

Number 04

Best of DOM

Investing in the world
around the lock

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Bridging Generations

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Be part of something big | page 22



CLICK/SCAN ME!

Let's move forward!



Dear readers,

Now more than ever, we are pleased to provide you with the 4th edition of "Best of DOM".

We created the "Best of DOM" as the pinnacle of our gratitude to you, our valued customers, who have always trusted our solutions for your projects.

In this edition, we would also like to appreciate the people that move the company: the employees of DOM Security Group. Having been a part of this organisation for more than 17 years, I am proud to see how our team has progressed and advanced with us. For this reason, we interviewed employees from different generations at our organisation to reflect on how far we have come and how optimistic our future expectations are with the younger generation.

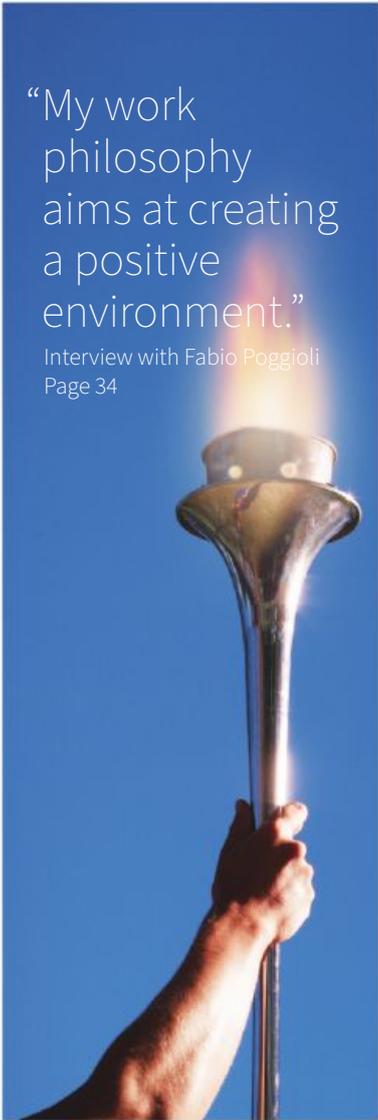
It was a real honour to be appointed as Deputy CEO of DOM Security at the beginning of the year and be a part of the company's future.

We are on the right track, creating more intuitive, connected and reliable security solutions for you.

I hope you enjoy reading this magazine as much as we enjoy creating it.

Best regards,

Jerome Denis
Deputy CEO DOM Security



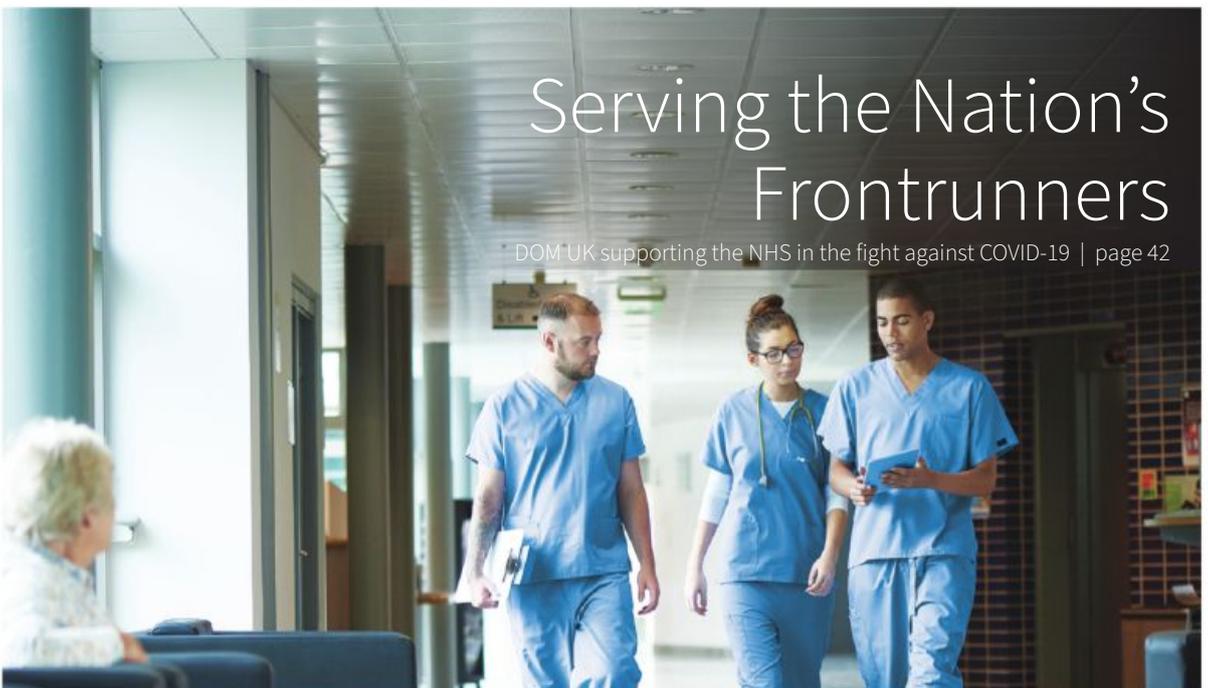
“My work philosophy aims at creating a positive environment.”

