?

“High quality means satisfied customers who come back, and it’s more profitable for us to develop existing customers than chase new ones.

“Yes it does cost money to make quality an integral part of everything we do, but it’s one of our most profitable investments. There is a clear link between productivity and quality. Not only is it more efficient for us to get it right first time, it’s also far more costly if a fault is allowed to be passed on to the next stage. So high quality is the foundation both of our customer focus and of our own profitability.” ■

“High quality means satisfied customers who come back, and it’s more profitable for us to develop existing customers than chase new ones,” says Rolf Kjällgren, the Gunnebo Group’s Senior VP Quality.



SafePay™ breaks new ground

SafePay™ is continuing to develop and break new ground by expanding the concept of closed cash handling. Integrated solutions are now being tested using ink-protected transport, from the store checkout to the cash-in-transit (CIT) company's counting centre – and they attracted plenty of attention at the EuroShop fair in Düsseldorf.

"We're still at the beginning of a very interesting journey. When SafePay™ was launched we were the first to offer a system for completely closed cash handling at the checkout. Today we're talking about a closed process all the way from the store checkout to the bank's counting centre, with dye protection for increased security along the entire chain," says Tobias Gunnesson, Product Line Manager, SafePay™.

There are now more than 2,000 SafePay™ systems installed in the retail trade in Europe. The largest markets are Sweden, Norway and Germany, while Denmark is currently the fastest growing. However, there are pilot SafePay™ installations in the leading European markets.

"The Nordic market gives us valuable experience which we can use in the rest of Europe and the world," says Gunnesson.

INTEGRATED SYSTEM

From the outset SafePay™ was a closed system for the checkout, and it has gradually developed since being launched in 2003. The subsequent introduction of



The latest stage in the development of SafePay™ has been to integrate the store's cash handling system with the security bags used by the CIT company to collect and transfer surplus cash to the counting centre.

a transfer unit to the concept integrated the store's back office into the system and eliminated not only cash differences, but also the need for manual administration. An ink protected transport cassette which

protects the cash both in the checkout and during in-store transport has further improved the system.

The latest stage in the development process has been to integrate SafePay with



The CIT company collects the security bag which has been integrated into the store's cash handling system. The bag is then transported unopened directly to the counting centre or bank.

the security cases used by the CIT company to collect and transfer the cash to the bank or a counting centre.

This creates an integrated system with ink protection from checkout to counting centre, which is currently being tested on the market, in co-operation with the retail trade and CIT companies.

"This is a brand new concept. It attracted a lot of attention at the EuroShop fair in Düsseldorf, from both retailers and CIT companies," Gunnesson explains.

IMPROVED INFORMATION

But closed cash handling is not only about moving money from one place to another. A sometimes forgotten benefit of SafePay is the improved information retailers get. The SafePay™ Control software enables detailed control and reporting of their cash handling as well as sharing of selected information with trusted partners.

Some chains have also allowed business partners such as the bank, the CIT company and Gunnebo to have access to information in the system, thereby creating new services.

One example is flexible cash collection, whereby the CIT company itself decides when it's time to collect cash from the store – which in turn enables more efficient transport planning. It also makes collection safer as it does not follow a fixed schedule.

"A retailer can also share information with the bank, so that the day's takings are credited to the store's account every evening – this concept has already been

tested in the Netherlands with successful results," says Gunnesson.

REMOTE FAULT PREVENTION

The advantage of allowing Gunnebo's service organisation to access operating information from the system is that this makes it possible to detect problems early and sometimes even solve them remotely.

"We can help the store chain check the system is being used correctly and that set procedures are being followed for,

say, refilling and cleaning. With the right information, it's not only easier but also quicker to solve any problems," explains Gunnesson.

The next main challenge will be to improve handling with regard to the refilling and start of day process.

"SafePay™ has reduced handling of change, but change still has to be refilled once in a while. This calls for administration both for ordering and delivery, as well as refilling procedures," Tobias Gunnesson concludes. ■

SAFEPAY™ MILESTONES

2003:

A system for completely closed cash handling at the checkout.

2006:

Introduction of a transfer unit extends closed cash handling to include the back offices.

Development of SafePay™ Control software for monitoring cash handling in an entire retail chain.

2007:

An ink-protected transport cassette protects the cash both in the checkout and during in-store transport.

2008:

The system is integrated with the CIT company's security case for closed cash handling all the way from the store checkout to the bank or counting centre.

SafePay™ Control software makes it possible to share information with partners for more efficient handling and new services.

Next objective:

To improve handling related to refilling, start of day and internal recycling of cash.

Service that's one step ahead

In 2006, a strategic decision was taken: Gunnebo would shift its focus from individual products to the customer.

One of the results is that the various companies have been brought together into a joint customer centre in each country. As far as customers are concerned, the shift has led to shorter response times and higher competence among personnel.

There is no mistaking that service has become an increasingly important part of the customer relationship. Gunnebo is therefore working intensively to provide the right solutions at the right time.

Service today is an interplay between several important factors.

The development of software contributes support and analyses of the day-to-day work. A better insight into the customers' processes means that assistance can be on the way before it is sought. The products remain, but what the company now offers are turnkey solutions.

Learn more about increased availability and system solutions, find out about call centres in different parts of the world, and read about a day in the life of a service engineer.



Customers are increasingly asking for service whereby Gunnebo takes control of entire sections of the operation.

Service is becoming an increasingly important success factor for Gunnebo's business. At the same time the concept itself has changed, and the service provider is often more of a partner to the customer than just an engineer who can respond at short notice. This entails greater control and responsibility for entire sections of the customer's operation.

"We're increasingly becoming more proactive than reactive," says Cor van den Hondel, Manager Customer Care and Relations at Gunnebo Netherlands.

In 2006, the Gunnebo One Company integration project was carried out, which was completed last year. One of the discernible effects of the new strategy is the change in Gunnebo's service organisation. In simple terms, what used to be On Call Service has now become Operational Service.

"Before, a customer would call and say something wasn't working. Now we can see what's happening at the customer site and check what's wrong before going there, so we can send people with the right equipment from the word go," says Cor van den Hondel.

