

Global

A CUSTOMER MAGAZINE FROM THE GUNNEBO SECURITY GROUP

#1 2011

Customers Monitor Service Issues Live

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Focusing on a Safer Future

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THE LEADING GLOBAL PROVIDER OF A SAFER FUTURE

GUNNEBO[®]
For a safer world

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FRONT PAGE
The Mandarin Oriental Hotel, Jakarta. Over a period of ten years the Mandarin Oriental has bought services from Gunnebo Indolok, starting with the installation of fire alarm, hydrant and sprinkler systems.



“Service will be an integrated part of the existing Research & Development platform, which means that we will think service throughout the entire product lifecycle, in a way that has not been done before.”

Per Borgvall, President and CEO, Gunnebo



The Rosengrens Celinus vault has been fitted out as a room in the store, with weapons on the wall and hunting-inspired graphics both inside and out.



A Rosengrens Capella Grade III safe used for the storage of ammunition.

Weapons Retail Makes Security a Top Priority

When sports and outdoor retailer XXL Sport & Villmark opened a 5,000 square metre store, it needed to arm itself with a high level of security. A 40 square metre vault integrated into the store concept is now home to guns for customers interested in hunting and shooting.

TEXT | Unn Granfelt & Linda Gårdlöv PHOTO | Sara Nordgaard

NORWAY. Sport & Vildmark is Norway's fastest growing sports retail chain with 14 superstores in Norway. It now has its sights set on Sweden as well.

"Our aim is to establish quickly and be market leaders also on the Swedish market in the next few years," says Marcus Wibergh, Managing Director of XXL.

The company's business concept is to offer well-known brands at low prices. The range includes hunting and shooting equipment, and this is where Gunnebo's security expertise comes into the picture.

Modular vault best solution

Marcus Wibergh came into contact with Gunnebo two years ago following word-of-mouth recommendations. Discussions regarding secure storage of weapons began in the store's planning phase. As well as security, good product exposure was also important. Future stores were also considered early on, so that a standard solution could be designed covering XXL's future needs as well.

Gunnebo began the project planning phase

and offered Celinus – a modular vault made of panels which are fitted together to form a solid construction. Rosengrens Celinus and its attached vault doors provide Grade III protection. The vault has been fitted out as a room in the store, with weapons on the wall and hunting-inspired graphics both inside and out. This type of modular vault is becoming increasingly popular.

"All kinds of sectors need large storage spaces, with security grading backed up by testing and certification. The modular approach is extremely practical when the vault has to be integrated into an existing environment. In XXL's case the vault is integrated into the store concept, creating a pleasant retail environment despite the high security," says Thomas Köhlmark, Sales Manager at Gunnebo Nordic.

Security procedures second nature

In a store the size of XXL, security is of the utmost importance. There have to be clearly defined procedures for cash handling, as well as alarms and surveillance. And when it comes to weapon storage, security is taken yet another step further.

"Customers are never allowed inside the vault

without a member of sales staff, and when a staff member leaves the vault, the door is locked. Authorised sales staff have alarm cards to open the vault. We also have the weapons locked down, which isn't an official requirement but does provide additional safety," Wibergh explains.

Ammunition and weapons have to be stored separately, and Rosengrens Capella Grade III safes have been acquired for the ammunition. The Capella safes are always locked and can only be opened by an authorised salesperson. ■



Marcus and Kalle in front of the XXL Sport & Vildmark store in Norway.



First Installation of SafeBag ADX-S

In 2010, SafeBag ADX – a compact deposit solution for sealbags – was given a complete overhaul. The new model – the ADX-S – offers far greater flexibility than its predecessor.

TEXT | Marius Bauer

SWITZERLAND. SafeBag is a range of security solutions allowing banks to offer customers an around-the-clock deposit service. The new ADX-S offers the same functionality as earlier models, but has been updated to include new electronics and new software, making the solution much easier to configure to local client processes. The mechanics of the entry hatch and drum rotor, which safely sends deposits into the safe, have also been redesigned to improve reliability.

Berner Kantonalbank (BEKB | BCBE), a regional retail bank in Switzerland, has become the first to install the new deposit system.

“We have installed this equipment because our retail clients want us to provide 24-hour deposit functionality,” says Ulrich Jörg, Director of the BEKB | BCBE bank branch in Herzogenbuchsee. “By offering this to our customers, we keep our client satisfaction at a high level.”

Another major advantage for BEKB | BCBE was the speed of the ADX-S.

“Having people waiting in the lobby area with bags of cash is a security risk,” confirms Peter Ischer, Security Manager at BEKB | BCBE, “so faster deposits are a necessity.”

To optimize the availability of the functions the ADX-S offers, it is connected to BEKB | BCBE’s headquarters in Bern. Here the performance of the machine is monitored and the branch in Herzogenbuchsee can be warned, for example, if the receipt printer will soon run out of paper. In this way BEKB | BCBE can ensure that their SafeBag solution is always ready when customers need it. ■



From left: Mr. Peter Ischer, Security Manager BEKB; Ms. Sabrina Urben, Advisor Private clients BEKB; Markus Kaufmann, Sales Manager, Gunnebo Switzerland; Marius Bauer, PLM SafeBag Gunnebo.

About SafeBag ADX-S

- Bank customers make deposits in barcoded sealbags.
- Identification is made using a PIN or by reading the barcode on the bag.
- The sealbag is securely deposited into a safe – with no chance of retrieval – and logged in an events history.





Sorghvlied Leisure Centre has installed a set of Gunnebo speed gates specially adapted to read the information on its customers' membership cards.

Opening Doors for the Right Customers

Lately it has been easier for visitors to enter the leisure centre in Hoboken, Belgium. With the new entrance control solution and an access card the gate opens automatically for members.

TEXT | Linda Gärdlöv

BELGIUM. It is in cooperation with Gunnebo that Syx Automations has equipped more than 200 leisure centres with entrance control solutions. In this latest project at Sorghvlied Leisure Centre, several SpeedStiles and GlasStiles have been installed.

