

Global

A CUSTOMER MAGAZINE FROM THE GUNNEBO SECURITY GROUP #1 2014

Open To Customers
– Closed To Thieves

10

Globalisation Creates
Greater Vulnerability

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Staff Feeling
More Secure

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Feature **SECURITY THAT MAKES
A DIFFERENCE**



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ABOUT GUNNEBO
Gunnebo is a global leader in security products, services and solutions with an offering covering cash handling, safes and vaults, entrance security and electronic security for banks, retail, CIT, mass transit, public & commercial buildings and industrial & high-risk sites. The Group has an annual turnover of €610 million, employs 5,600 people and has sales companies in 33 countries across EMEA, Asia-Pacific and the Americas as well as Channel Partners on over 100 additional markets.

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FRONT PAGE
Jasbinder Singh, Vice President Manufacturing, Gunnebo India. Here he is in the Halol Plant. Photo: Anders Eliasson



Security With a Luxury Feel

25 years ago Antoine De Macedo started his luxury watches business – an industry that is particularly vulnerable to robbery and burglary. Over the past decades Gunnebo has delivered security and is well-established as a supplier on the French market.

TEXT | Aurelia Gilbert, Linda Gårdlöv

When looking for a security partner, it was logical to turn to Gunnebo. The appealing design of the products as well as the high standards of quality played a role in the decision-making process.

Gunnebo is well-known within the jewellery and luxury watches industry, mainly as a manufacturer of safes but, due to increasing security needs, now also as a provider of complete security solutions.

“We have a lot of pressure from insurance companies to be well equipped when it comes to security,” says Antoine De Macedo, owner of the eponymous company selling vintage and new luxury watches and clocks in Paris, France.

“The interlocking door, an entrance security solution made mandatory by insurance, is essential for us. It manages access and controls the flow of people. Our profession is at risk, par-

ticularly for armed robberies, therefore it is very important to choose or ‘filter’ the people who come into our stores,” says Antoine.

“Aesthetically it is not easy to integrate an interlocking door into a luxury store. In this case, we were able to integrate it into rather unconventional surroundings.”

After the installation of the interlocking door, Antoine has had great reactions from both customers and the ten employees working in the shop.

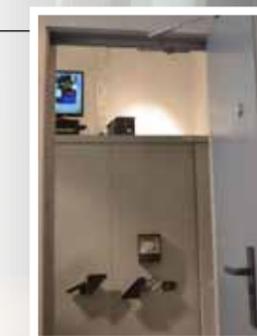
“For me it is very important to keep the employees safe at work. Securing goods, employees and customers was the basis of my approach,” he adds.

It was not only pricing, quality, service and insurance reasons that made Antoine choose Gunnebo as a partner. Another aspect was that this partnership allowed him to work with a single partner for his security needs. Gunnebo can provide solutions where electronic security is integrated with physical protection and that is hard to find in competitors’ offerings, according to Antoine.

“Electronic security is an important part of the solution and to have it integrated by the same provider has made my life a lot easier. In the future we expect continued good service and new security offerings from Gunnebo,” he says. ■

Antoine De Macedo
Watchmaker

- Luxury vintage and new watches and clocks; Rolex, Cartier Patek Philippe, Chopard.
- Founded in 2000.
- Four shops in Paris, one including a restoration workshop for vintage luxury watches.



TAILOR-MADE SOLUTIONS COMBAT BURGLARS IN FRANCE

Robberies in jewellery and luxury watch stores have more than doubled in France over the past three years. One of the reasons is the soaring price of gold; the profession is obliged to equip themselves with sophisticated security solutions to withstand attacks that are occurring more frequently, more violently and faster, solutions that also match the insurance companies’

demands. Gunnebo has recognition as an expert when it comes to securing people, assets and goods and has been a privileged partner to this profession for many years. As a manufacturer, installer and provider of maintenance services, Gunnebo offers security solutions tailor-made in accordance with the standards and classes required by the insurance companies.

“Moving up the value chain for Gunnebo, in general terms means making the transition from a product supplier to a solutions provider.”

Per Borgvall, President and CEO, Gunnebo

Shaping The Future of Security

To be prosperous in the security industry it is vital with creative and effective research and development (R&D).

A successful company needs to constantly improve existing products and also to create new products and solutions. These have to be state-of-the-art technology, user friendly, reliable, secure, cost effective, and much more.

The R&D-work to design and manufacture products is an on-going process within the Gunnebo organisation, mainly driven by the customers demands.

"The customers are expecting to get – and willing to pay – what they really need, not less, not more. This really forces us to understand, and sometimes help the customer defining, what the needs are, and to focus on the strict necessary part, in the most efficient way," says Myriam Bevilion, Operations R&D Market Support Center Director at Gunnebo.

The theme for this issue of Global magazine is Security That Makes a Difference, and on following pages you will get to know more about the ideas and processes of Gunnebo creating new outstanding security solutions – both globally and locally.

TEXT | Mats Ekendahl

“The customers are expecting to get – and willing to pay – what they really need, not less, not more.”

Entrance Security Customisation Made Easier

In the late 1990's Gunnebo launched a revolutionary concept of entrance control gates providing electronic detection and contactless passage technology.

At the time, the company also changed the market by introducing a modern design in this new range, where customers were able to match the gate finishes to blend into the environment. This was a visionary move towards future expectations.

TEXT | Emma Sheldon

Gunnebo called this concept/product Speedstile and it quickly became an iconic product in the Entrance Control world, making Gunnebo the market leader.

Time moved on and by 2012 although Gunnebo was still highly successful with its SpeedStiles and maintained its leader position, it was time to shake the market again.