FAMILIARITY WITH THE CUSTOMER PROCESS

The changing requirements of the market are what lie behind the development. Customers are increasingly asking for service whereby Gunnebo takes control of entire sections of the operation. "One example

of this approach is ING Bank, where we keep an eye on all their machinery," says van den Hondel.

The working method calls for a closer familiarity with the customer's processes. That knowledge can then be used as a base from which Gunnebo can develop other solutions and process improvements that benefit the customer. Meanwhile, at the other end, demand for availability and service hours also increases. "Customers previously tended to want help weekdays between 8 a.m. and 6 p.m., but now there are more who want us to be available 7 a.m. to 8 p.m. We will also have free access to the customers' premises to a greater extent so that we can respond even on Saturdays," van den Hondel explains.

SOFTWARE AN IMPORTANT MILESTONE

To maintain the quality of the service operation, the right type of service for the right customer is absolutely vital. The tool for achieving this goal is the FSA software, part of the new Group-wide Dynamics AX business system. From now on, any software developed within the company will be more focused on support for the day-to-day operation. Henk Portegies Zwart, Business Line Manager for After Sales Service and Bank in the Netherlands, sees the implementation of the software as an important milestone on the path to a truly professional service organisation.

"Detailed analyses of our systems' performance will help us attain a high availability rate on the systems we have contracts for. This is an important quality

Facts – Gunnebo service

- The customer is offered fully comprehensive after sales service on most markets where the Group has a customer centre.
- Service covers everything from installation to maintenance and support.
- Installation and service jointly make up 40% of Gunnebo's operation.

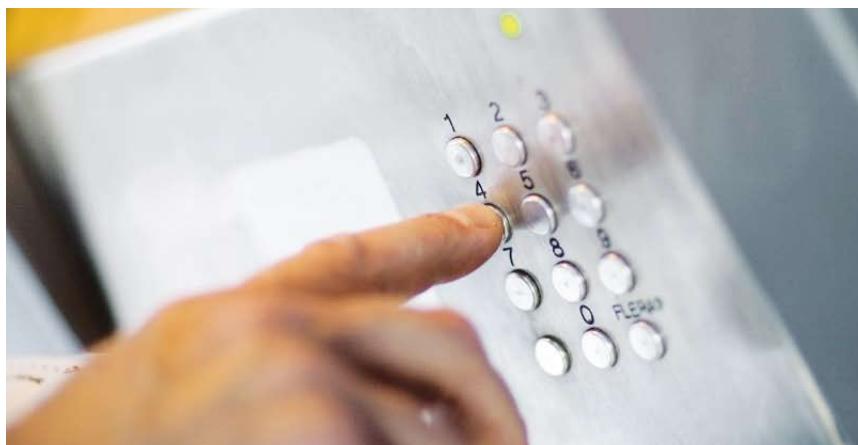
indicator for the Service Level Agreements we have with our customers," says Portegies Zwart.

THREE CORNERSTONES

So in the new Gunnebo strategy, service will play a more important, more prominent role and will exist in effective symbiosis with the company's other offerings. "The complex factors involved and the constant quest for lower costs pave the way for new concepts. Those concepts will comprise a mixture of products, software and operational service, which is an area where the new Gunnebo organisation can already offer unique combinations," Portegies Zwart explains. "An increased portfolio of appropriate service levels generates frequent customer contacts, and the quality of our service is therefore one of the leading indicators of how satisfied our customers are. Only excellent performance will safeguard our market position," Portegies Zwart continues.

NATIONAL CALL CENTRES

Another component of Gunnebo's extended service to customers is the launch of national call centres. Countries such as Germany, France and India now each have a single national contact number. The customer is put straight through to the right person, and avoids having to navigate a maze of connections before reaching one of the local offices. Longer opening hours at evenings and weekends are a further benefit customers can take advantage of. ■



The RSB30 system can be modified according to customer requirements.

Full control over deposits

Customisation is key when it comes to Safebag RSB30A. Each customer has specific requirements for the deposit system, including international bank ABN Amro. "We had to modify the software as they wanted full control over deposits in the system," says Cor van den Hondel, Manager Customer Care and Relations at Gunnebo Netherlands.

The Safebag RSB30A deposit system is based on barcodes to make handling easy and secure for the user. Deposited bags are registered in several stages using the codes, and a day's takings can then be tracked from the store to the final station at the counting centre. "The most common location for the system is outside the bank premises. Alternative uses include shopping malls, where store personnel can make their deposits at a central point within the walls of the mall," says van den Hondel.

TAILOR-MADE SOLUTIONS

The RSB30A system is modified according to customer requirements. The product also includes various kinds of service. "Our agreements are normally based on full service, which also includes servicing the software. For major accounts we also have service level agreements with time guarantees," says van den Hondel.

"Each system has to be tailored to the

requirements the customer has on his back-office system. We prepare everything here, which means installation at the customer site is very easy and takes no more than half a day."

EXACT CALCULATIONS

One customer who uses Safebag RSB30A is ABN Amro, which has more than 4,000 bank branches worldwide.

There are currently around 600 deposit systems of this kind within the bank's operation, and here too there were special requests from the customer. "We had to modify the software as they wanted full control over all deposits in the system, and the ability to see exactly how much has been deposited during the day.

This also makes it easier for the CIT companies when they empty each system. If there's a technical fault, the bank can see exactly what the problem is, which means we can improve our service."

EUROPEAN REQUIREMENTS

Further requirements on deposit systems in general are coming from the European central banks through the Single Euro Payments Area (SEPA). SEPA means that transactions in euro can be made abroad at the same price as in the home country. "This means we have to upgrade some parts of the system, especially the software. From 2009 there has to be a direct connection to each deposit unit," says van den Hondel. ■

Online service requests

Gunnebo Italy has introduced an online system that streamlines after sales service, and enables customers to request the assistance of a service engineer themselves.

The system is part of a wider initiative for an Enterprise Resource Planning (ERP) programme which will be introduced within Gunnebo worldwide. Part of the computer system focuses on service, which Gunnebo Italy has implemented with excellent results.