Interview with Fabio Poggioli
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An Elegant Product for an Elegant Museum

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Cultivating the Brightest Minds

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Invest in Yourself with DOM Keystone

Partner loyalty program from DOM Security | Page 54

THANKS TO: Leila Sharif, Davide Consoli, Peter Annus, Andrea Pitsch, Anita Chumber, Crystal Paruntu, Robert-Jan Rodrigues Pereira, Aqeela Chaudhry, Marc Nelissen.

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OUR SERVICE

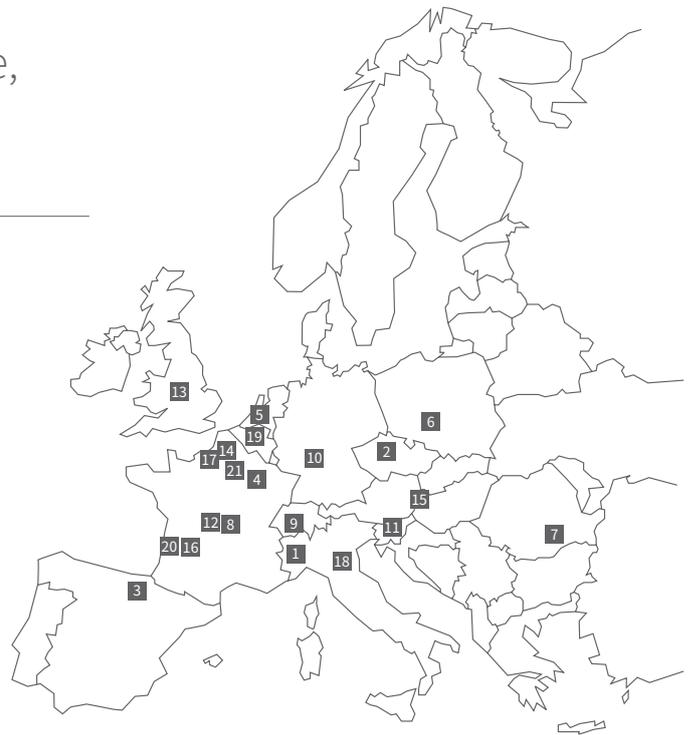
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We are DOM Security

and we believe that everyone
and everything of value
deserves to be kept secure,
without any compromise.

With 21 companies and more than
12 product brands, we serve millions
of costumers throughout Europe.

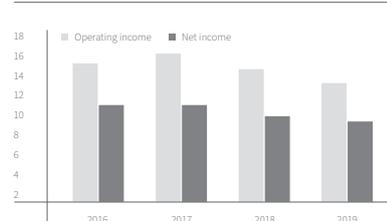
Our dedicated experts are on a
constant mission to create innovative
high quality locks and access control
solutions for every situation.