Having studied the market trends and looked at market opportunities, Gunnebo identified the following key requirements when developing the new products:

- Aesthetic refreshment
- New materials and finishes
- Modularity in build to allow for size flexibility
- Maximum transparency – Structural glass
- Security combined with safety
- Small foot print

What was meant to be a refreshment ended up in massively widening the SpeedStile range providing Gunnebo with the complete SpeedGate offering, ticking all boxes and again introducing revolutionary concepts.

The new SpeedStile range was born with greater focus on improved accessibility and flexibility and is currently being introduced to the market place.

A second dimension

With the offering almost doubling, the company decided to re-organise the range in order to help people select the right product for the right application.

The range is therefore organised based on the type of panel and movement offered, with Flaps (FL), Bi-parting (BP) and Full Panels (FP), each of them offering specific

advantages in terms of footprint, security, safety, speed of throughput ... to match different market requirements.

A second dimension has also been introduced to specify the level of possible customisation and positioning with the complete range. The SpeedStile range starts with the Basic Models (BA), followed by the Evolution Models (EV) offering a wider range of customisation options with the exclusive DS series at the top of the scale offering endless customisation options.

Exclusive DS series

Gunnebo introduced the exclusive DS series allowing for endless customisation and specifically designed to appeal to the most demanding Archi-

tect and Interior Designers. The company wanted to find an alternative finish to the stainless steel that was prevalent on most gates on the market and to offer the possibility for architects and interior designers to easily integrate the gate in their designs.

Material of high quality

For the finishes Gunnebo has chosen Architects and Designers preferred materials namely: Corian DuPont, TRESPA, 3M DI-NOC Film.

The chosen materials offer the following benefits:

- Ease of interchangeable finishes and graphics
- Global manufacturing material availability
- Consistency in quality

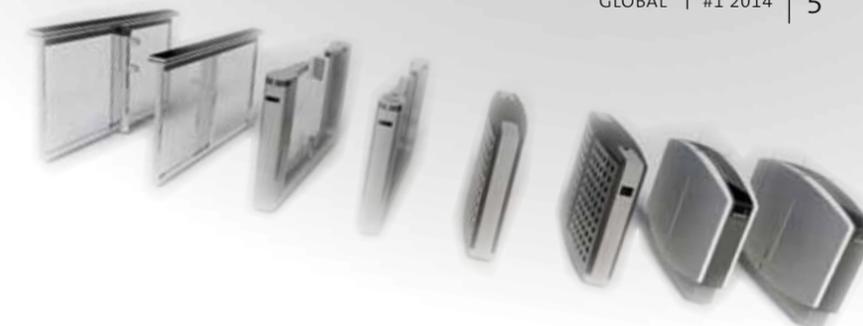
- Material sustainability
- Global and Local support from providers
- Limited environmental impact

50,000 gates installed worldwide

With these new products Gunnebo reinforces its leadership position and once again offers the widest and most innovative range of Entrance Control solutions.

Gunnebo's SpeedStile success story to date:

- 50,000 gates installed worldwide
- 90 million people processed daily
- Worldwide references in the most iconic buildings ■



Developing Creative Solutions

The strategy of Gunnebo is to constantly improve existing products and to create new solutions to fulfil market requirements in the most efficient way.

TEXT | Mats Ekendahl

The Gunnebo Group has gathered the resources for research and development, and also appointed a R&D Manager.

"This is a strong signal to show the importance of R&D, and the wish to focus even more on this field," says Myriam Bevillon, Operations R&D Market Support Center Director at Gunnebo.

One way to achieve constant improvements is to merge teams, enhance exchange of best practice, share expertise, and create

more opportunities for the different R&D teams to work together. We also need to develop the right skills and competence as this is a key success factor in research and development.

One of our main challenges is to develop global products and solutions that can accommodate local requirements, because in practice this is not easy, due to different habits, process and local legislation.

"We do have global solutions sold everywhere, such as the Safecash R bank note recycling deposit, the Safestore Auto robotized safe deposit lockers, the GSL1000 electronic lock. For some other products, we are trying to develop platforms, from which we can make local adaptations", says Myriam Bevillon.

"On the other hand, we are also developing



TESTING products during the R&D process.

dedicated products for specific market."

Updating and upgrading our products is also necessary. This is done by systematic engineering work and suggestions for improvements coming from the people involved in installation or service, etcetera.

"The lifecycles of the security products tend to be shorter, especially for high technologies and software based solutions, which means that we need to renew and update more frequently," says Myriam Bevillon.

Competition is another emulating factor; when competitors are launching something clever, Gunnebo should be able to learn from it and implement even better added functions – this is a permanent race!

One way to succeed with that, and to get creativeness, is to gather all key experts internally, and externally, to come up with the best possible solution. Always for the customers.

"They are our main driver. Now the customers is expecting to get, and willing to pay, what they NEED, not less, not more."

Legislation changes are also important drivers. Gunnebo propose solutions to comply with legislations, like when new CIT decrees went out in various countries. ■

INCREDIBLE SOURCE. To handle the development work within a company context with geographical distances and cultural differences, Gunnebo has created a very strong R&D network, with people knowing and trusting each other: "I have always seen cultural differences as an incredible asset and wealth. People with different origin or minds come with different ideas, and if well shared, it gives us an incredible source for innovation," says Myriam Bevillon.
Photo: Régis Bevillon



Possible Future Development

■ Gunnebo will use the "technological trends" like: Why not checking the status of your security product through your smart phone? Why not being able to check what solutions are available through your ipad? Why not receiving an alarm on your phone if something goes wrong?

■ New tactile tools, high speed connections, all those things have changed the habits of Gunnebo in a very short time, but they certainly feel natural.
■ The facts that banks are going towards more service, and direct customer focus, and in many places they are outsourcing cash management, leads also Gunnebo towards different new solutions.