"The main aim of after sales service for us is to offer service that guarantees maximum customer satisfaction," says Ettore Nissi, head of Business Line After Sales Service at Gunnebo Italy.

According to Nissi, maximum customer satisfaction is about the right service, high quality, and transparency of service and billing, all of which are achieved using the web-based system.

The system essentially enables customers to connect to the online tool using a password. The customer can then place a service request, describing the problem and stating how urgent the matter is. Gunnebo's customer centre then makes sure a service engineer remedies the fault. Customers can also use the system to track how Gunnebo is dealing with the matter, and see in real time when the fault is remedied. The new solution not only raises the level of customer service, but also entails a harmonisation of Gunnebo's working methods by stipulating particular set routines and documentation. ■



In Italy Gunnebo has introduced a web-based system for after sales service.

Maintenance safeguards security systems at major French bank

Complex security systems and products entail a great need for reliable, qualified after sales service. The Languedoc branch of one of the world's largest banks, Crédit Agricole, therefore decided on a maintenance agreement with Gunnebo France to safeguard the maintenance and repair of all security equipment at its local branches.

"Gunnebo has the experience and expertise that's needed," says head of security Mr Laurent Soulas.

France's Crédit Agricole is the world's fourth largest bank and the leading bank in France. One in three French people has a mortgage with the bank. With 305 agencies across four counties – Aude, Gard, Hérault and Lozère – the Languedoc branch has a broad customer base among working individuals.

OLD AND NEW SECURITY SYSTEMS

Crédit Agricole Languedoc has been using Gunnebo France for its safes for decades and has now signed for a global offer including all activities (entrance control, secure storage, electronic security, etc.). The current maintenance agreement covers the maintenance and repair of all security equipment on the domestic market, including servicing, transport and materials. It was important to Crédit Agricole Languedoc to engage a supplier with extensive knowledge and expertise both in old and new security systems.

"Our equipment is quite heterogeneous, with older and newer products that must work together without compatibility problems. Few suppliers today can guarantee complete maintenance of a comprehensive product series in the long term. With its experience and know-how, Gunnebo France has the expertise required to meet our maintenance requirements," says Laurent Soulas.

The fact that maintenance is ongoing



France's Crédit Agricole is the world's fourth largest bank. Gunnebo France takes care of all the maintenance and repair of all security equipment on the domestic market for its Languedoc branch.

increases security at the bank branches. As Mr Soulas puts it, prevention is key: "We are convinced that good preventive maintenance leads to a significant reduction in the number of stoppages, disruptions and product replacements."

GREAT FAITH

According to Mr Soulas, it is a great advantage to have a supplier of security solutions that also offers service and maintenance. "It's important for us to

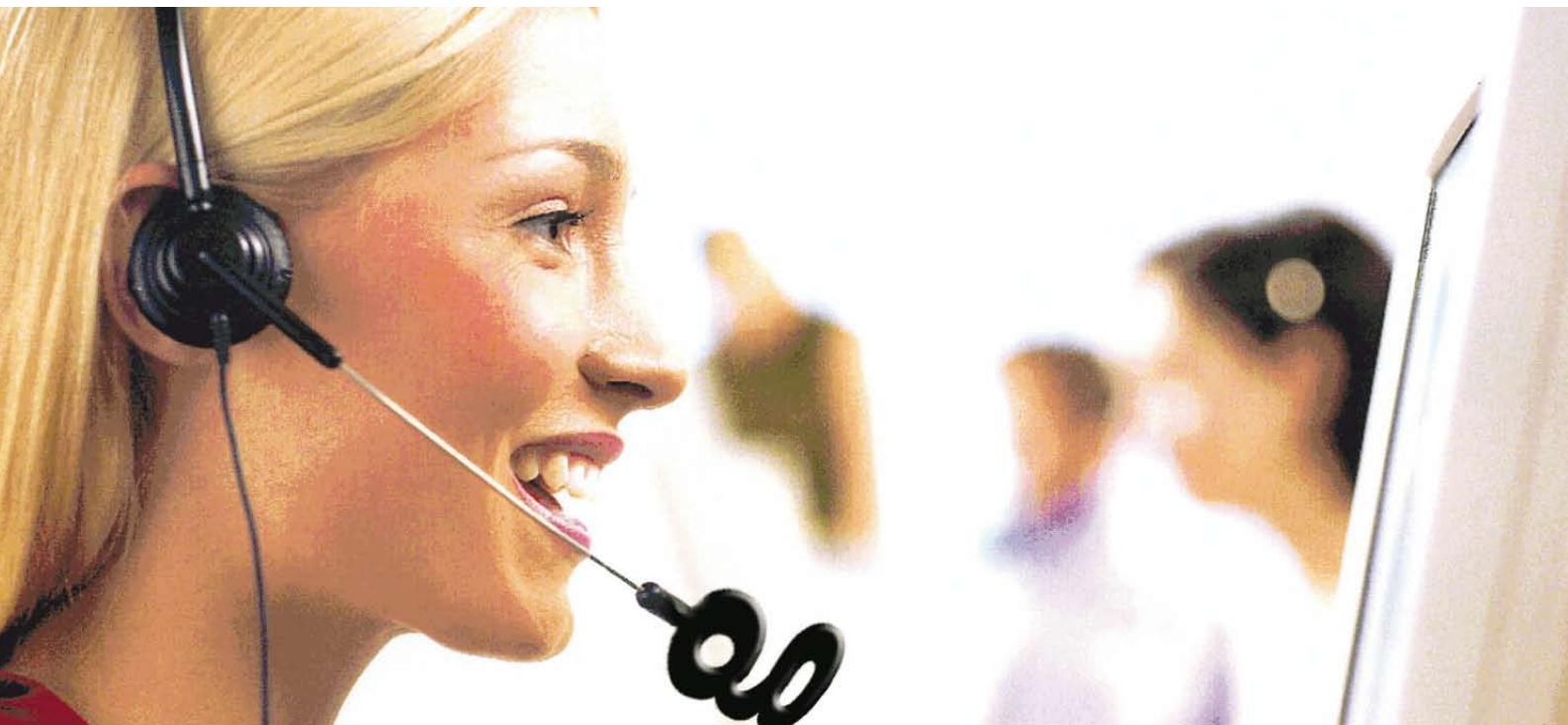
optimise return on our investments while also simplifying administration. Security in the banking sector is subject to increasingly stringent regulations, and with that in mind we wanted a supplier that could fulfil the new requirements."