“The strength of Syx Automations is the integration between their own software application, ReCreateX, and Gunnebo solutions,” says Frederik De Broyer, Country Manager, Gunnebo Belgium.

Encoded PVC cards are used to control customer access to the leisure centre. The card is read by the card reader situated near the entrance. If a customer has a subscription, they can enter immediately, provided they have sufficient sessions remaining on the card.

“Our partnership with Gunnebo allows us to offer our clients the best solution according to their needs, with the guarantee of superior quality. Gunnebo

products can be implemented for small to large projects, for indoor and outdoor, with simple or complex security. Thanks to Gunnebo’s extensive product range, we are always able to install the best products,” says Dirk Syx CEO and founder of the Syx Automations Group.

Syx Automations is the market leader in Belgium and the Netherlands when it comes to software and hardware projects in recreational areas. The customer base includes government services, museums, sports centres, theatres and amusement parks.

“The superior quality of Gunnebo products is proven by the many installations which have been working for many years all over the world. Gunnebo also succeeds in giving their products an elegant design. The combination of this and the superior quality is exceptional,” says Dirk Syx. ■

About Syx Automations

- Founded in 1985
- More than 70 employees
- Offices in Ypres (Belgium) and Nijkerk (the Netherlands)

! Read more at
www.gunnebo.com

Focusing on a Safer Future



“Gunnebo is already a global player with a broad portfolio of products, solutions and services. I am looking forward to supporting our customers, even more so, in a common effort to create a safer and more efficient future.”

The interest for security products and solutions is growing around the globe. In order to give you, as a customer, the best guidance and provide the most efficient solutions for your business, Gunnebo has sharpened its strategic focus.

“Today Gunnebo is already a global player with a broad portfolio of products, solutions and services. In order to provide our core customer segments with the best fit-for-purpose solutions in the future as well, we will need to make room for even more focus areas,” says Gunnebo’s President and CEO, Per Borgvall.

Going forward, Gunnebo will focus on providing a safer future for banks (retail banks and central banks), retailers and CIT companies, as well as supplying entrance control solutions to the mass transit, construction and office sector and secure storage solutions to a broad variety of other customers. On top of that, its service offering will be improved to include security consultancy services based upon the Group’s solid security knowledge and network with decision-making bodies all over the world.

“We have a strong commitment towards all our customers, a commitment that we will strengthen further in the future. We want to make business simple, reliable and efficient, delivering the right solutions, first time and on time,” Borgvall continues.

With Sales Companies in 30 countries* and a presence in more than 100 markets through partners and distributors, Gunnebo has the strength to work locally but with a global perspective.

“We will continue to focus on the European market but at the same time make sure that we get our share from the tremendous growth taking place right now in some of the Asian markets, such as India, Indonesia and China. We will continue to explore new growth markets and the opportunities to establish new sales companies and new partners,” explains Borgvall.

Gunnebo is already able to follow customers’ movements in more or less any country around the globe, and provide them with the same products and solutions.

“With our sales force being backed up by a global organisation, I hope that you as a customer will notice the difference and benefit from it. Last but not last, I am really looking forward to supporting you in our common effort to create a safer and more efficient future,” Per Borgvall concludes.

*Australia, Austria, Belgium, Canada, China, Czech Republic, Denmark, Finland, France, Germany, Great Britain, Hungary, India, Indonesia, Italy, Luxembourg, Mexico, Middle East, Netherlands, New Zealand, Norway, Poland, Portugal, Russia, Singapore, South Africa, Spain, Sweden, Switzerland and USA.

TEXT | Karin Wallström
PHOTO | Wang Jing



Journey towards a Safer Future Began with Nails

Today Gunnebo is a global security group with thousands of employees and the vision of becoming the leading global provider of a safer future. But in the beginning the company was a single factory in the eastern Swedish town of Gunnebo, making nails and chains for shipping.

TEXT | Mats Ekendahl

SWEDEN. There is no longer any production in the small town of Gunnebo, although there are still nine personnel working in sales. One is Claes Gustafsson, who works in the Entrance Control business area for Gunnebo Middle East. He has been with Gunnebo for 16 years.

“There’s a lot of technical support and tendering for the distributor market in the Middle East, Turkey, Malta and Cyprus. I’m very happy with the job and the location, particularly as we work on a stable market,” he says.

Also at the office in Gunnebo is Jan Dolk. He has been with the company for 35 years and is now head of sales for Entrance Control in Sweden.

“They’re quite special products. I’m currently cultivating authorities and architects for future business, and I work with procurement and tenders for more immediate projects. Our customers are big construction companies like Skanska and major corporations like Volvo,” he explains.

The biggest project Jan has been involved in was delivery

and installation of gates for the Stockholm metro.

The seven other employees work with road fittings and fencing products as part of Site Protection for Gunnebo Nordic. The man in charge is Håkan Bern-tsson, who has an impressive 40 years with the company.

“My colleagues have also worked here for a long time. Even though the sense of a ‘factory community’ is long gone, there’s still a lot of professional pride in the town’s history and the many years of service,” he says.

The product range is quite basic, but it has developed.

“We’ve striven to make it more consumer friendly, so the products are displayed in hardware and DIY stores,” Håkan explains.

He is proud to have been part of this journey.

“Gunnebo has kept up with the times and has been receptive to customer needs. That, coupled with a strong brand and a good network of contacts around Europe, has enabled us to grow.”