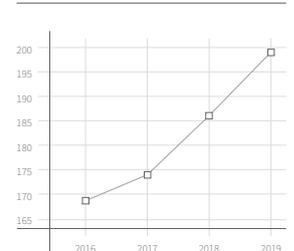
We are strategically located
in all parts of Europe

1	DOM CR	11	DOM TITAN
2	DOM CZECH	12	DOM TSS
3	DOM MCM	13	DOM UK LTD
4	DOM METALUX	14	DÉNY SECURITY
5	DOM NEDERLAND	15	DOM ELZETT
6	DOM POLSKA	16	OMNITECH SECURITY
7	DOM ROMANIA	17	PICARD SERRURES
8	DOM RONIS	18	ANTIPANIC
9	DOM SCHWEIZ	19	DOM HOBERG
10	DOM SICHERHEITSTECHNIK	20	INVISSYS
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Operating income
and net income in € million



Revenue in € million



DOM Security belongs to the SFPI Group (Safety for People and Industry) that was created in France in 1985. SFPI is a group of companies designing and manufacturing solutions in and around buildings. SFPI Group generates a turnover of more than 500 million, employs more than 3,800 collaborators and delivers solutions such as building security and convenience, air-treatment and energy saving, both for industrial and private markets.



A photograph of Henri Morel, a man with glasses and a dark sweater, smiling and speaking at a clear acrylic podium. He is wearing a lapel microphone. The background is a blurred stage setting with blue and purple lighting.

*“Industrial responsibility,
a new lease of life for
the Sfp Group.”*

Henri Morel

Bridging Generations

DOM Security is a company that has shaped a part of the locking industry. As a key player on the market, we employ people from different generations. How does DOM Security bridge the generational gap within its teams? Here are the stories of nine employees from different generations.



TWO LADIES, TWO GENERATIONS, ONE IDENTICAL ROLE

“Serendipity”, or “the occurrence and development of events by chance”, must be the only way to explain how Ildikó Kristályné and Viki Czunyi met. Both started working at DOM Elzett straight after graduating, and both women are exceptional Technologists. The only difference? It took 40 years for Ildi to meet Viki.



ILDIKÓ KRISTÁLYNÉ AND VIKI CZUNYI
Technologists at DOM Elzett

In 1979, young Ildi was ready to start her career at Elzett Muvek, the former name of DOM Elzett. At that time, it was one of the largest state-owned companies in Hungary, producing locks, knives and rivets. She started her career as a Maintenance Administrator. In 1985 she became a Production Technologist, a position she still holds to this day.

Fast forward to 2019. Newly-graduated Viki was looking for an engineering job on the internet when she found a job vacancy posted by DOM Elzett. Knowing that she fitted the job description, she immediately sent an application. A few months later she started her job as a Technologist, and that was when she met Ildi.

FROM TITAN PADLOCK TO ENIQ LOQ®

Rudi Vrtačnik, Head of the R&D and Quality Management Department at DOM Titan, also has a different employment history compared to his colleague, IT department apprentice Saša Požun Vukan.

Rudi joined the company in 1989, when Titan was famous for its tin padlock. At that time, Titan employed approximately 1,600 workers and was one of the largest state-owned companies in Yugoslavia.

On the contrary, Saša has had a different experience with the company. She started her job less than a year ago, so she joined DOM Titan after it had established itself as a company with a rich Slovenian background.

NETWORKING IS KEY

For Georg Schweyen, 1993 was the year he arrived at the DOM production site in Bruhl. Georg started as a worker in the brass sector after receiving news about a job opening from his friend. A few years later, he became Quality Representative for Plant II in Hallschlag. Now he is part of the Quality Assurance Team in the Bruhl office.



GEORG SCHWEYEN
DOM Germany

When 26-year-old Fabian Engels was first looking for an apprenticeship, he heard about a job vacancy at DOM from an acquaintance. He started his apprenticeship as a Mechatronics Technician in September 2010, and became a Mechatronics Engineer in 2014. He is currently working as a Service Technician in the Electronics department of DOM Germany.



FABIAN ENGELS
DOM Germany

In DOM UK, 16-year-old Alex Robb started his journey just like Fabian Engels. In 2019, he joined the company on an apprenticeship programme as a prerequisite to graduate from his institute. He was one of the youngest employees at the company, and after 17 months of his apprenticeship, he is now becoming part of the DOM UK family as a Warehouse Assistant.