"Our agreement with Gunnebo France has been drawn up in a spirit of partnership. Moreover, the rallying of its previous different companies made it possible to pool technical know-how and experience for a complete confidence asset." ■

Welcome to Gunnebo – How can I help?

Giving customers the best possible service is pivotal to Gunnebo's strategy. An important part of this is the Group's call centres, which are located in most of the company's customer centres.

Wherever the customer is, service staff are on hand to offer support. Gunnebo Global has spoken to a few of them.



Germany – Service on two fronts

In Germany Gunnebo's call centre is split into two parts. Firstly, the front line receives and registers all incoming calls.

This is supported by the back liners, who either resolve the problem themselves or make sure an engineer is sent out. Altogether the team has managed about 250,000 inbound and outbound phone calls.



was one in the northern region, one in the west and one in the south. To safeguard

the quality of service, the function was centralised at a single office. Today, all support is dealt with from Sankt Gangloff, near Dresden.

Two years later and Dieter Bangel, Business Line Manager After Sales Service for Germany and Austria, can see that the restructuring was a success.

"Our customers appreciate the fact that we have a single call centre. We have

standardised the way we provide service, which means higher quality for the customer," Bangel explains.

There are more than 150 Gunnebo products in Germany, from small safes to electronic gates. Obviously it's impossible for everyone at the call centre to know everything about all of them, but knowledge is expanding all the time.

"We have regular internal training at our competence centre to ensure we can offer the best possible support." ■

Location: Sankt Gangloff

Opening hours: 06.00-22.00 daily

Number of employees: 13

Number of calls: around 4,000/month

Before 2006, each Gunnebo region in Germany had its own call centre, so there

India – Serving and seeking new customers

The call centre in India has two primary tasks: to give existing customers the best possible support and to establish new customer contacts.

"We have a large market to cultivate – there are more than 60,000 banks in India," says Raju Dayani, Manager Business Line Bank.

The joint call centre in Mumbai is only six months old and is the only customer unit within the Gunnebo group which fully manages both inbound and outbound customer calls.

The inbound process handles customer enquiries and calls relating to products and services, co-ordinates with the sales service team, and proactively follows up to ensure that customer contacts are being made as scheduled. It also maintains and updates the customer database on the system.

The outbound process makes telemarketing calls to designated people from the

segmented database provided by the business lines, and generates sales leads.

"They take care of initial contact with potential customers in the bank sector. If they show an interest, the matter is transferred to one of our salespeople," says Dayani.

And with 60,000 banks in India, there's very little chance that the market will ever be saturated.

The results of the call centre are very positive.

"The inbound process has enabled us to create a centralised customer care centre for all incoming calls across India and it has created accountability for customer complaints and sales enquiries. Above all it has helped us to measure individual/regional/business line performances and improved customer handling," says Dayani. ■

Location: Mumbai

Opening hours: 09.00-20.00 Mon-Sat

Number of employees: 8

Number of calls: around 1,200/month



Portugal – available round the clock

Customers can get in touch with customer support in Portugal round the clock.

"This is primarily a service for our customers in the retail segment who open late," says Nuno Bonito, Business Line Manager After Sales Service.

The personnel at the call centre in Lisbon have two tasks: to deal with calls from customers who need service and support, and to work at monitor stations.

"They cover any alarms that may come

in and keeps the customer informed. It could be a fire, a burglary or a fridge breaking down or a general technical alarm in a store," Bonito explains.

Customers can count on rapid service. The call centre is staffed round the clock.

"Even though there aren't many who use the service line during the night, it's an important added value for our customers." ■

Location: Lisbon

Opening hours: round the clock

Number of employees: 6

Number of calls: around 900/month

France –

Launching a national call centre

Service business in France is significant, with 140,000 interventions and 17,340 preventive inspections every year. There are 12,800 maintenance contracts in place, 14,600 maintained sites and 350 engineers in the field.



Since the end of April, France is launching its first joint call centre. As part of its Gunnebo One Company strategy, Gunnebo France is launching a national call centre under the name "Gunnebo On Line". One of its main tasks is to harmonise and optimise the incoming call process. For one, a special team has been appointed to reduce waiting times and the number of missed calls.

"The staff who have been recruited have been trained in co-operation by a company that specialises in call centres, and on products by our own experts," says Delphine Guerrier, Business Line After Sales Service's General Manager.

Another move that will benefit customers is the extension of opening hours. Gunnebo On Line is available Monday through Saturday from morning to evening.

"It's an important operation for France where there were still eight companies in 2007, which became one company in the beginning of 2008. The challenge was to merge ten different phone numbers into one phone number for After Sales Service.

"This new national call centre has the specificity to intervene on the largest products panel of the Gunnebo Group. It's a real strength." ■

Location: Lesquin, near Lille

Opening hours: 07.30-19.00 Mon-Sat

Number of employees: 13

Number of calls: 12,000/month

Servicing the world

Polish service engineers are increasingly used by other parts of Gunnebo for advanced installation and service assignments. They were recently in China to install the country's first safety deposit robot, the Gunnebo SafeStore Auto, for a bank in Beijing.

Over the past 10 years, service engineers from Gunnebo Poland have regularly been called in for various special assignments.

"One reason we're called in is because some local Gunnebo companies do not have their own in-house expertise. Only a few people work at the Dubai office, for example, so my engineers were in Qatar to install SafeStore Auto for them," says Jurek Szakalej, Country Manager for Gunnebo EU-East, which includes Gunnebo Poland.