■ For ongoing major changes in the banking area – expanding or downsizing – Gunnebo will accompany, and some solutions have been installed in many different countries thanks to this turmoil.
■ Terrorism is also a concern, which makes security reinforced in areas like transport, and all main public areas.

■ Explosion risks have grown over the last years, as well as shooting risks, which means that Gunnebo need to cover those risks, on top of the intrusion.
■ The environmental concern is also growing, which makes Gunnebo developing solutions which are environmental friendly.

High-Performance Doors Offer Dual Protection

Renowned for their high level of security, quality of resistance, design and performance, the Gunnebo security range of doors are now enhanced with a new elegant aluminium double-leaf doors.

TEXT | Amel Loukal



Developed to protect people, buildings and property by supplying sites, their staff and their customers with maximum security, the MagTek aluminum range offers high-performance doors, windows and partitions providing physical protection to withstand manual attacks and burglary.

The standard environment in Europe has been evolving since end of 2011 placing the EN 1627 standard as the main reference for the European countries. After its single-leaf doors, Gunnebo has completed the aluminum range with a double-leaves doors, all tested and certified by independent organizations and laboratories in accordance with European standards and regulations, up to RC5 (see note) level.

The new double-leaves doors are made up of solid, glazed or partially-glazed infill, offering elegant appearance and versatility with MagTek doors being the best solution for protecting public administration buildings, banks, CITs, retail sites and embassies.

The technical functions have also been improved. A wide offering of sizes and accessories, such as a new locking system with an emergency opening feature and an automatic relocking for the RC3 and RC4 levels solid doors. In addition, these doors can be provided with combined resistances such as ballistic resistance with manual attack protection.

With the double-leaves doors, Gunnebo offers the widest aluminum range including doors, partitions and windows to fit the most specialist request on the market today. ■

Note: A door's burglary resistance (door frame and door leaf) is determined according to EN1627 standard, which tests all the sensitive points of the structure. The protection against break-in is classified from RC1 to RC6 (RC=resistance Class):

■ RC3: The thief tries to force entry using an additional screw driver and a lever.
■ RC4: The experienced thief uses, in addition, saws, hammers, an axe, chisels and portable battery-powered drills.

■ RC5: The experienced thief, besides electric tools, uses, for example, drills, vibrating and radial saws with a maximum disc diameter of 125mm.
■ The new features have been added to the levels RC3 and RC4.

Simplified Cash Handling for Improved Customer Service

O'Marché Frais is part of a French retail group created in 1984, which runs 20 stores across the Paris area. Since 2010, the company has been operating SafePay™ solutions in all of its major outlets.

“We opted for the SafePay system because of its ergonomics and user-friendliness,” says Guillaume Charpentier, Director of IT Systems, O'Marché Frais.

TEXT | Laurence Delecroix

Guillaume Charpentier says “In our field of activity, cash transactions remain very prominent (25% of total volume). It was therefore critical to suppress physical cash handling operations within our stores for five main reasons.”:

- Eliminating cash differences
- Freeing up time for cashiers (more effective

working time without start-of-day and back-office routines)

- Automatic authentication of banknotes
- Facilitating check-out transactions by optimising the availability of cashiers, especially at peak times
- Making stores more secure – a major issue after a number of attacks which traumatised both personnel and customers

The implementation of an automated cash handling systems was intended to address these issues and act to dissuade criminals – precisely what SafePay is designed to do.

“Extensive solution answering our needs”

O'Marché Frais opted for the SafePay system because of its ergonomics and user-friendliness.

“Compared to competitors, this made a real difference: integration took place without hav-

ing to alter our check-out counters. The SafePay note deposit module in particular seemed very practical to us as it was possible to slip it under the counter to enable the cashier to feed in the notes. This solution also afforded a higher level of security than any other,” explains Guillaume Charpentier.

All of the stores had already been equipped with Fichet-Bauché safes – a Gunnebo brand – and O'Marché Frais were very satisfied with the quality of these products and related services.

Three years of positive results

Initially 16 devices installed in the first store. Results lived up to expectations and the next year, seven other stores were equipped – including Brétigny-sur-Orge, which now has 24 stations. A total of 139 SafePay products for the whole group.

“During implementation, the Gunnebo

France team was very much on-site and proactive. A custom interface with our POS software was created. Today our Gunnebo Project Manager provides follow-up for the new installations and also helps us to optimise processes,” adds Guillaume Charpentier.

The staff at O'Marché Frais are pleased since the cash handling processes have been enormously simplified. This has eliminated most customer complaints and allows them really to focus on welcoming shoppers. It is also an undeniable asset to lift the everyday stress related to potential attacks.

Satisfied customers

Customers also find making cash-only payments or combined cash with other mean of payment much simpler.

“After a period of adaptation and legitimate hesitation, they've now adopted this solution and trust its ability to give them accurate change. Moreover, this solution gives them a sense of increased security when they visit the store,” states Guillaume Charpentier.

In most cases, the retail group equips the whole check-out line in order to have only one cash-handling process to manage – which makes operations simpler and therefore saves money. Gunnebo has also integrated a CTU transfer safe in the back-office.

“This completely removes the need for any manual handling of cash. Today, even the CIT people take the cash directly from the safe without actually touching it.”

A long-term partnership

Beyond the development of stores, the next step will be to implement a centralised monitoring tool, CashControl, for the IT division. The objective is to provide a real-time overview of the cash coming in and out for each store and for the whole group – while enhancing control procedures at a central accounting level.

“In the long run, the final aim is to be able to credit accounts directly to the bank right after pick-up from the store – even before the CIT company tour (“credit file”)!” says Guillaume Charpentier. ■



Airline Passengers Enter the Fast Lane

According to the Civil Aviation Authority, the number of airline passengers is expected to rise by 5 per cent in the coming years. The operator of Hamburg Airport is already preparing for this with the expansion and modernisation of the central security checkpoint at Terminal 2.