ALEX ROBB
DOM UK



ERIC ZAWADSKI
DOM Ronis

FROM RICOUARD TO DOM RONIS

Eric Zawadski began his career as a fitter mechanic at Ricouard, the old name of DOM Ronis, in 1979 at the age of twenty. In 1986, he moved to the Assembly Department and finally to the Tooling Department, where he is now the Tooling Manager.

Justine Vetois' story of finding her role is rather different to Eric's.

She became acquainted with DOM Ronis at the same age as he did, but this happened 40 years later. Now she is working as an intern in the Human Resources department.

THE ONLY CONSTANT IS CHANGE

To keep their knowledge relevant, DOM Security employees need to have a thirst for learning and the motivation to keep innovating, following the industry's demands and needs.



JUSTINE VETOIS
Human Resources Apprentice at DOM Ronis

When Ildi started her career, she worked on traditional mechanical lock production. As the market began to change, she and the other engineers had to learn how to use computers to assist them in their jobs. "Before computers, all engineering work had to be done manually on paper," she reminisced about her early days at DOM Elzett.

Georg Schweyen agrees with Ildi. He also experienced many changes, such as the time when various production areas were made obsolete. A significant change experienced by him was the big move towards the development of electronic locking systems, as well as the need to fulfil the requirements of ISO 9001.

Meanwhile, Rudi from DOM Titan witnessed the day when Titan transfor-

med from state-owned to a private-owned company, as a result of the fall of Yugoslavia. "That was one of the challenges I have seen. After the fall of the country, it was hard for us to maintain our competitiveness," he said. "However, with DOM Titan now being a private company, we began to adapt our products quicker and were more responsive to the market's needs."



RUDI VRTAČNIK
Head of R&D and Quality Management, DOM Titan

HOW TECHNOLOGY HELPS EMPLOYEES IN THEIR WORK

Based on their birth year, most active senior DOM employees were born between 1965 and 1979, making them part of the Gen X generation. Meanwhile, the youngest DOM employees were born between 1980 to 2001. This makes them members of the "Gen Z" and "Millennial" generation, two generations that are mostly dubbed as "the connected generation".



Technology is one thing that sets the two generations apart. When Gen X employees started their career, the world was entering a different era. Countries worldwide were moving forward, new jobs were created; however, the technology was still scarce.

Meanwhile, when the Millennials and Gen Z generation started joining the workforce, technology began to dominate the world. “A single click” is all you need to show yourself to prospective employers.

Viki and Fabian were glad to use technology from their first day of work. Viki from DOM Elzett is satisfied that she can apply her expertise in practical engineering, while Fabian is happy to demonstrate his skills in electronic locking systems.

As part of Generation Z, Alex from DOM UK was proficient with technology even before he started working at DOM UK. Throughout the day, he had to perform tasks within the warehouse and worked together with the Logistics Department, thus allowing him to work with software. He had no problems with this and, as the days

went by, he felt more comfortable in his environment. His superior, Paul Hill (Supply Chain, Manufacturing and Quality Manager) considered him as “a great character and has an outstanding attitude”. Alex still maintains this attitude, who has now been promoted to Warehouse Assistant.

The older employees also embrace technology with open arms. Eric from DOM Ronis said that modern innovation helps him in his job. “Today’s innovation helps to reduce human error and helps to ensure our safety at work. The machines can be operated automatically; hence, our work becomes more efficient.”

BRIDGING THE GENERATION GAP

Working in a cross-generational workplace has its ups and downs. Different generations have different work ethics. However, that doesn’t seem to be a problem with our employees.

Ildi mentioned that she has no problems working with Viki. “I realise that the older employees need to respect the modern ways of working presented by the younger generation,” she said. Rudi felt the same way. He complimented his younger peers,

“The younger employees bring fresh experience and different problem solving skills.”

“While working with the older generation allows the transmission of knowledge, the communication process might take longer,” said Justine. This case was experienced by Saša. As a younger employee, she’s a person of action and wants everything to be done quickly. However, her manager prefers to avoid any mistakes before completing the final product.

There may be slight friction at work, but there are some ways to close the generational gap. As an HR practitioner, Justine suggests companies hold more team-building events to boost the bond between all employees. Meanwhile, Fabian and Viki agree that a culture of open communication within the departments helps to encourage two-way respect.