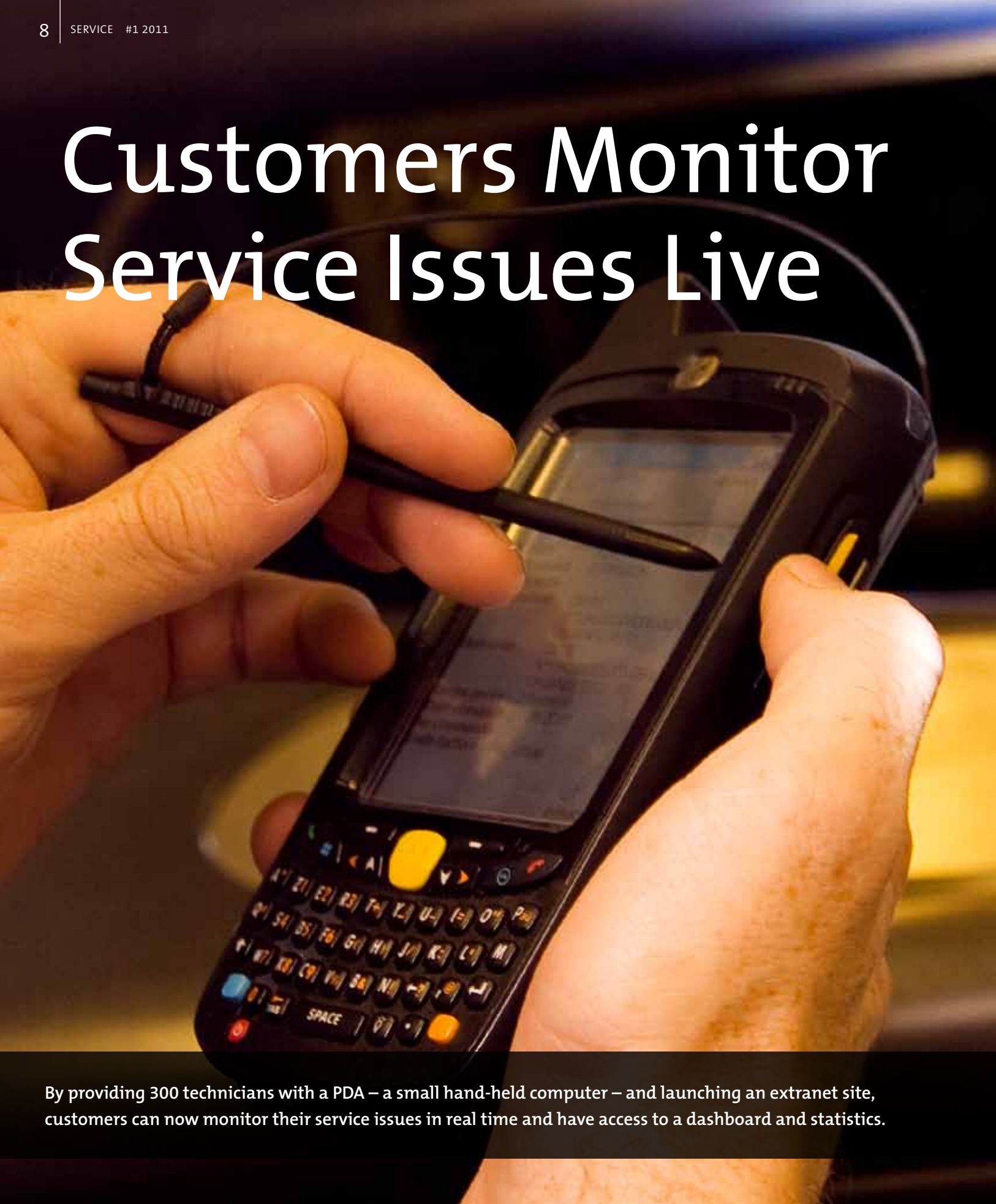
Brief History

Gunnebo Industrier was founded in Gunnebo in 1764 and originally made nails and chains for the shipping industry.

Gunnebo Industrier was hived off from Gunnebo AB in 2005, and

Gunnebo AB thereby focuses entirely on security. After acquiring more than 40 security companies, the Group now has net sales of just over 600 million euro.

Customers Monitor Service Issues Live



By providing 300 technicians with a PDA – a small hand-held computer – and launching an extranet site, customers can now monitor their service issues in real time and have access to a dashboard and statistics.



Thanks to the PDA provided to technicians, customers can now monitor their service issues in real time via an extranet site.

This is all part of a new service offering from Gunnebo France. The project is called Mobili's and the objective is to better match customer expectations in terms of cost and investment. When choosing a product or solution, customers want ongoing commitment and knowledge of the total cost of ownership.

Access to the world of service

"One part of the Mobili's project is to have an innovative service offering, tailored to improve productivity, optimise existing resources, and support and simplify the business. Another part is to increase the awareness of risk management amongst the customer's staff," says Delphine Guerrier, General Manager for Service and Remote Surveillance at Gunnebo France.

"Gunnebo can finally give us access to the world of service, meaning traceability, transparency and information in real time. We have the choice between 'push', which is automatically sent-out emails, and 'pull', which is the extranet service," says a representative from Banque Populaire Caisse D'Epargne Group (BPCE).

"A fresh wind of innovation"

Another customer, the transport and logistics company Geodis, describes Mobili's as, "a fresh wind of innovation mobilising all service teams."

This new service offering is only the beginning of a new focus within the Gunnebo Group. The offering will continue to grow and the focus moving forward

will be on remote patrols and setting up maintenance contracts, allowing customers with solutions other than Gunnebo's to choose Gunnebo as their sole service partner. An interactive tool for staff on how to handle risk management, assault and robbery is also available for customers.



Gunnebo can finally give us access to the world of service, meaning traceability, transparency and information in real time

The goal is to optimise operations

Other Sales Companies within Gunnebo are also thinking about implementing Mobili's, with Gunnebo Belgium leading the way.

"We start implementing the PDA part of the Mobili's project in March 2011 and will supply our 45 technicians with a hand-held device. An important hurdle to overcome is the multilingual aspect of our country, but luckily the software can be adapted to cope with this. Our goal is to optimise our operations and make them more transparent and proactive at the same time. This is essential in our aim to provide better service for our clientele," says Johanna Dekeyzer, Services Manager of Gunnebo Belgium. ■





In 2008 the Mandarin Oriental Hotel in Jakarta was completely renovated. Gunnebo is now providing it with maintenance and service.