TEXT | Emma Sheldon

The installation at Hamburg International Airport Terminal 2 comprised of two single automated boarding gates – BoardSec. The use of Gunnebo's automated boarding gates optimises the flow of passengers and provides security at the highest level.

The CEO of Hamburg Airport, Michael Eggenschwiler has hailed the project a “complete success”.

“The new ‘Fast Lane’ in Terminal 2 with Gunnebo's boarding gate working in conjunction with automated Board Card Control Systems accelerates processes at checkpoints and contributes to faster and more convenient management of the 19,000 passengers that pass through the airport to the departure gate each day,” says Michael.

Passengers using Gunnebo's BoardSec simply scan their boarding card and the IT system checks validity and compliance with the flight database (the airport CUTE system). Annoying waiting times are minimised and airport staff can be used more effectively elsewhere.

Gunnebo Germany secured the business by offering an attractive package including the gates, installation and maintenance.

Both single boarding gates will be extended with another extension lane by the end of this year. Two additional double lanes will be installed in 2014. Biometric recognition systems can be integrated if required.

“Access control remains a key element in the security design of airports,” explains Albert Schürstedt, Head of Building & Infrastructure Gunnebo Germany.”

The oldest airport in Germany is ready for the challenges of tomorrow. ■



NO MORE ATTACKS. Ms. Catherine Fernandes, at the Brétigny-sur-Orge store of the French retail group, O'Marché Frais, is in charge of implementation of SafePay in coordination with the IT division. She says: “Ever since SafePay was implemented, our stores have not experienced a single attack – even those located in so-called sensitive areas.” Photo: Marché O Frais

“...integration took place without having to alter our check-out counters...”

Open To Customers – But Closed To Thieves

The retail sector wants to welcome its customers with open arms. Entrances should feel inviting and be a pleasure to walk through. Maxi Ica Stormarknad Partille Sweden, decided to let SpeedStiles from Gunnebo deal with that delicate task.

TEXT | Mats Ekendahl

Thomas Strindeborn owns the supermarket but also works in other retail companies.

“So I had seen Gunnebo’s access solution in other retail stores. It’s not only attractive and inviting, it also conveys an impression of being secure,” he says.

Even though the modern design and feeling of openness was appealing, an entrance solution also needs to prevent shoplifters from exiting via the entrance.

“We’d been having trouble with shoplifting, but we couldn’t just close the shop. What we wanted was a more secure solution that still allowed high accessibility. Gunnebo SpeedStiles were the

natural choice as they met both requirements,” says Strindeborn.

The new gates also have a smaller footprint than the previous ones. Customers used to have quite a long way to go to enter the supermarket, through two revolving gates. The new solution makes getting in far easier, and the store’s external appearance has also been given a boost. The sight of the relatively high SpeedStiles may also act as more of a deterrent to shoplifters and thieves than the old, lower gates.

Thomas Strindeborn is happy with his new SpeedStiles, both because of the higher accessibility and the crime-prevention features.

“I’m delighted with all the technical and aesthetic aspects, and it’s all working smoothly. Gunnebo’s salespeople and service engineers are also very easy to work with,” he says.

The word has spread, and other traders and interested parties have come to check out the supermarket’s SpeedStiles from Gunnebo.

“Everyone who looks at it loves it. It may not be the cheapest solution, but it really is superb!” Thomas Strindeborn concludes. ■



Thomas Strindeborn.



WELCOMING TO CUSTOMERS. SpeedStiles provide an open, inviting entrance solution while also making life difficult for would-be thieves.

Photo: Åsa Tjörngren

“Customers open the gates with their receipt”

Per Geijer is Head of Security at the Swedish Federation of Trade. Here are his views on store entrances and access solutions now and in the future.



“When investing in a secure solution for entrances, retailers can’t just think about warding off thieves and shoplifters, they also need something that makes it easy for customers to get in. Visitors must feel welcome, prams and wheelchairs need easy access. This is why many retailers prefer a solution

that’s as open and inviting as possible. This in turn means that some are dubious about excessively large – and perhaps high-tech and extremely secure – entrance gates. When it comes to speedgates, the main interest is from larger stores with very large entrances. Smaller stores are often happy with simple gates that swing aside on entry, and this is often adequate as most people feel it’s wrong to go against the flow – and if they do, they generally tend to get noticed. But if the entrance is not in plain sight from the checkout, for example, a technically more advanced

gate that’s harder to pass through might be more appropriate. Especially if the store has no personnel just inside the entrance, which is often desirable as an early encounter with the customer and good service generate sales.

Whichever solution is chosen, it has to be operationally reliable. The gates mustn’t lock closed so customers are kept out, and they mustn’t lock open either as then people will really be tempted to try their luck.

Generally speaking, there are very few retailers who are interested in the most technically advanced security

gates. They’re not looking for futuristic solutions as they have a traditional approach, and as previously mentioned they certainly don’t want operating problems disrupting the flow of customers.

Discussions are however under way about more modern solutions in the future, with minimum checkouts and customers self-scanning their items and paying by card. Once customers have paid for their goods they open the gates with their receipt. Needless to say this calls for a closed entrance and exit solution.” ■

Space-saving Solution For Retail

Hemköp Skanstull is a supermarket located at an entrance to the Stockholm metro. It is a busy place, and the shop entrance is not visible from the checkouts.

“Theft protection is vital, so we installed a SpeedStile with a security gate from Gunnebo,” says Fredrik Camitz, Store Manager.

TEXT | Mats Ekendahl

The design is neutral, a steel-grey frame with chequered panels in brushed aluminium. The entrance gates convey an elegant impression, while also effectively blocking thieves and shoplifters. This is aided by the 180 cm high glass panels – it is not easy to lift items over them.