SAŠA POŽUN VUKAN
IT Apprentice at DOM Titan





Unitecnic brand in DOM Metalux

One year ago, in 2019, the company Unitecnic officially became a new member of the DOM Security family through its acquisition by DOM Metalux. What does Unitecnic do, and how can it contribute to the Group's success? Read on to discover who and what Unitecnic is in this article.

ACCESS CONTROL SOLUTIONS FOR THE TERTIARY AND PROFESSIONAL SECTORS

Unitecnic offers access control solutions for tertiary and professional

sectors, focusing on four markets: Education, Leisure, Health and Administration. These markets were chosen following a study of the online wireless access control market

in France, which showed that they represented 85% of electronic projects sourced.

Created in 1987, Unitecnic started by



CLICK/SCAN ME!

distance reasons, such as in hospitals, for example.

THE STORY OF INTEGRATION INTO DOM METALUX

In 2019, Unitecnic was taken over by DOM Metalux to strengthen the DOM position on the French access control market. Following the takeover, the DOM Metalux Management Committee decided to keep the Unitecnic brand alongside the DOM brand as a means to reach new markets and to compete with Salto, Simons&Voss and JPM.

Now, within DOM Metalux, the Unitecnic brand is taken care of by a dedicated team called the “Electronic Access Control Project” team. This team has two missions: to search and gain new electronic access control projects, and to support the distribution team in setting up and maintaining existing electronic access control projects. Their day-to-day activity is a mix of pre-sales, sales, installation and monitoring

creating a product range of mechanical door fittings, making it an established brand for access control on the French market. This strong brand position allowed Unitecnic to launch a 100% radio-controlled electronic product offer, Solution 900, in 2007. This product line was awarded the Gold Medal at the Batimat 2007 Innovation Awards, a contest which rewards the brightest innovations in the construction industry.

COMPLEMENTING DOM’S ACCESS CONTROL PRODUCT RANGE

Unitecnic’s electronic products are a bit different to DOM products, and that makes them a perfect fit for the ENiQ Security Ecosystem.

They are based on LoRa technology, a long-range radio communication protocol, which offers the broadest radio coverage on the wireless access control market. This solution complements DOM’s digital locking products when wiring is not possible for cost or



UNITECNIC MECHANICAL CODE LOCK 2200

tasks. The team is led by Isabelle Sipel and includes Nadia Lapuszanska, Jerome Pires and Clément Delorme for sales, Ferdi Kaya for installation and after-sales, and Alexis Bouvin for the hotline and software backup.



ISABELLE SIPEL
Sales Director Electronic Access Control

Clearly, while the Unitecnic brand is a newcomer to the family, it has a rather rich history that makes it unique from the rest. We strongly believe that DOM and the Unitecnic brand will soon become one of the Top 3 players on the French access control market. Welcome to the family, Unitecnic!



UNITECNIC MECHANICAL SEAL 1200



“We came into this as outsiders and were bidding against some major competitors.”

Nadia Lapuszanska, project leader at DOM Metalux

Customer story:
APHP, Paris

Access Control System for Paris Hospitals

DOM Metalux's access control specialist Unitecnic has specified, commissioned and installed IP-based technology in a number of public hospitals in Paris.



APHP is the organisation responsible for running the majority of public hospitals in the French capital. DOM

Metalux won an APHP contract to supply an upgraded access control system for Bicêtre hospital. On succes-

ful completion, the same technology has since been installed in three more hospitals in the city.



UPGRADED SECURITY REQUIREMENTS

This project began in 2015, in the wake of the terrorist attacks in Paris. APHP decided to increase the levels of access control for site perimeters and hospital buildings and required a system designed to work with existing Healthcare Professionals Cards (known as CPS cards). These cards, which act as digital IDs, are held by all healthcare staff and used to control access to patient data.

There were a number of technical challenges. Due to the levels of security on the cards, it would not be possible to write data onto them directly. Therefore, the access control system would need to use 100% radio technology.

RISING TO THE CHALLENGE

Unitecnic engineers performed an in-depth study of all the requirements

and came up with a proposal for an arrangement based on the Unitecnic Solution IP 900 radio system.