Fire Protection System with Around-the-Clock Service

Over a period of ten years the Mandarin Oriental Hotel in Jakarta has bought services from Gunnebo Indolok, starting with the installation of fire alarm, hydrant and sprinkler systems.

TEXT | Linda Gårdlöv

JAKARTA. In 2008 the Mandarin Oriental Hotel went through a total renovation project. Today Gunnebo provides the hotel with maintenance and a full service contract. The service contract is for maintenance of fire suppression systems installed within four different areas of the hotel: the IT room, metering room, transformer room and switching room. The contract also provides temporary back-up for standard equipment that is found to be faulty and annual refreshment training for the operators which includes basic troubleshooting in case of an emergency or problems with the system.

“It is the reliability of spare parts supply and technical support provision that make Mandarin uses Indolok again as our main maintenance provider for the fire protection system, particularly the FM 200 system. Furthermore, Indolok technicians are always on time in providing the maintenance service according to the schedule without the need to be reminded and I highly appreciate their commitment,” says Mr. Buang Sakti, the current Maintenance Manager at Mandarin Oriental Hotel. ■



Gunnebo Indolok's service team works to ensure that the hotel's fire suppression system is always reliable.





One of Gunnebo's focus areas is service – giving customers added value by offering competent project management, installation, after-sales service and upgrades. Pictured: Service engineer, Mikael Karlsson, and Anne Marie Indrelid, Administration Manager at Contera/Right Price Tiles in Norway.

Keeping Customers and Machines Happy

More than 1,000 SafePay™ units have been installed in Norway. They need regular care from competent service engineers, like Mikael Karlsson.

TEXT | Mats Ekendahl PHOTO | Anne Sudgarden

NORWAY. Mikael Karlsson focuses on SafePay™, Gunnebo's solution for closed cash handling. He has worked as a Cash Transfer Unit (CTU) specialist in Germany, Italy and the UK, and has also been involved in the build-up phase of stores with SafePay.

But since 2005 he has been based in Norway. Half the time he is a service engineer, the other half he provides technical support and expertise for the sales team.

"Quality is everything – it's the company's very livelihood," he says.

To keep customers satisfied, it is vital to be on site quickly and diagnose the problem. Be it hardware or software, the problem has to be remedied swiftly. In certain cases problems can even be solved remotely via SafePay Control.

If there are handling problems, there are customer training courses, for which Mikael is often responsible.

"Over the years I have developed a good relationship with Gunnebo's customers both in Norway and around Europe. They have great confidence in my work."

Anne Marie Indrelid is happy to confirm this. She is Administration Manager at Contera/Right Price Tiles in Norway, which has SafePay installed.

"We are very pleased with Micke. He always turns up and answers his phone. Everyone knows him and we see him as an important part of our store chain," she explains.

Contera's business depends on having check-outs that work.

"In some stores we only have one SafePay,

which could make us vulnerable, but we find that SafePay rarely goes down. When it does, it's usually because of user error," says Anne Marie.

Even so, Mikael does occasionally come across a dissatisfied customer, and on these occasions it is important to have a respectful attitude.

"The customer is usually right, but not always. You have to listen and be receptive to opinions. One well-known truth is that a dissatisfied customer will tell a lot of people about it, while a satisfied one will keep it to himself."

In January 2011 Mikael Karlsson will become Product Manager for SafePay in Norway.

"Customers and colleagues alike value Mikael. He makes my job of marketing SafePay a lot easier and has meant a lot for sales," says Arild Clausen, a sales executive at SafePay Gunnebo Nordic AS. ■



Service engineer, Mikael Karlsson, helps make sure Gunnebo delivers on its promises to Norwegian customers.





Thierry Craplet, in charge of coordinating the European Commission project for Gunnebo.

High Expertise in International and Multi-Competence Project Management

At the end of 2008 Gunnebo signed a framework contract to provide security services and solutions to the European Commission's delegations across the world. Managing such an international project is a complex, but exciting and inspiring job.

TEXT | Amel Loukal

FRANCE. "Reliable products and a close-knit team that works well together are the keys to success," says Thierry Craplet, in charge of coordinating the European Commission project for Gunnebo.

The framework agreement will be performed over four years (2008–2012) through specific contracts worth up to a maximum of €40 million. In addition to security solutions, the project also includes service and maintenance. It covers preventive maintenance in accordance with strict pre-defined rules, as well as a package for urgent interventions.

"We provide a technical hotline and customer support managed by our technical support team in Vélizy, France," says Thierry Craplet, who is also head of Customer Service at Gunnebo's Business Unit Electronic Security.

At the moment, work at 14 delegations has been completed and ten more are in progress at sites in Europe, Africa, Asia and America.

The project requires a wide range of solutions and products, consisting of a multi-product configuration that involves more than 200 product references.

"When sending sensitive security products around the world you have to deal with logistics and customs issues. Products being cleared through customs are contingent on local regulations and the geopolitical environment, so it is a great challenge to control deadlines – products can sometimes be blocked for weeks or months at customs. This can lead to changes in deliveries and human resources allocations to the project," continues Thierry. "But all this makes our work relevant and challenging. You

always have to be ready to step in and send teams to a site," adds Thierry.

The project staff also need to make sure they are focused on the details. Something straightforward for one country can be a huge problem for another, and material that is readily available in one country can be hard to source in another.

"Both rigour and flexibility are needed in order to deal with changes in priorities efficiently and quickly," says Thierry.

This project is evidence of Gunnebo's considerable experience in providing multi-competence integrated security systems for international groups and institutions. "With our knowledge of international clients' requirements and our ability to provide a broad product range and installation skills worldwide, we have got the hang of managing such key accounts which makes us more flexible and reactive," adds Thierry.

Importantly, the installation teams have the experience required to adapt to changing situations.

"They are doing excellent work and are fully available. They have shown an extraordinary ability to adapt to different conditions and environments, as well as constantly changing schedules," concludes Thierry.