“We’ve had our SpeedStile a relatively short time but we do seem to have reduced theft and shrinkage. I believe that mentally, it’s far worse to try to go the wrong way through a SpeedStile than it is through the old swing gates we used to have,” says Fredrik Camitz.

He is also pleased that the new access solution is space-efficient, especially as the installation area was limited.

“The installation has actually freed up space by the entrance, and that’s great as it’s an excellent sales area which we obviously want to maximise.”

Since the installation, Gunnebo’s engineers have fine-tuned the gates. It is important that they are open for long enough.

“Initially they were a bit too slow to close so we wanted to speed them up. They’ll soon be running optimally,” Fredrik explains.

Hemköp Skanstull has not had a single operational stoppage since they started using SpeedStile.

“It’s a very operationally reliable construction.”

Fredrik Camitz chose Gunnebo as the supplier after seeing SpeedStile access solutions at two other Hemköp stores in Stockholm. ■



Fredrik Camitz.

Globalisation Creates Greater Vulnerability

Security industry more important in an increasingly complex society

Björn Eriksson – Sweden's former National Police Commissioner – has a long career in security-related fields. Global interviewed him about the security sector now and in the future.

“One trend is that the cost of new security technology is falling in relation to payroll costs, and because people aren't getting any cheaper, technology acquisition is speeding up, even though people can't be left out completely,” he says.

TEXT | Mats Ekendahl

Björn Eriksson says that the security industry has increasingly taken over the tasks of the police, and consequently the security industry is growing. Meanwhile the sector's focus is changing, and the players involved have changed their offering somewhat in recent years. For example, risk analyses have been added to the product portfolio.

“Companies like Gunnebo have gone from selling individual products like safes to offering sophisticated total solutions involving hardware and software in areas such as access control and cash handling. The level of refinement has also increased, which in turn calls for higher expertise among personnel and greater specialisation in different product areas,” says Eriksson.

In the future, communities around the world will generally be more complex, increasing the threats and risks to people and property alike.

“Greater mobility for people and technology go hand in hand with increasing globalisation. On the one hand this makes society better and more efficient, but it also makes it more exposed and vulnerable,” Eriksson explains.

Consequently the number of specialist companies is rising, partly because the internal and external security requirements of listed companies are increasing.

As mentioned above, this decreases the public sector's monopoly on security measures, which benefits the security industry.

Eriksson does not believe that people can be factored out of the equation in all security systems, even though the degree of technology in those systems is increasing all the time. However, people do now have new roles in their jobs.

“The importance of gathering information to keep security high is increasing all the time, and this calls for people who can analyse data and knowledge as the complexity of security systems rises.”

However strong a protective shield, there is always someone with enough of a motive to break it or circumvent it.

“A chain is no stronger than its weakest link, and it's in the interest of both the attacking and the defending side to find that weak point and exploit it for their own ends. In the military they talk about strategy and counterstrategy, a battle of minds,” says Eriksson.

In the future he believes that measures such as security patrols will be increasingly replaced by people plus new technology in the form of cameras which are used in real time.

“The cost of new security is falling in relation to payroll costs, and because people aren't getting any cheaper, technology acquisition is speeding up.”

And of course new factors are constantly being added, such as the Internet with social media, which means that communication in real time is not hindered by borders.

“Fraud could become more refined, and criminals in one country can use the Internet to quickly agree on a crime in a completely different country. At the same time though, people who witness a crime can easily photograph or film evidence on their mobile phones, so the progress works both ways.” ■

The security expert on cash handling:

“The view of society is that credit and debit cards reduce the risk of robbery, that payments are more secure when done electronically. But the real reason behind that approach is that the banks can't deal with all the cash. More cards obviously also means more card fraud – and that happens a lot more online than cash-related crimes in stores. And then there are of course people who still want to have cash as an option, perhaps to make their transactions untraceable so that outside parties don't contact them with financial offers. One of Gunnebo's core businesses is protecting cash handling so that cash remains a viable option. Personally I don't think that niche is going anywhere; cash is here to stay. And if cards were the only option, banks could raise card fees. So all in all I don't think you can simply say that one method's better than the other; different problems call for different methods of handling cash.”



The security expert on entrance solutions for high risk sites and arenas:

“The key is an interaction between people and technology, and that very co-operation between, say, electronic solutions and flesh and blood people is increasing. People will always be needed to switch on, check, maintain and switch off the security systems. So Gunnebo's entrance security solutions, for instance, will always be important since people need to be able to enter and leave places via different entrances and exits safely and efficiently. Having a single security guard won't be the way of the future.”

Intensive work on logistics and security is under way when it comes to getting people in and out of major events, for example. One area is finding technical methods that can be used in different countries to control who gets in. Solutions include iris scanning, personal tickets and face recognition cameras. Above all the connection between the person and the ticket will increase. Emptying an arena quickly and safely is another area that's in focus.



“The importance of gathering information to keep security high is increasing all the time”

Photo: Cia Lindkvist

Who is Björn Eriksson?

Background: Head of Swedish Customs and the Swedish Coast Guard, National Police Commissioner, President of Interpol, Östergötland County Governor, Board Member of Gunnebo AB, chief investigator on sports-related crime for the Swedish government.

Current assignments in the security sector:

Chairman of the Board of Swedish industry organisation for security, security advisor for Saab Security, Chairman of security company BRM's advisory board, consultant for BYA (a commission for training and health & safety in the security sector), and Board Member of the Swedish Sports Confederation with responsibility for security issues.



New Banknotes Will Improve Security

A banknote change in a big union like the EU is a major change for both states, the central banks, banks, shops and companies that manufacture systems for cash. New notes will come into circulation on 23 September 2014, thus giving enough time for all parties to prepare for a smooth introduction.