EXCITING EXPERIENCES

Gunnebo's products and solutions are in demand among customers around the world. It goes without saying that installation and servicing have to be faultless also on markets where the Group does not have its own Customer Centre. Gunnebo EU-East is responsible for the vast area of the former Soviet Union, as well as the countries in Eastern Europe. When we speak, Jurek Szakalej is busy with the final preparations for a five-day trip to Azerbaijan. Szakalej and several service engineers will be installing vault doors and the country's first SafeStore Auto, as well as entrance control on the nation's second largest bank, International Bank of Azerbaijan.

Kyrgyzstan, Bashkortostan, Kazakhstan and Russia are other countries where the Polish service engineers have carried out advanced installation and servicing. Assign-

ments often extend to several weeks and the circumstances can be quite tough.

"They have a lot of stories to tell, such as travelling by train day and night to reach the Bashkir capital of Ufa. Or when they called me in the middle of the night because they'd been stopped at the Kazakh border. The border police claimed they didn't have valid stamps in their passports. But the engineers don't complain, they enjoy these trips," says Szakalej.

GREAT SPECIALIST KNOWLEDGE

Perhaps it is this quality, alongside their undoubtedly knowledge, that makes the engineers attractive for various special assignments.

"The men aren't a special team in any formal sense, nor do we profile ourselves in any particular way. But when we're asked, we're happy to help."

FIRST IN CHINA

The service engineers who are engaged cover a whole spectrum of knowledge, from mechanical know-how to expertise in IT for commissioning various security products. At the end of April the Polish team were in China for yet another assignment.

"They have previously been involved in installing automated safe deposit lockers at a couple of banks in Beijing. This time too it's a bank installation, the first automated safe deposit lockers in China. Several of the special assignments my engineers have been used for have been SafeStore Auto jobs," Jurek Szakalej concludes. ■

Country: Lithuania,
Vilnius, Kaunas
Assignment: WINSa-
feNet
When: 2007

Country: Spain,
Valencia
Assignment: auto-
mated safe deposit
lockers
When: 2007

Country: Italy, Milan
Assignment: auto-
mated safe deposit
lockers
When: 2006

Country: Rom-
Bucharest
Assignment:
lar vaults, high-
security gates
When: 2007 a-
2008

Country: Addis
Ababa
Assignment:
lar vaults,
deposit
When: 2008



Andrzej Szymanski
and Andrzej Piwon-
ski installing vault
doors in Moscow
2005.



Bog-
Dan
Moc
serv-
who
netu
all S

Country: Russia, St. Petersburg, Moscow, Yekaterinburg
Assignment: installation of vault doors, automated safe deposit lockers, SSA Mini
When: 2005, 2006, 2007

Country: Kosovo, Pristina
Assignment: servicing vault doors
When: 2008

Country: Kazakhstan, Astana
Assignment: modular vaults
When: 2005 and 2007

Country: Kyrgyzstan, republic in the former USSR
Assignment: servicing and upgrading of vault doors in a gold mine, Tien Shan Mountains
When: 2004, 2006

Country: Turkey, Istanbul
Assignment: vault doors, automated safe deposit lockers
When: 1999, 2001

Country: Azerbaijan, republic in the south-west Caucasus, former USSR, Baku
Assignment: vault doors, SSA, entrance control
When: May-October 2008

Country: Bashkortostan, constituent republic in the Russian Federation, Ufa
Assignment: SSA Mini
When: 2007

Country: China, Beijing
Assignment: several, e.g. installation of SafeStore Auto, the first ever in China. Also several assignments for banks in Beijing.
When: 2006, 2008

mania,
modu-
-graded
and

try: Ethiopia,
Ababa
nment: modu-
lts and safe
it lockers
: 2000



Mariusz Szkudlarek, Piotr Wozniak and Maciej Czydłowski on a service mission in Qatar where they managed the work connection of SSAs.



In Kyrgyzstan service of vault doors were carried out in a gold mine. The road to get there went via the 4900 meters high Tien Shan Mountains.



Piotr Wozniak outside a Russian bank in Yekaterinburg where the service team had installed SSA Mini, 2007.

In recent years service engineers from Gunnebo Poland have carried out a range of special assignments for Gunnebo companies all over the world. As part of EU-East's standard area of responsibility (EU-East includes Gunnebo Poland), they provide servicing and installation assignments in Eastern Europe and the former Soviet nations. Above are some of the many assignments these service engineers have been involved in.

••• THEME - SERVICE



Henk Portegies Zwart on the front line

After many years with Gunnebo, Henk Portegies Zwart knows what customers want. Recurring discussions with customers and the potential to find new ways into the market are other factors that spur him on.

"It's certainly a benefit to be more or less on the front line of this development," says Henk.

Service is an area that Henk Portegies Zwart has truly mastered. No surprise seeing as he has been with the Gunnebo Group for more than 25 years, including spells as Managing Director and Service Manager at Rosengrens. Today he is stationed at Gunnebo in Amsterdam as head of Business Line Bank and After Sales Service in the Netherlands. His day-to-day work consists of customer contacts and the development of new business activities in both the service and bank areas.

"Service encompasses a broad field of activity, and the type of activity we offer the market is directly linked to the position we have or want to attain on that market," Henk Portegies Zwart explains.

A WORKING PHILOSOPHY

In his role on the service side, Henk was involved in the Gunnebo One Company reorganisation that began in 2006. Looking back, he is well aware of what the pri-

orities need to be now.

"There are two main aspects that are most important right now. The first is getting the Gunnebo One Company philosophy to work in practice. The second is the introduction of our new software, Dynamics, which is part of the total quality campaign we have now initiated on the Dutch market," says Henk, who is satis-

"Finding your way straight off is no easy task. What is clear is that demands on service have increased in Europe and probably all over the world. This calls for an attitude whereby service is a central issue that's high up on the agenda in each local strategy. But there's no one recipe we can use, throw it at a country and say, 'Do it like this and it'll all turn out fine'."

Henk emphasises the importance of the customer's position in each segment when it comes to service solutions.

"A tremendous amount depends on where the company stands on the local market. If you're selling safes, which is our core business, service is more and more event-based, but the service aspect develops more and more into something that takes over parts of our customer's operation on a daily basis."

THE PERSON

Away from work, Henk Portegies Zwart has several interests he enjoys.