"We have plenty of anecdotes as proof of this. I can remember a supposed technical problem with a CCTV signal. We discovered afterwards that it was not a fault with the system, but a monkey jumping on the camera!" ■

The Framework Agreement

The framework agreement is about providing the European Commission delegations with turnkey solutions for physical security – high-security strong doors and windows – electronic security – intrusion and fire detection solutions, access control and CCTV and heavy equipment such as x-ray scanners. The agreement also covers the delivery of a central application to manage the security system.

The Project Team

Gunnebo has created a specific organisation led by Business Unit Electronic Security to drive the project. Several Regional Project Managers are involved, each one managing a group of delegations. They ensure that the installation teams are in communication with technical support. The installation teams mainly come from Poland and are managed by the Gunnebo EU East Country Manager. There is also a Spanish sub-contractor team.

The project teams are made up of multi-skilled individuals, covering the main areas of expertise in both, physical and electronic security, with specialist experience working in complex and high-risk environments. Thierry Craplet is responsible for overall coordination of the project.

Blast Doors Protect Employees at Spanish Refinery

In order to fulfil international standards, the leading energy supplier in Spain, Repsol, has installed Gunnebo blast doors to protect the employees and machinery at their refinery's new central building in Cartagena, Spain.

TEXT | Mats Ekendahl

SPAIN. The refinery has been rebuilt and enlarged and is today the biggest industrial investment to have been made in Spain. The plan is to push plant production to the highest level of performance in the country.

Total investment amounts to over €3 million and the goal is to create one of the most modern plants in the world to maximise the production of clean vehicle fuel.

The decision to install blast doors from Gunnebo was based on the high level of resistance they provided. Repsol had previously bought in security doors from other manufacturers which were uncertified and therefore did not meet the international standards for blast wave resistance after an explosion or fire.

"The doors needed to be able to resist a blast wave," explains Angel Luís Iglesias Moreno, Project Engineer at Repsol, "and we needed this to be certified in an open field test by a third party organisation."

In order to set the accurate security and resistance measures for their new doors, Repsol worked together with Baker & Risk (USA), an internationally recognised firm that specialises in predicting, preventing and mitigating hazards from explosions, fires and toxic spills. After several meetings and product demonstrations, Repsol was convinced that Gunnebo blast doors would achieve the levels of resistance they required.

But blast-resistance was not the only consideration. One of the demands was that the doors should have an upper panel which could be removed to create a bigger opening and allow larger equipment to be moved into the central building. Gunnebo was able to meet this request and both the product manufacturing and installation was a success.

"The link between Gunnebo's sales and technical support was very important," says Iglesias Moreno. "This helped answer any questions we had, speed up delivery time, and ultimately install the technical solution we needed."

During 2011, Repsol will start rebuilding more of its Spanish plants and will be likely to look to Gunnebo again for the delivery of new, high-resistance blast doors.

Iglesias Moreno stresses however that this is purely a cautionary measure: "We do not expect the doors will ever need to be put to the test, but should there be an accident, we are sure they will offer the resistance we require," he concludes. ■

Facts

Repsol installed the DeflaRitz 50, a blast-resistant door made of reinforced aluminium. The door is certified EN 13123, a recognised European standard which tests doors, windows and shutters for explosion resistance.



Read more at
www.gunnebo.com





Despite the mountainous terrain, Gunnebo successfully installed two vaults and succeeded in retaining the integrity of the existing building, something which was very important to the client.

HSBC Installs Bank Vault in Traditional Swiss Chalet

To service the customers in the exclusive Swiss ski resort of Gstaad, HSBC has transformed the interior of an old chalet into a modern vault.

TEXT | Rob Suddaby

SWITZERLAND. In recent years, HSBC has seen spectacular growth in Switzerland through the acquisition of many new customer sites. Gunnebo has been a privileged partner in this expansion, taking care of several security installations, and has been able to offer efficient solutions through a service-oriented approach and a large range of products.

Eric Nicollet, Department Manager for Building & Security at HSBC, speaks highly of the security provider: "Gunnebo Switzerland has been a trusted partner of ours for the past four years, offering proactive solutions and efficient delivery."

Gunnebo Switzerland's track record with HSBC led the banking institution to turn to Gunnebo again, this time for its support in converting the interior of an old chalet in Gstaad into two vaults. The vaults – one a typical bank vault and the other containing safe

deposit lockers for premium clients – cover roughly 16m² each.

Gstaad, renowned for its luxurious hotels, high-end shops and affluent visitors, is filled with traditional chalets which lend the resort much of its character.

"We wanted to offer selected customers in Gstaad an exclusive banking service, but still preserve the authenticity of the chalet," explains Nicollet. "Thanks to Gunnebo's skilful execution, we've been able to do this."

"Gunnebo Switzerland has always been keen to participate in exclusive projects and the HSBC Chalet in Gstaad was a fantastic opportunity," remarks Jean-Gabriel Perreten, Senior Business Manager at Gunnebo Switzerland in Nyon.

HSBC opened the new Gstaad branch in time for Christmas 2010. ■



About HSBC

- Headquartered in London, HSBC is one of the largest banking and financial services organisations in the world
- HSBC's international network comprises around 8,000 offices in 87 countries
- Read more: www.hsbc.com



Read more at
www.gunnebo.com





SafeStore Auto, an innovative solution for the handling of safe deposit lockers, has been delivered and installed in many banks around the world.



Creating Value for Bank Customers

The Caisse d'Épargne Nord France Europe has installed the SafeStore Auto solution in its Roubaix branch. This means that bank staff have more time to focus on customer service and selling financial products.

TEXT | Jocelyne Benisri

FRANCE. “We did it to meet our customers’ expectations in terms of supplying safe deposit lockers,” says Frédéric Havret, Marketing & Distribution Manager of Retail Banking at Caisse d'Épargne.

Frédéric Havret also thinks that the offering is perfectly in line with the policy the bank is pursuing – to provide a better service.