“We came into this as outsiders and were bidding against some major competitors,” says Nadia Lapuszanska,



UNITECNIC MECHANICAL SEAL 1200

project leader at DOM Metalux. “But we were proactive from the beginning and demonstrated our adaptability. The Unitecnic team focused 100% on understanding the needs of APHP and customising the project to meet these requirements.

ATTENTION TO DETAIL

“By showing such a level of attention to detail, we won the trust of the client. Only then were we able to demonstrate our solution and prove it was viable,” Nadia added.

An extensive beta test was conducted at the Bicêtre site in order to check the system prior to full implementation. Unitecnic then demonstrated the solution to the IT and maintenance departments at other hospitals in the same group, all of which shared a common staff database of up to 15,000 employees.

Subsequently, the Bichat, Beaujon and Louis Mourier hospitals all joined the project. All these sites now have perimeters and sensitive areas protected by the CPS card system and Unitecnic access control. For this project, Unitecnic engineers installed the radio infrastructure, IP modem and radio



repeater, as well as door controllers for exterior doors, lift barriers for vehicle access, safety doors and lock fittings for interior doors.

COMPLETELY WIRELESS

The IP 900 Solution connects locks and door controllers in a real-time radio network. Being a completely wireless system there is no need to drill into doors or make passages for cables, and no need to carry out maintenance checks on wiring.

The radio network uses a modem, which connects to a PC with the control software installed. The range is 150 metres and, if necessary, repeaters are installed to ensure the entire site is covered.

Everything is controlled via an intuitive web application. Moreover, many scenarios are programmable. For example, some areas can be classed



UNITECNIC MECHANICAL SEAL 1200

as restricted access at certain times or to allow selective entry to specific staff members.

The hardware for the system uses the G900 intelligent monoblock lock, on which the card reading technology, radio module and lock mechanism are all housed in the same casing.

ONGOING MAINTENANCE

Unitecnic engineers always handle the initial configuration of the system. After this, the hospital can take over the day-to-day operation and maintainan-

ce. Many hospitals, however, don't have the resources to do this, so Unitecnic provides ongoing maintenance of both software and hardware.

"APHP hospitals have many needs in terms of support," Nadia explains. "If they need to extend the system, they ask us to assess what should be done and how to set it up. For example, when the COVID crisis began, there was a need to secure storage areas and install alarms to prevent theft of medical equipment and masks. We were able to react quickly and put an effective solution into place."

APHP is very satisfied with the collaboration. "They particularly appreciate how responsive we are in solving new challenges they encounter," says Nadia. "We look forward to working with them on future hospital projects."

Customer story:

Normandy Football League, Lisieux

The Beautiful Game

For many, life is simple – eat, sleep and play. In France, football is one of the necessities. Dubbed as ‘The Beautiful Game’, it’s not just a hobby; it’s a lifestyle, and everyone supports their hometown football team. In this article, we will read about DOM Metalux and how it has helped a local football club by securing its office.





TRAINING YOUNG ATHLETES

The Normandy Football League Association is a regional governing body whose main task is to organise football matches and teams in the region - an area north-west of France with Rouen as its capital city.

Currently, the League is under the leadership of Pierre Lerestoux.



PIERRE LERESTOUX
President of Normandy Football League

It holds supervisory responsibilities for local football clubs and regional championship organisers, and trains young footballers - future professional French football athletes - within the region.

The organisation now occupies a building that was formerly used as

a public school. It is now renovated and refurbished as the main office to accommodate the Regional Management staff. The second building is newly built and will be utilised as the training and boarding centre for the Youth Training Department.

SCALABLE AND SECURE NETWORK ACCESS CONTROL

In search of a secure access control product, the building collaborated with architect office B Ingénierie, carpenter RL Aménagement and our wholesale partner Legallais. They chose to implement ENiQ Security Ecosystem for the two buildings; consisting of 60 ENiQ digital cylinders, 20 ENiQ AccessManager wall readers, 18 ENiQ RF NetManagers and over 100 transponders.

For the programming method, the Normandy Football League decided to program its access control with Data on Card and online programming. This enabled it to have the flexibility of accessing data on the transponders

and in the devices installed within the building.