"I got my first grandchild not so long ago, and that's become an important part of my life. Apart from that I sail, and a couple of years ago I started studying philosophy. I think that in our society in general you need different ways of thinking to deal with the rapid developments in your surroundings." ■

GLOBAL DEMANDS

One of the difficulties a problem-solver faces is finding the right solutions for the right market. And while the overall trend of closer proximity to the customer may be global, there is no set procedure for each and every country.



A day at work

"It's an interesting, varied job being a service engineer. One day I'm in Stockholm, and the next I'll be flying up north to Luleå or driving up to Sundsvall. I drive almost 50,000 kilometres a year," says Pierre Karlsson.

Soon 39, Pierre has been a service engineer half his life; 15 years with Canon and five with Gunnebo. He enjoys travelling around solving customers' problems.

"I get personally involved in my assignments and try to be a good listener. Sometimes I'm possibly even a bit too meticulous," says Pierre.

SAME-DAY RESPONSE

The bank's branch manager Pia Berner quickly arrives to discuss the problem. She says that the machine occasionally

has problems with all banknote denominations. She now wants to order a service, whereby everything apart from the machine's frame is replaced.

Pierre is now accompanying the cashier into the vault to inspect the banknote cartridges.

CARELESS BUNDLING

He will soon call the office and order the service, but the key now is to get the machine up and running as soon as possible so the branch can open. On the day before, no notes could be paid out for the whole day.

"We're generally on site and fix the problem the same day the customer calls, but sometimes the customer requests a particular engineer," says Pierre.

Pierre immediately notices that the notes in the cartridge have been carelessly bundled together and explains to the cashier that the extra few minutes spent loading the cartridge neatly will quickly bring rewards in the form of better function.

As Pierre changes cartridges and cleans the rubber wheels that pick up the notes, the queue outside is gradually growing longer. The Kista branch is relatively large and has many visitors every day.

"It's good that the branch stays closed while we're working," says Pierre as he hooks his laptop up to the machine. It contains all the software needed to test-run Gunnebo's machines.

At 10.30 Pierre can confirm the machine is working again. Both his own tests and the cashier's test payout go without a hitch.



The queue outside Nordea's Kista branch grows while Pierre Karlsson repairs the bank's TCD 9000. "It's nice that they stay closed while we're working," he comments.



Finding the fault isn't easy, but after a couple of hours of troubleshooting, the Coop Konsum checkout is working again and it's time for lunch.



All that remains now is to gather his tools and fill out a service report.

PLENTY OF HEAVY LIFTING

It's almost noon when he arrives to the next customer, Coop Konsum in the southern Stockholm suburb of Hammarby, where one of the checkouts is having problems with SafePay™.

Cashier Liljan greets him pleasantly, they have met many times before. The store was one of the pilot stores for SafePay™.

Pierre steps behind the checkout, takes out his computer, contacts the software in SafePay™ and gets a message that a note has become stuck. He removes the cartridge – noting as he does so that the reader needs cleaning – unscrews the banknote unit and prizes out the 60-kilo monster onto the floor to make inspection easier. There's not much room behind the checkout.

He says there can be a lot of heavy lifting over the course of a day. A few weeks ago he suffered from pain in the lower back.

"I ought to exercise more, but there's so much one ought to do," says Pierre.

CREATIVITY IS CRUCIAL

He notices a rupture in one of the cables. It has been on the floor and probably got caught. This is why the machine cannot connect to BackOffice, the computer program where all the system information is collected.

"It's very unusual for a cable to rupture. I'll have to replace all the cabling and find

a way of suspending it to make sure it doesn't happen again," says Pierre, searching through his service bag for the right size screwdriver.

When he reconnects the computer he once again receives the message that a note is jammed, and uses his mobile phone to check the machine's sensor is on. He discovers that the cover of the banknote unit is damaged, and uses some glue from his bag to make a temporary repair until he can come back with a new one.

"Creativity and a bit of ingenuity are a must. Customers are usually so dependent

on their machine that you do everything you can to get it up and running as quickly as possible," Pierre explains.

A THOUSAND MACHINES

As the time approaches 2 p.m. the machine is working again and the SafePay™ coin unit has been updated with new software. Now, finally, it's time for lunch.

Today Pierre eats a lunch of meatballs at the restaurant next door to the store and also has a coffee afterwards – the first since the morning.

"I generally eat lunch between eleven and two, depending on how the jobs are scheduled," says Pierre.

He estimates that he has repaired around a thousand machines over the years. As yet he's never failed to fix the problem – though it can be very tough at times.

"You learn something new every week. Sometimes you have to call a colleague

to brainstorm and pick up new angles of approach but then if it was easy there would be no challenge in it," says Pierre as he gets into his car to drive to the last customer of the day: Coop Konsum in the north-western suburb of Spånga.

"The SafePay™ machine in the store is refusing to take 50-kronor notes. Could be anything from dirt in the holes to needing a new reader," he muses.

Once at the store Pierre quickly realises the reader is broken, replaces it and cleans the coin unit. The entire procedure takes 15-20 minutes.

At 3.45 p.m. he drives back to the office in Upplands Väsby to collect spare parts for the next day, when he will be back in Örebro to continue the SafePay™ installation.

"A pretty normal day," Pierre Karlsson concludes, before setting off to pick up two-year-old Hugo from pre-school. ■



The final job of the day is finished just before 4 p.m.

Chubbsafes certified to Chinese requirements



Chubbsafes were approved to Chinese certification requirements in February 2008 when Triple CCC Authorities, which is responsible for testing and inspection, visited Gunnebo's production plant in Indonesia.

Safes exported to China now also have to be certified to their national requirements. Gunnebo's "Chubbsafes" graded burglar resistant safes were approved by the Chinese authorities in February this year.

"Having our safes tested and approved both to Chinese and European standards strengthens our position on the Chinese market," says Elsie Tay, Manager Gunnebo Singapore.