“SafeStore Auto offers many benefits to attract our customers. It’s a truly innovative solution with a direct impact on the bank’s image.”

The solution ensures total security and complete confidentiality when accessing valuables and does not require the presence of bank staff.

“Our customers now have access to their lockers on extended hours. For us, SafeStore Auto is a modern solution that facilitates the management of service, freeing time for employees,” continues Frédéric Havret.

This solution is also more economical than a traditional vault and takes up much less room.

Frédéric Havret believes that SafeStore Auto is a simple, easy-to-use solution.

“People are accustomed to ATMs and use the SafeStore Auto as an ATM, only with enhanced security and privacy. In addition, the solution can be used by certain clients for much more than the traditional safe deposit box – to withdraw or deposit large amounts of cash,” he adds.

Now bank staff have more time to focus on giving advice and selling financial products.

To guide its customers through the new system, the bank has run an awareness campaign and held practical demonstrations.

“Their reaction is also positive because this new concept meets their expectations in terms of opening hours, privacy, innovation, safety and accessibility,” Frédéric Havret concludes. ■

Facts

The Caisse d'Épargne Savings Bank Nord France Europe is part of Banques Populaires and Caisses d'Épargne Group. It has 270 branches in northern France serving its 2.1 million customers.



Read more at
www.gunnebo.com

Driving Development with Tougher Environmental Demands on Transport

SWEDEN. Modern society calls for a tremendous – and increasing – volume of transport. One reason is globalisation, whereby goods are produced and sold on different continents. Shipping plays a crucial role in this and it is on the increase, primarily when it comes to container traffic.

Gunnebo wants to have an influence, which is why it is part of the Clean Shipping Project, which has developed an international index for the environmental assessment of ships. The Clean Shipping Index is internationally recognised, has won awards, and already has established monitoring through Lloyds and DNV.

“Part of Gunnebo’s environmental policy is to continuously improve our environmental management and minimise environmental impact. The Clean Shipping Project is one way we can be proactively involved, and it’s also a must if we are to meet our customers’ demands on sustainable enterprise,” says Andreas

Wransmyr, Group Logistics Manager at Gunnebo AB.

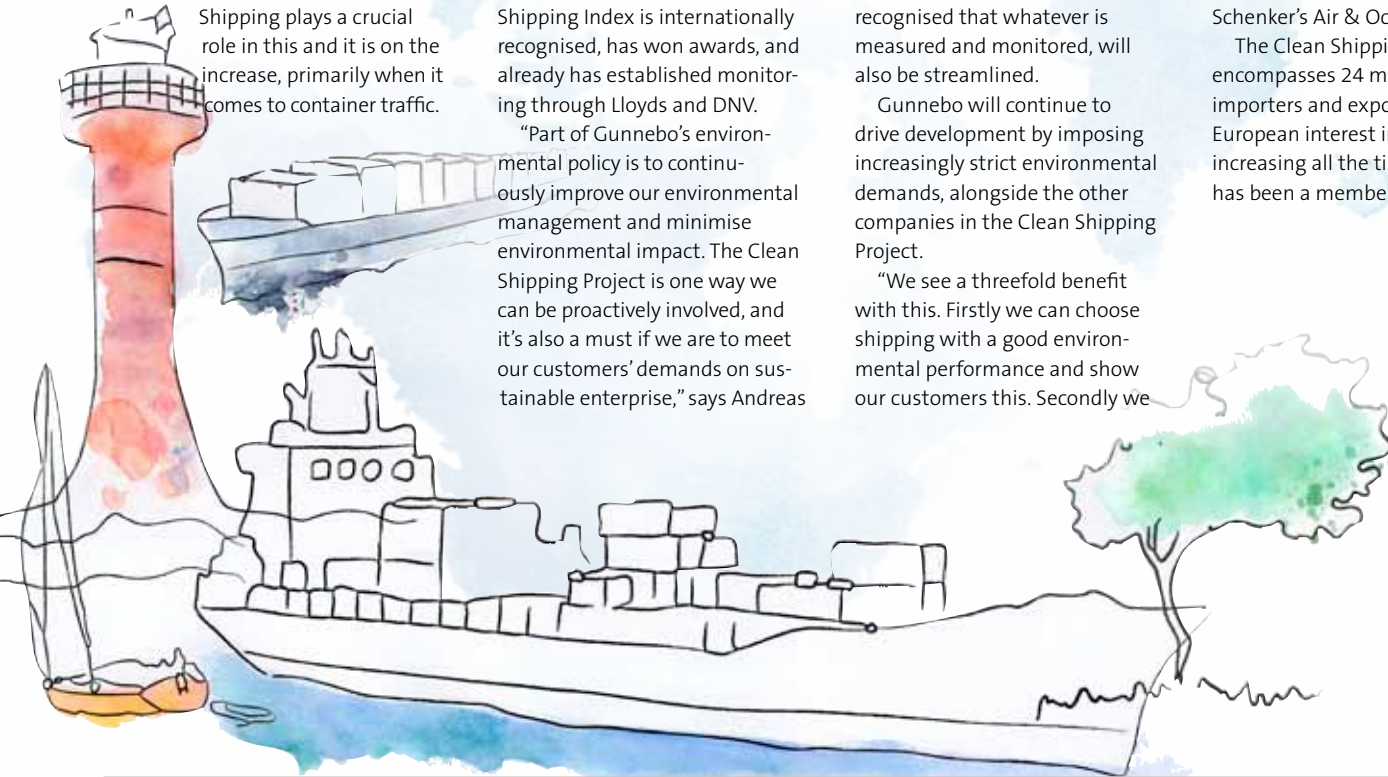
The index was developed in Sweden, including market players like transport buyers and forwarders. It is also generally recognised that whatever is measured and monitored, will also be streamlined.

Gunnebo will continue to drive development by imposing increasingly strict environmental demands, alongside the other companies in the Clean Shipping Project.