TEXT | Malin Serrander

The first banknote in the new series, the €5, came into circulation on 2 May 2013 and the new €10 note, the specifications for which were released at the beginning of January, will come into circulation on 23 September 2014.

“It can be challenging updating both the hardware and software for legacy systems,” says Jorge Rami Duesca, Global Product Man-

ager Services at Gunnebo.

The new design incorporates advances in banknote technology, making the note more resistant to counterfeiting. The new more durable notes have a protective coating and several new and enhanced security features. The new euro banknotes will be very easy to check manually and visually, using the “feel, look and smell” method. In addition to the portrait of Europa in the hologram and the watermark, the notes include an emerald number, which changes colour from emerald green to deep blue when tilted.

Reduced impact on environment

As the new banknotes are more durable they will need to be replaced less frequently, thus lowering costs and reducing the impact on the environment. Over time, the Eurosystem will gradually upgrade all the euro banknotes in ascending order. At the Euro Cash Academy on The European Central Bank’s (ECB) website you can learn more about euro banknotes and their

security features. The Eurosystem is taking steps to support the adaptation of cash-handling machines and authentication devices by the September launch date. Owners of such equipment are advised to contact their suppliers or manufacturers as soon as possible in order to get ready for the new €10 note.

Adaption to the new bills

The central banks of the eurozone have contacted banknote equipment manufacturers (BEM), banks and retailers, who either produce or use handling and authentication devices, offering to help them adapt their machines to the new €10.

Gunnebo, certified by the European Central Bank as a manufacturer of cash handling equipment, offers an upgrade and retrofitting service to customers who want to minimise disruption to their business and ensure a seamless transition to the new banknotes.

“We offer a complete turnkey solution to upgrade the note validators according to ECB specifications. The solution includes the required hardware and firmware upgrade for the new note compatibility, providing a new warranty period for the changed parts. The upgrade

The note and coin exchange in Sweden

- Riksbanken, the Swedish Central Bank, has decided on the coin and note denominations and has settled on a design. Prototypes, known as substrates, are being developed.
- In the first stage, tests could be made with unembossed coins where the alloy, size and weight could be tested.
- The notes are completely white for the first testing phase and bear only a serial number and IR-Security. It is the size and security features, such as the position of infrared signatures, and the ultraviolet resistance of the note paper, that are being tested. The tests are carried out partly by external parties.
- Once adjustments have been made following the initial round of testing, it will be time to test embossed coins and printed banknotes.
- The notes will have to be tested to check that the set infrared signatures work as specified after printing, and that white light can be used to read visible ink, as well as UV signatures and their durability.

SWEDISH SAFETY. New 20, 50, 200 and 1,000 kronor notes will be introduced in Sweden in October 2015, while new 100 and 500 kronor notes will come out in October 2016.



OLD AND NEW. To start with, the older banknotes will remain in together with the new notes. The older ones will then become invalid. The European Central Bank will announce the date that they are to become invalid well in advance. The older banknotes can always be exchanged by one of the central banks in the euro area.

solution is designed to minimise the interventions required in the future for the new note introduction in the Europa series for the forthcoming years, since only new firmware updates

will be required,” says Jorge.

The upgrades will be implemented before the new notes are unveiled to the market, ensuring the continuous compatibility of Gunnebo’s cash

handling solutions.

All the interventions will be carried out by certified technicians of Gunnebo. ■

Security Features a Joint Effort

Ahead of the biggest Swedish banknote changeover in modern times, the Swedish Central Bank, Riksbanken, has turned to security companies specialising in cash handling for help. During the process, the companies have been asked to give their opinion on the new banknotes’ and coins’ design and function.

TEXT | Malin Serrander

Gunnebo is one of the external companies the Riksbank has chosen to work with.

“We have good contact with the Riksbank and are honoured to be involved in such an early stage of producing new banknotes,” says Frank Engqvist, Product Manager Cash Handling at Gunnebo. Gunnebo and a few selected cash

handling companies in the bank and sorting segment are working in tandem with the Riksbank to produce the new coins and banknotes.

When new banknotes are issued, cash handling machines are adapted to deal with the new notes, which will be of a different size and feature different security details.

“We were granted access to the first embossed

coins for internal testing back in early 2013. In November 2012, we tested the “functional proofs” – unprinted notes – where only the size of the paper was to specification and where the security features you cannot see are tested. After this, the Riksbank adjusted certain functions. In September 2013 we received the first pre-printed banknotes for testing and with security improvements made as a result of our observations in the first test. In April 2014, we get the final notes,” says Frank Engqvist.

New 20, 50, 200 and 1,000 kronor notes will be introduced in Sweden in October 2015, while new 100 and 500 kronor notes and 1, 2 and 5 kronor coins will come out in October 2016. ■





Staff Feeling More Secure

From a vision to revolutionize the experience of bread, Lagkagehuset was founded in 2008 as a merger between Skallebæk bakery and Lagkagehuset. Since then, the concept has grown bigger and bigger, and today, the chain consists of 30 stores spread out across Denmark. Currently, eleven of the stores have SafePay™ installed – and there are plans for more.

TEXT | Janne Pedersen

Lagkagehuset was in the market for cash handling systems. After thorough investigations Gunnebo's solution closed cash handling solution, SafePay, was chosen.

"With Gunnebo, the possibility to optimise return of investments was obvious. At the same time, the process of installation and the subsequent staff training seemed like a feasible investment. Additionally, the design of SafePay suits Lagkagehusets concept and its interior perfectly," says Peter Bruun, CEO Lagkagehuset.

Peter also says that the cooperation between



suppliers and Lagkagehuset has been excellent.

"The installers have had a good sense of how to integrate the system on-site. And we are perfectly satisfied with the result," Peter concludes.