It was back in 2001 that the Chinese authorities decided to introduce national certification requirements on all imported products. The new Chinese regulations came into force in 2005, but it took a while for the system to get fully up and running. For companies it has been a long, drawn-out process to reach the right people and the right state department with responsibility for certification. "It has certainly taken some time," observes Elsie Tay.

CONDITION OF EXPORT

Gunnebo has been exporting safes to China for several years, and the Chinese certifica-

tion is an important development.

"Approval from the Chinese authorities means our safes are now also recognised as high-quality products. It also means we can continue and hopefully increase our exporting to China via our main distributor, Beijing Forgoal Trade Ltd."

GREAT POTENTIAL

China has the world's fastest growing economy and is expected to surpass Germany as the world's biggest export nation this year.

"China is extremely protective of its national industry, which presents a challenge for us. Chinese safe manufacturers are highly competitive when it comes to safes that meet the lower security demands," Elsie Tay explains.

Gunnebo, however, primarily focuses on high-graded products in the area of Secure Storage. Customers include all of China's four state-owned banks as well as international banks, who are aware of the need for high security and quality which is paramount, and Elsie Tay sees this as Gunnebo's strength and potential in the Chinese market. ■

Gunnebo protects the environment

When it comes to low emission levels, Gunnebo is a top performer compared to other companies in the same category, according to annual measurements carried out by the Carbon Disclosure Project, CDP.

"We are now moving forward with tools and processes for analysing and optimising our environmental impact from a life cycle perspective," says Rolf Kjällgren, Environmental Manager and Senior Vice President with responsibility for quality within the Gunnebo Group.

The basic aim is to create systems and products that affect the environment and the global ecosystem as little as possible.

"We are now analysing our entire operation, from raw materials and production to logistics, installation, utilisation and recycling. Our aim is not only to contribute to a more secure world, but also a greener world," says Rolf Kjällgren.

Since the end of last year, Competence Centre Entrance Control has been working with the concept of Ecodesign, the objective being to progressively adapt products and manufacturing processes to an approach that is both environmentally sustainable and financially profitable.

"Our aim is to begin introducing new, environmentally sound methods as early as 2009," says Gabriele Zocca, head of quality assurance at Competence Centre Entrance Control.

The centre is studying checklists to be used when developing new projects in order to ensure that environmental aspects are considered.

"This way we can focus on our goals even at this early stage, while also developing our new model based on LCA/DfE approaches," Gabriele Zocca concludes. ■



Gabriele Zocca (left) and Rolf Kjällgren.

Prominent London address benefits from Gunnebo's unobtrusive security

Different organisations have different needs and expectations of security, but what happens when several companies share the same building? Welcome Gate, a British security consultancy, encountered precisely this situation at one of its clients' sites in London.

It selected a speed gate system from Gunnebo as the ideal solution.

Welcome Gate provides a complete service to manage the security and movement of people – guests, visitors and staff – into, out of and throughout organisational sites and facilities. Among its clients is Workman LLP, a leading asset and property management company operating throughout the UK.

"Workman LLP were looking to increase intruder security at an upscale office building on Shaftesbury Avenue," said Jason Choy, director at Welcome Gate. "The site houses multiple tenants. Two in particular, offices of a major British bank and one of the world's top Internet search companies, had existing security systems for their parts of the building and these could not be altered."

PERFECT SOLUTION

Not only did Welcome Gate have to deliver a solution befitting a prestigious building and address, and demanding tenants, it also needed to cope with constant and high

levels of people movement. Welcome Gate has experience of a wide range of systems and providers and knew that Gunnebo's speed gates would offer the perfect blend of reliability and user-friendliness.

"One requirement was that the speed gates had to blend in with the existing interior. Another was that occupants could go about their work without interruption," continued Jason. "With Gunnebo, we were confident of providing a solution that could exceed our client's expectations."

Welcome Gate opted for Gunnebo's BP Speed-Stile system, which offers unobtrusive, card-controlled access through hands-free, motorised gates. As well as being smart in appearance and easy to use, Welcome Gate was also able to integrate the new speed gates with the card-controlled access systems being used by the different tenants. This meant that staff in the building only need one card to access common and private areas.

SATISFIED CUSTOMER

"We were able to extend this integrated approach to the lifts and car park entrance," added Jason. "Including so many different entry and exit points meant a number of challenges during the installation and setup phase, but Gunnebo's start-up team provides good support and a swift response."

To ensure that the changes did not create confusion for tenants, Welcome Gate assisted Workman LLP with an internal



At Shaftesbury Avenue in London, Welcome Gate was brought in to review the physical safety, and it chose products from Gunnebo.

communications programme involving representatives from all the tenants. Jason cites his client's satisfaction and the ease with which people interact with the improved security as evidence of a great product combined with a well managed process. ■

Facts

Welcome Gate is based in London, UK, and its client base extends into Europe, the Middle East and Africa. It works with organisations from a broad range of sectors, including manufacturing, financial services, public sector, information technology, and many leading brands such as Vodafone, Honeywell, EMI and Bentley Motors.

Growing market for terrorist protection

Gunnebo currently offers around a dozen anti-terrorist products that can either be used individually or in a system to provide maximum protection against terrorist attacks. The majority have undergone crash tests and are certified to the highest American and British security standards.



The constantly changing threat from terror groups around the world has led to a dramatic increase in demand for anti-terrorist products.

"Customers are embassies, military bases, nuclear power plants, airports, seaports, chemical industries, government buildings and other sites and installations that need the highest security," says Thorsten Grunwald, head of marketing for high-security products at the Outdoor Perimeter Security Competence Centre.

Many countries in Europe and elsewhere are now investing large sums in increasing security at their embassies and consulates. Gunnebo is involved in several such projects, including a number of British embassies around the world.

The process the US government has recently initiated to increase security at all its embassies and consulates will span 12 years and cost an estimated 15 billion dollars.

COSTLY BUT NECESSARY

The majority of the Gunnebo Group's anti-terrorist products have undergone crash tests and are certified to the highest American and British security standards.

DOS (Department of State) certification means that the product has been tested and approved at one of seven authorised test institutes in the US. A product certified to PAS 68 (Publicly Available Specification) has been tested and approved by one of the UK's two authorised institutes.