“We see a threefold benefit with this. Firstly we can choose shipping with a good environmental performance and show our customers this. Secondly we

can choose proactive shipping lines above those that don’t take the environment seriously. And last but not least, there are the environmental gains,” says Helgi Ingolfsson, Director of DB Schenker’s Air & Ocean Division.

The Clean Shipping Project encompasses 24 major Swedish importers and exporters, and European interest in the index is increasing all the time. Gunnebo has been a member since 2008.



Sports Arena Fitted with SpeedStiles

ROMANIA. Together with Romanian business partner, Siel, Gunnebo Poland has delivered 26 SpeedStiles to Drobeta Stadium in Budapest, Romania.

The new generation tripods were accepted by UEFA representatives who inspected the sports facility before installation was completed.

“Selection of the new tripods depended on high-quality products and fast, efficient delivery,” says Karol Gorzkiewicz, Key Account Manager at Business Area Entrance Control.



The agreement with Leroy Merlin was signed in Italy between Gunnebo Italia and Vincent Gentil, CEO of Leroy Merlin Italia.

Closed Cash Handling Will Help Improve Customer Care

ITALY. Leroy Merlin, one of Europe's leading DIY retailers, will equip all of its Italian stores with Gunnebo's closed cash handling system, SafePay™.

By the time the project is complete in 2013, a staggering 520 SafePay units will have been installed across 52 locations. Gunnebo Italy is carrying out the implementation and will not only deliver the SafePay payment stations, but also back-office cash transfer units, software for managing the cash handling cycle and training for staff.

"The introduction of a closed cash handling system in Leroy Merlin stores is in line with the company's strategy to focus shop teams on the development of an exclusive relationship with customers," states Vincent Gentil, CEO of Leroy Merlin Italia.

SafePay greatly reduces "cash management stress" and it is the extra time this frees up for staff that Leroy Merlin believes will create real value.

"Customers take care of the entire payment process themselves.

This gives our staff more time to focus directly on customer care, improve the shopping experience and implement improvements to service," explains Gentil.

Leroy Merlin ran a two-year trial of SafePay at its Rozzano store outside of Milan and saw how customer relations improved considerably.

"SafePay contributes to redefining the shop of the future and, as a part of Leroy Merlin's mission, it will help us respond more closely to our customers' expectations," Gentil concludes.

About Leroy Merlin

- Leroy Merlin is a French home improvement and gardening retailer.
- It currently has 274 locations, predominantly in Southern Europe, but also has stores in Turkey, Russia, China and Brazil.
- Its DIY stores range from 6000m² to 19 000m².



Polish Presidential Palace Secured by Road Blockers

POLAND. The Presidential Palace in Warsaw placed an order for two high-security road blockers.

"We are glad that such an important institution as the Presidential Palace has decided to choose Gunnebo products," says Bartosz Kędzia, Key Account Manager at Business Area Entrance Control.

One of the main reasons behind the decision was the product's DOS K12 certificate – confirmation of the highest level of security.

The road blockers will be delivered during the spring of 2011.



The Oakbank branch of Sunova Credit Union has had the first of three SafeStore Auto Maxi machines installed.

Credit Union Embraces SafeStore Technology

CANADA. Sunova Credit Union has installed the first Gunnebo SafeStore Auto Maxi unit in the Americas.

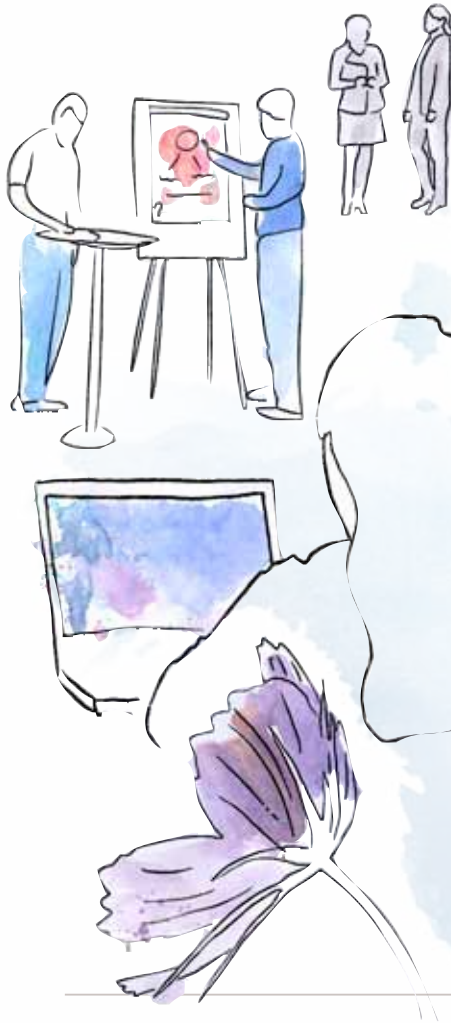
Located in Manitoba, Canada, it is the Oakbank branch of Sunova Credit Union which has received the very first of three SafeStore Auto Maxi machines.

Installation began in mid-October 2010.

The SafeStore Auto concept for automated safe deposit lockers has now been made part of Sunova's plans for all future branches, along with their green building

design, cash pods, drive-through tellers and other cutting-edge technologies.

President & CEO of Sunova, Edward Bergen, says: "What makes Sunova unique is our desire to be at the forefront of new technology and innovation while still providing exceptional service experiences for our customers. It is just another example of how Sunova will stand out from other financial institutions in Manitoba and Canada."



Environmental Issues – a Priority for Success

SWEDEN. Over the past years, Gunnebo has had top rankings within the environmental index, the Carbon Disclosure Project, and 2010 was no exception.

Gunnebo integrates the environmental aspect on many levels, from research and development to procurement, production, logistics, service and business travel. It is very important for us to measure our environmental impact, and one method for us to report our achievements is to participate in the Carbon Disclosure Project* annually.