Mette Kjærgaard, store manager at Lagkagehuset, Ny Østergade, Copenhagen City: "With SafePay, we are no longer attractive to robbers and thieves."

SafePay with its completely closed cash handling system, makes it impossible for staff to

ABOUT LAGKAGEHUSET

- A "lagkage" means a "layer cake"
- It consists of very soft pie bottoms with whipped cream of many flavours in between, topped with all kinds of icings depending on the kind of cake.
- It is a tradition to serve lagkage for birthdays.
- Lagkagehuset's vision is to offer their customers an uncompromising experience.

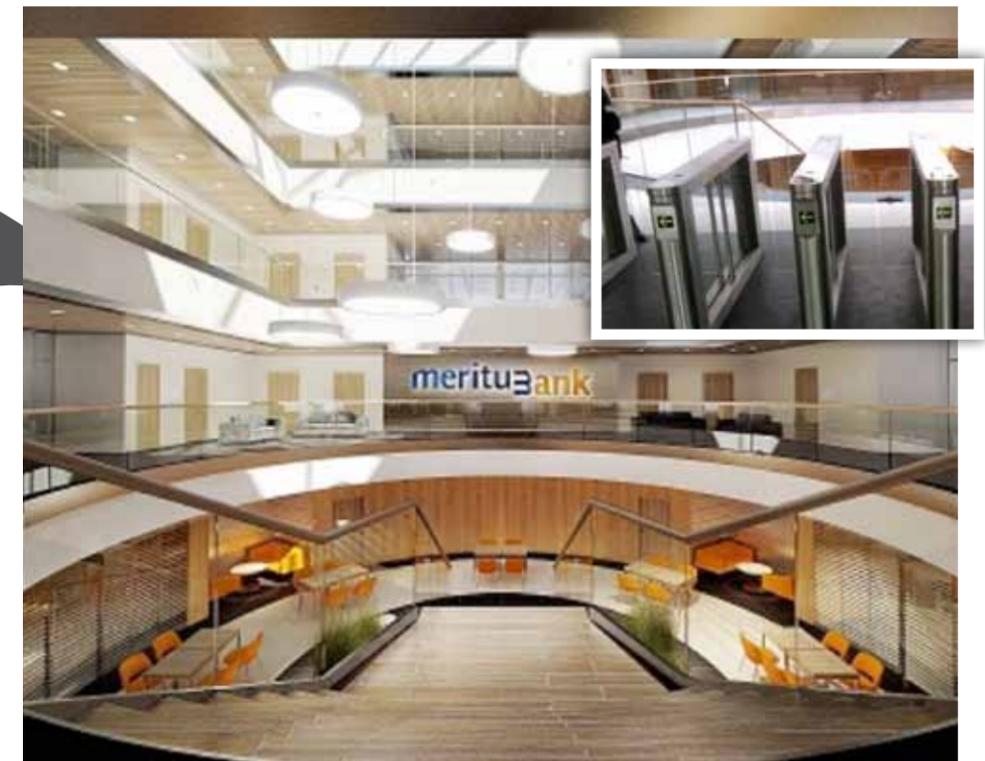
handle cash. Change is provided in the little tray for customers to take themselves, and the rest of the money simultaneously goes into the deposit box.

"SafePay has made our staff feel more secure. With the system, our staff does not have to handle money, and that is a huge plus as our business is foods. Furthermore, SafePay has the advantage that payment processes run more quickly and easily, which means more time for servicing customers," adds Mette. ■



Improving Highway Security

SPAIN In 2013, Gunnebo managed the delivery of security doors for a series of toll booths in the Catalonia region of Spain. Following their installation, which has led to an improved level of protection for the toll booth operators, a new order has been received for a further 97 reinforced doors for highways at various locations across Spain.



No Compromise On Design

POLAND A financial institution's reputation and profitability are based on how well it proves to customers that it is serious about protecting their assets and investments. So for Meritum Bank's new Polish headquarters in Gdańsk, architects chose four lines of SpeedStile FL.

"The fast-moving glass wings offered the level of security and fast throughput that was required without compromising on design," explained Tomasz Krulak, Manager Entrance Control for Gunnebo Eastern Europe.



Global Magazine Wins Award

INDIA The Association of Business Communicators in India (ABCI) has been recognising excellence in marketing publications for over 50 years and this year it rewarded Global with the prize for best e-zine.

Sandeep Deshpande, Country Manager for Gunnebo India, was in Mumbai to collect the bronze award which was judged by panel of 24 experts. Global was deemed to be one of the best e-zines both in terms of content and design.

Entries for the ABCI Awards are invited for 32 categories in all covering print and digital media both in English and Hindi. The e-zine category, a relatively new one, covers all magazines which are available online.



Important to Monitor Movement

SOUTH KOREA LIG Nex1 is a research and development company and arms manufacturer from South Korea.

“Our aim is to have at least the same security level and philosophy as an international airport,” says You-Sun Lee, Manager of Corporate Security.

The South Korean government is LIG Nex1’s main client and puts a lot of pressure, for obvious reasons, on their suppliers for the maintenance of extremely high security standards. Annual checks are carried out to ensure that these rigorous standards are met.

Two years ago the company built a new research and development centre and turned to Gunnebo for an entrance security solution.

“We wanted the best, most efficient and reliable solution for entrance security in our lobby and in South Korea Gunnebo has a good reputation when it comes to high-end solutions,” explains You-Sun Lee.

Every day 1,500 people pass through the gates so it is essential that the entrance system works and gives LIG Nex1 the capability to check who is going where within the building.

“And it works! I am very impressed about the durability of Gunnebo’s solution. It is also very important for us to have physical security that allows us to monitor people’s movement within our facilities,” concludes You-Sun Lee.