The installation was swift and efficient; in a single day, the management office was secured by DOM. Whilst installation was carried out, DOM also trained the IT staff on how to work around their new access control system. Installation then continued on the second building.

PERFECT QUALITY AND INSTALLATION

After a few months of usage, they have experienced the true benefits of having digital access control in their building. It is so successful; they are now considering implementing the DOM ENiQ Security Ecosystem on other sites. In fact, a new order for a masterkey system with DOM RS Sigma cylinders was just created by the client, taking the whole locking solution full circle: both mechanical and digital cylinders working together in a building complex.





*“We are now living in
the connected world.
DOM eNET is our effort to
bring DOM products
closer to our customers.”*

The eNET team

PRO'S CHOICE



SURAJ PARMAR
Digital Manager

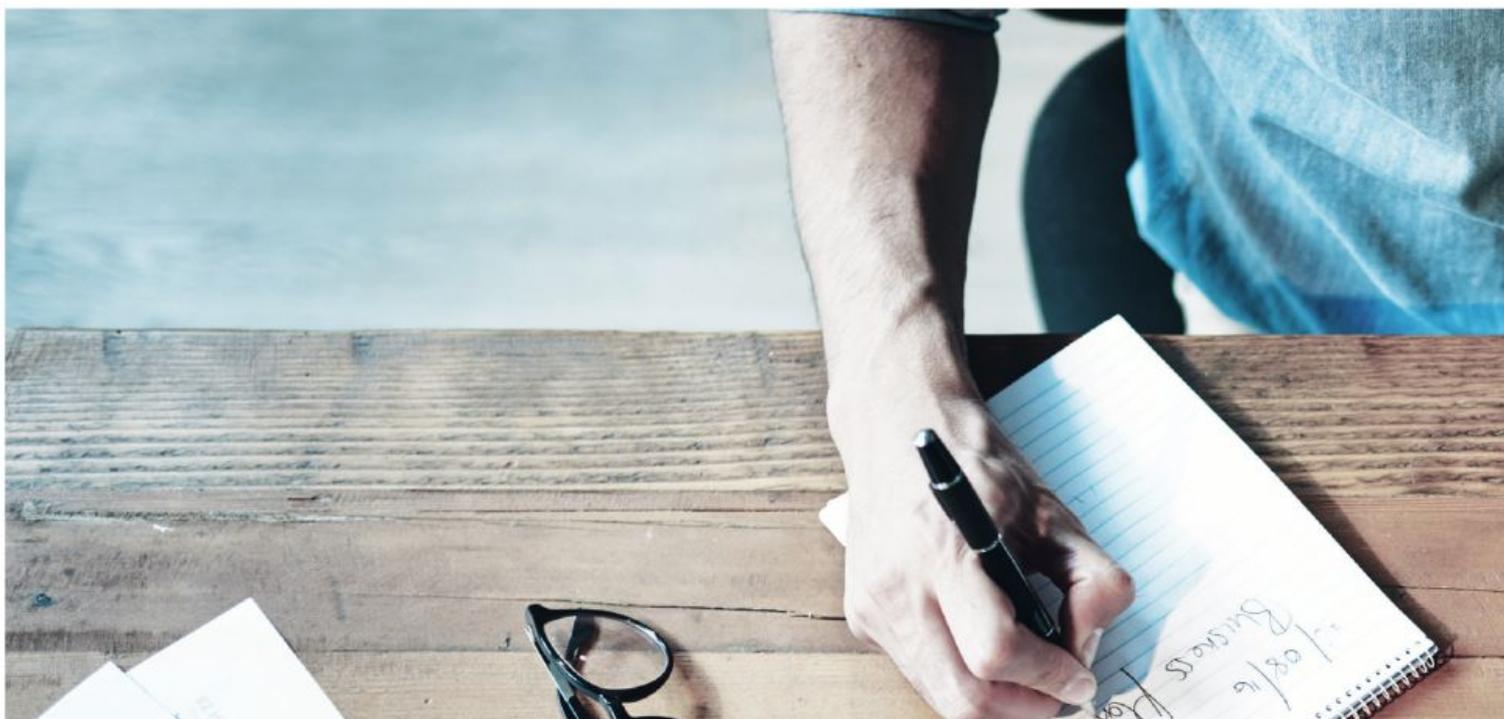


PETRA JOUST
Executive Assistant

Interview with Suraj Parmar and Petra Joust

Online Ordering with eNET

eNET has been well-known in the industry as DOM Security's ultimate e-commerce platform. We sit down with Suraj Parmar (Digital Manager) and Petra Joust (Executive Assistant) to help us gain further insights into DOM's ambitious plans to accelerate online sales. In addition, we discuss key activities to help customers experience the ultimate online buying process and why eNET will soon become the preferred way to purchase DOM products.



WHAT IS DOM ENET FROM DOM SECURITY?

ENET TEAM: DOM eNET is an online ordering portal designed exclusively for our customers (locksmiths, specialised dealers and wholesalers).

WHAT CAN CLIENTS DO ON ENET?

ENET TEAM: With eNET, customers can do anything. They can order almost all of our product range: cylinders, keys, masterkey plans, spare parts, mechanical and digital products as well as promotion materials. They can also download customer-specific documents and product-related software from eNET.

Not only can they order and download, eNET allows customers to track their orders, view order history for the past three months as well as contact their responsible account manager or customer service team.

HOW MANY COUNTRIES ARE INVOLVED IN ENET? WHICH COUNTRY IS THE MOST ACTIVE?

SURAJ: DOM eNET was launched 17 years ago in 2003 at DOM Sicherheitstechnik in Germany, where it has been continuously developed to this day. It is built with a modular system; this means different DOM companies can start with some products and slowly build a larger product portfolio into their system. Currently, we have more than 1,000 customers using DOM eNET for their business purposes.