"Crash tests are costly, but necessary. DOS and PAS are internationally accepted standards for anti-terrorist protection. Non-certified products can only be sold on the low-price market," Grunwald explains.

The DOS test is based on a vehicle weight of 15,000 American pounds, the PAS 68 test on a vehicle weight of 7.5 tonnes. The subsequent figure shows the speed that the product can resist. K4 means 30 mph, K8 40 mph while K12 is 50 mph.

"The UK and Commonwealth countries set the greatest stock in the PAS system, while other countries rely more on DOS," says Grunwald.

PROTECTION FOR CITY CENTRES

The higher a product's certified security class, the higher the production cost and thereby also the price. In city centres, for instance, it is barely possible for a 7.5-tonne vehicle to reach speeds of 50 mph, so a shallow foundation is of greater importance. Gunnebo has therefore developed Bollard K4, Crash Gate K4 and BLS K4, which are certified to withstand slightly lower speeds.

Gunnebo has 10 or so competitors worldwide in anti-terrorist protection.

"But none of them have certified virtually all their products to both American and British standards. Along with our ability to deal with projects worldwide when it comes to sales, installation and maintenance, this means that Gunnebo is one of the world's top ten partners for installations and operations needing the highest security," Grunwald concludes.

Defence barrier road blockers will be crash tested to level K12 in 2008. The Tyre Killer, however, will not be crash tested as it is designed to incapacitate an unauthorised vehicle rather than stop it. ■

GUNNEBO ANTI-TERRORIST PROTECTION:

BOLLARD K4

CERTIFICATION:
DOS: K4. PAS 68: K8.



BOLLARD K12

DOD: K12, L12. PAS 68: NOT TESTED.

Enables pedestrians to pass through unobstructed while effectively stopping heavy vehicles at high speed.

ROAD BLOCK DSP K12

CERTIFICATION:
DOS: K12. PAS 68: K12.



Blocks the road within 2-4 seconds and is designed to remain functional after a collision.

WEDGE BARRIER K12

CERTIFICATION:
DOS: K12. PAS 68: K12.



Effectively blocks the road within 3 seconds, decreasing to 1 second with the assistance of an accumulator. Also for installation in city centres as the foundation is only 40 cm deep.

CRASH GATE K4

CERTIFICATION:
DOS: NOT TESTED. PAS 68: K4.
DOS: K12. PAS 68: K12.



A solid gate that closes the site and effectively stops heavy vehicles travelling at high speeds.

BARRIER LIFT SYSTEM, BLS K4

CERTIFICATION:
DOS: K4.



DOS: K12. PAS 68: K12.

A boombarrier that quickly rises out of the ground and blocks the entire width of the road within four seconds. Completely destroys the chassis of a vehicle that tries to gain access by force.

Sunk into the ground it fulfills class 60 bridge security requirements to withstand extremely heavy vehicles.

DEFENCE BARRIER K12

CERTIFICATION:
DOS: TO BE TESTED
IN 2008. PAS 68:
TO BE TESTED
IN 2008.



A boombarrier that effectively stops heavy vehicles travelling at very high speeds.

TYRE KILLER

CERTIFICATION:
WILL NOT
BE TESTED.



Pointed barriers that effectively block a road within 2 seconds. Completely destroys the tyres, axles and suspension of a vehicle that tries to gain access by force.



*UN protected
by Gunnebo
security products*

Gunnebo has delivered 13 Road Blocks and Defence Barriers to the UN office in Vienna on behalf of Zargen Bösch in Austria, which has been a business partner of both Gunnebo and elkosta for many years.

"We have more than 20 years' experience of Gunnebo's elkosta brand. We know the products are very high quality and that the company can be trusted," says Hans Gasser, Sales Director at Zargen Bösch.

Suppliers from all over the world competed for the contract. Gunnebo was one of very few companies which – alongside its business partner Zargen Bösch – fulfilled all the requirements for the products including installation, service and maintenance.

"Because Gunnebo offers a complete range of security graded products, it can objectively analyse needs and choose the right products. Moreover, the majority of the company's products are certified to the highest security standards," says Gasser.

The project is realised together with SKE – a German main contractor. ■



Holtback and Holmqvist step down after 15 years on Board

Roger Holtback and Bjarne Holmqvist have worked together on Gunnebo's Board of Directors for 15 years. In that time their achievements include 47 acquisitions and consolidation of the European security market. However, ahead of the Annual General Meeting on 3 April 2008, both had said they would decline re-election.

The journey from nails and chains, across the workshop floor and into the world of high security began in 1993, when Roger was President of BURE and Bjarne became President of wholly-owned subsidiary HIDEF Kapital AB.

PRESIDENT FOR 13 YEARS

In 1995 Gunnebo was acquired by HIDEF, which later that year changed name to Gunnebo AB. The original Gunnebo hailing back to 1764, with its core operation in nails, chains and lifting devices, was named Gunnebo Industrier. Gunnebo AB began the process of developing into a security group with Bjarne Holmqvist as President and CEO.

Bjarne was President for 13 years before Göran Gezelius took over the helm in spring 2005. Bjarne remained on the Board until the 2008 AGM.

TEARS IN HIS EYES

On leaving, he took the opportunity to thank everyone who had been involved in creating Gunnebo the security group. "It has been a joy to be involved in creating Gunnebo. There have been some sudden changes, and we've made decisions in everything from 45 minutes to several weeks of careful consideration. I would



Roger Holtback and Bjarne Holmqvist have worked together on Gunnebo's Board of Directors for 15 years. They were thanked for their services and presented with flowers at the AGM in Göteborg on 3 April, in front of just over 300 guests.

like to convey my sincere thanks to all the shareholders, co-workers and many loyal customers who have made this journey possible," said Bjarne.

Roger Holtback, who spent 15 years as Chairman of the Board, was delighted with Gunnebo's development and passed on his

heartfelt thanks to the shareholders.

"I receive these flowers with tears in my eyes. These have been exciting, eventful years, but Bjarne and I both now realise it's time for renewal," said Roger Holtback to the gathered shareholders and other guests. ■