You-Sun Lee, Manager of Corporate Security at LIX Nex1.

Data Safes Protect Confidential Records

POLAND Governments and public service providers have a great responsibility to protect citizen data. But the sensitive nature of the information handled by public sector bodies often means that they are at higher risk than many private sector companies. If such data were to get into the wrong hands, or get lost or damaged, the consequences are often serious.

In Poland, one regional authority, the Marshal Office of the Świętokrzyskie Voivodeship, has run a project

to improve the security of its IT networks and create a more up-to-the-minute system of e-government.

Within the project, funded by the European Regional Development Fund, 84 local offices were fully modernised and equipped with DataGuard data safes from Gunnebo.

As well as providing physical protection from burglary, the DataGuard safes are certified to protect digital media, such as DVDs, hard drives and back-up cassettes,

from fire for up to two hours.

“We had only five weeks to deliver to all 84 locations and we did it on time,” comments Tomasz Derbich, Key Account Manager for Gunnebo Poland. “We feel very satisfied with our efforts.”



Solving space problems for CIT Company

CANARY ISLANDS Seguridad Integral Canaria (SIC) has become the first cash-in-transit company to invest in Gunnebo’s automated safe deposit locker solution, SafeStore Auto.

SIC is the largest CIT company operating on the Canary Islands with more than 5,000 employees and

a 2012 turnover of €400 million.

Orlando Hernandez, Technical Manager at SIC explains the reason behind the investment: “We have been looking for a safe deposit locker solution for our VIP customers. We rejected many solutions in the past due to the amount of space they needed

and the difficulty of building a grade VII vault.”

SafeStore Auto will solve the space problem and comply with security regulations. “Additionally we will have the option to offer our customer a 24/7 service with more privacy and thereby create a Premium Service,” says Orlando Hernandez.



New Investor Relations Website Launched

GLOBAL With a powerful onsite search engine and an intuitive navigation structure, users will be able to find the information they are looking for more easily than ever before.

The site serves the needs of shareholders, potential investors, financial analysts and journalists who require access to the Group’s financial data, such as quarterly reports and annual reports, as well as details of investor events, such as annual general meetings and capital market days.

www.gunnebogroup.com



Dollar Financial Grows With Flexible Supplier

UNITED KINGDOM Leading international financial services company, Dollar Financial Group, plans to build on its recent successes in Europe by growing further on the continent and even into Asia. Its expansion plans are both ambitious and exciting. Gunnebo has been working with DFG for many years now, initially as the sole supplier of safes to one of its subsidiaries in the UK, The Money Shop. But as DFG looks to expand, Gunnebo have been there to help support the company’s growth.

Paul Stickley is DFG’s Global Lead Key Account Manager and co-ordinates with local Key Account Managers in a number of other Countries.

“This works extremely well as we are able to en-

sure we cover virtually all client positions within each DFG business,” explains Paul.

DFG’s strategy is based on targeting existing similar businesses in a new country, acquiring them and moulding them into their business model. However, they also have plans to target new markets with brand new businesses, starting on a smaller scale at first to test the water.

“DFG need and want suppliers who can react quickly, offer flexibility within their offerings and provide high-quality products,” adds Paul, “And they see Gunnebo as a valued travel companion on their journey to conquer new markets.”

Heavily Protected Oil Company

AZERBAIJAN The State Oil Fund of the Republic of Azerbaijan (SOFAZ) is relocating its headquarters to a new skyscraper – the SOFAZ Tower – in Baku. The two-year project was completed at the end of the 2013 and Gunnebo has supplied much of the security.

The new tower is a registered “green building” for BREEAM, the world’s longest established and most

widely used method of assessing, rating and certifying the sustainability of buildings. It has photovoltaic panels on its outside walls and an energy-efficient design.

In terms of security, Gunnebo has supplied a range of different products and systems to the new skyscraper, including a blast-resistant vault door, blast-resistant garage gates and bulletproof doors and windows.

SHELL FORMS CASH HANDLING PARTNERSHIP

DENMARK Shell’s petrol stations across Denmark will install the closed cash handling solution SafePa. SafePa is Gunnebo’s solution for a controlled, secure and efficient cash handling process in retail stores. It makes stores safer, removes cash differences and reduces back office administration.

“Denmark is one of the most developed markets in the world when it comes to closed cash handling. This order cements our position as the leading supplier of such solutions. We have been a trusted business partner to Shell for many years and I am extremely pleased with the continued trust and confidence that Shell shows Gunnebo through this order,” says

Morten Andreasen, SVP Region Europe, Middle East & Africa at Gunnebo.

“We carried out a trial during 2013 with good results. This solution will help us to increase the security and efficiency of our cash handling process,” says Maria Beck-Tange, Retail Director for Shell Denmark.

“Our staff have reacted very positively to the initiative. This is an important milestone for Shell in terms of increasing security.”

Delivery will be during 2014 and the agreement also includes service for a period of five years.

Combatting Violent Robberies

USA American banks have long been experiencing violent robberies using firearms, something which has recently been on the increase in certain states such as Florida and Texas. To prevent such crimes, many banks have been installing interlocking doors from Gunnebo fitted with a metal detector.

As a visitor enters the bank, the door to the outside closes behind them. The door to the inside then opens automatically provided a weapon is not detected. If a weapon is detected, both doors remain locked.





Security Really Makes a Difference

The feature for this Global is Security That Makes a Difference. And that is what Gunnebos research and development (R&D) aims for in the future.

A successful company needs to constantly improve existing products and also to create new products and solutions. These have to be state-of-the-art technology, user friendly, reliable, secure, cost effective.

And when this is achieved, all kinds of customers will be able to secure their valuables and cash, stop unwanted trespassing and thieves, remote monitoring their security data systems, and much more.

So, right developed security solutions really makes a difference.

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