When the report for 2010 was published Gunnebo performed well within the 'Emissions & Reduction Targets' category, and was placed fifth out of the 24 Nordic companies participating within the 'Industrials' sector."

"In previous years, Gunnebo has ranked even higher, which means that the competition has strengthened which of course is a very positive trend. We should be proud of our performance, but not complacent. Many competitors are also moving forward quickly," says Rolf Kjällgren.

Gunnebo has a common Environment Management System including policies, objectives and key guidelines for the Group's environmental work. Specific targets for improvements have been set up: reducing CO² emissions from production by 15% 2009–2012, reducing the use of electricity in production by 10% 2009–2012, and increasing material recycling at production sites by 20% 2009–2012.

During 2010 the Group is implementing the EcoDesign concept referring to the consideration of the environment throughout the entire lifecycle of a product. As

early as at the design stage, environmental aspects are considered.

"We need to take environmental issues into account as soon as we start to look at new designs since at this phase we can make the biggest impact from a lifecycle perspective"

*The Carbon Disclosure Project (CDP) A global non-profit organisation which tracks and publishes a corporation's performance and transparency in terms of work to reduce climate change and its impact on the climate (reduction of carbon dioxide). Major investors use this information to evaluate companies environmental work. For several years, Gunnebo has been part of the program and has reported its performance to the CDP.



Metro Systems Growing Fast in China

CHINA. The market for infrastructure investments in China is booming. Today, eleven cities have metro systems and another ten are planning for it in the near future.

In 2010 Gunnebo Security Group secured orders for entrance control systems for the extension to Beijing Metro Systems as well as to the new lines in Tianjin (Line 3), Shenyang, Hangzhou and Suzhou. The total order value amounts to €4.8m.

Gunnebo will provide metro flap gates, specially designed for high volume and safe use in metro stations. In total over 2,000 entry and exit gates will be installed.

"I am pleased to note that

Gunnebo is one of the leading suppliers of entrance control solutions to the Chinese mass-transit sector. Going forward, we can foresee great opportunities for this business to grow," states Mats Johansson, Country Manager Gunnebo China.

The gates that Gunnebo are providing to the Chinese metro market have a reputation in managing high throughput with proven reliability and durability. The gates were initially designed for use in the KCRC metro system in Hong Kong, which created the regional benchmark, with subsequent installations in Beijing, Shanghai, and many other Metro systems throughout China.



ATG and Gunnebo have worked together to deliver entrance control solutions to some of South Korea's largest conglomerates. Hyundai is among them.

Entrance Control Flourishes in Asia

SOUTH KOREA. There has been sixteen years of successful cooperation between Gunnebo and ATG Entrance Corporation in South Korea and it is set to continue in the future.

Gunnebo Singapore renewed its distributor agreement with ATG in October 2010. The contract includes promotion, distribution, sales and technical services related to Gunnebo Entrance Control solutions.

ATG's success is built on working with partners to create reliable networks for systems integration,

access control systems, intelligent building systems and security systems which are connected to powerful global multinationals, known in South Korea as 'chaebol'.

ATG has secured many prestigious projects in South Korea and has made installations at almost 350 sites. Prominent end customers include Samsung, LG, Hyundai and SK Telecom.

One of the latest projects is the Airport Express Line (AREX) that connects Incheon Airport, Gimpo Airport and Seoul City Station. It has a total of 130 lanes of

Gunnebo's full-panel speed gate, SpeedStile FP.

"The AREX project was originally going to use flap gates made in South Korea. But we managed to promote the SpeedStile FP by emphasising its anti-illegal passage function, its high quality and reliability," reports Mr. Ryan Kim, CEO of ATG.

This was a breakthrough for this style of metro gate in South Korea, a market traditionally dominated by tripod turnstiles and flap gates



New Network for Chubb Safes in France

FRANCE. The Chubb Safes range will now be available in corner shops in France thanks to a newly-signed contract with Proxeo, a well-known security retail chain in France with 110 franchised dealers.

Chubb Safes provides solutions for cash and valuables storage, and data and document protection. Its product portfolio includes a full range of certified safes, vaults and doors.

The products and solutions are used by customers worldwide, from small commercial companies to the largest financial institutions. Chubb Safes has been part of the Gunnebo Group since 2000.

Atral System is a sister company

of Hager Security SAS – a leading manufacturer of intrusion alarm (Daitem brand) and distributor of comfort and automated gates for discerning private homes. Atral owns the brand Proxeo, which is the label used for an independent network of franchise security companies.

Over 110 franchised Proxeo outlets, under constant development, therefore represent the perfect foundation for the expansion of the Chubb Safes brand in France.

"Our target customers are high income based and we were looking to match our product image with another supplier with the same DNA: deep roots, brand respect and so on. We found it

with Chubb Safes products," says Xavier Franck, Director of the Proxeo network.

"The challenge now is to build up the relationship, working hard together, learning to provide efficient service and deliveries to our business partners," says Xavier Franck.

The Chubb Safes products are currently being distributed to the many shops and are now available to end customers.

"This new partnership is part of Gunnebo's strategy to boost its famous brands, which include Chubb Safes," conclude Xavier Gaultier and Olivier Jean, who are in charge of the indirect sales team.



Ensuring Added Value and Customer Satisfaction

With years of experience delivering security solutions, Gunnebo knows how to create value for every customer. Services are an integrated part of the business at every stage of relationships – from the first meeting through to delivery, installation and after-sales support – Gunnebo is a security partner, listening to and addressing security needs.

TEXT | Linda Gårdlöv

The service offering, going forward, will be sharpened and will include security consultancy services based upon the Group's solid security knowledge and network with decision-making bodies all over the world.

“Connectivity is very much part of the future for all parts of the security business. Hence, going forward the portfolio of professional service offerings will become more and more important since it is under this umbrella Gunnebo gathers all know-

ledge that makes the connectivity between different applications, systems and products work,” says Gunnebo's President and CEO, Per Borgvall.

Read more about Gunnebo's extensive service offering on pages 8–11.