By the end of 2020, we aim to launch DOM eNET to seven companies: DOM UK, DOM Metalux (France), DOM Schweiz AG, DOM Nederland, DOM CR (Italy), DOM Titan (Slovenia) and DOM MCM (Spain).

HOW DOES DOM SECURITY PUSH ENET AS THE PRIMARY ORDERING TOOL FOR THEIR CLIENTS?

ENET TEAM: Each company is given

the freedom to decide how to promote DOM eNET to its clients.

DOM Metalux, for example, promotes DOM eNET by making introductory videos for its customers. Other companies introduce DOM eNET through newsletters or running sales promotions through the platform.

PETRA: In Germany, the platform is actively mentioned in the current price list. During visits, our sales representatives also point out the many advantages of DOM eNET to our clients to encourage more companies to go online.

HOW CAN ENET HELP DOM SECURITY TO PROVIDE A BETTER SERVICE TO CLIENTS?

PETRA: We are now living in a connected world, an e-commerce world. Not only in B2C, but more customers in the B2B sector are also expecting an online platform to place their orders and to interact with the company.



DOM eNET is a win-win situation for both parties.

For customers, their satisfaction increases; for DOM Security, we reach the goal of accelerating sales and increasing our clients' trust in us.

WHAT'S THE DEAL WITH ONLINE ORDERING? WHAT ARE THE BENEFITS OF ORDERING DOM PRODUCTS THROUGH DOM ENET, COMPARED TO ORDERING THEM MANUALLY?

SURAJ: "A few clicks" is the main benefit of eNET. Not only that the customers can order their products online, but eNET is also equipped with an intuitive online guide that guides customers while choosing their desired products.

PETRA: As the orders are processed automatically, the delivery time for online ordering is shorter than manual ordering. Moreover, through the tracking menu, customers can see their order journey from the moment their order ships out from the warehouse to

the moment it arrives at their front door.

WHAT IS THE GREATEST BENEFIT FOR A COMPANY WHEN IT OFFERS DOM ENET TO ITS CUSTOMERS?

ENET TEAM: With the implementation of DOM eNET, the processes within the company are revised and automated. The objective is to place all orders in DOM eNET, processed and imported automatically in the ERP, with the result being a reduced workload and accelerated deliveries.

WHAT IS THE NEXT PLAN FOR DOM ENET?

ENET TEAM: We have two big developments planned for this year: a product configurator for our digital products and an online planner for small masterkey systems.

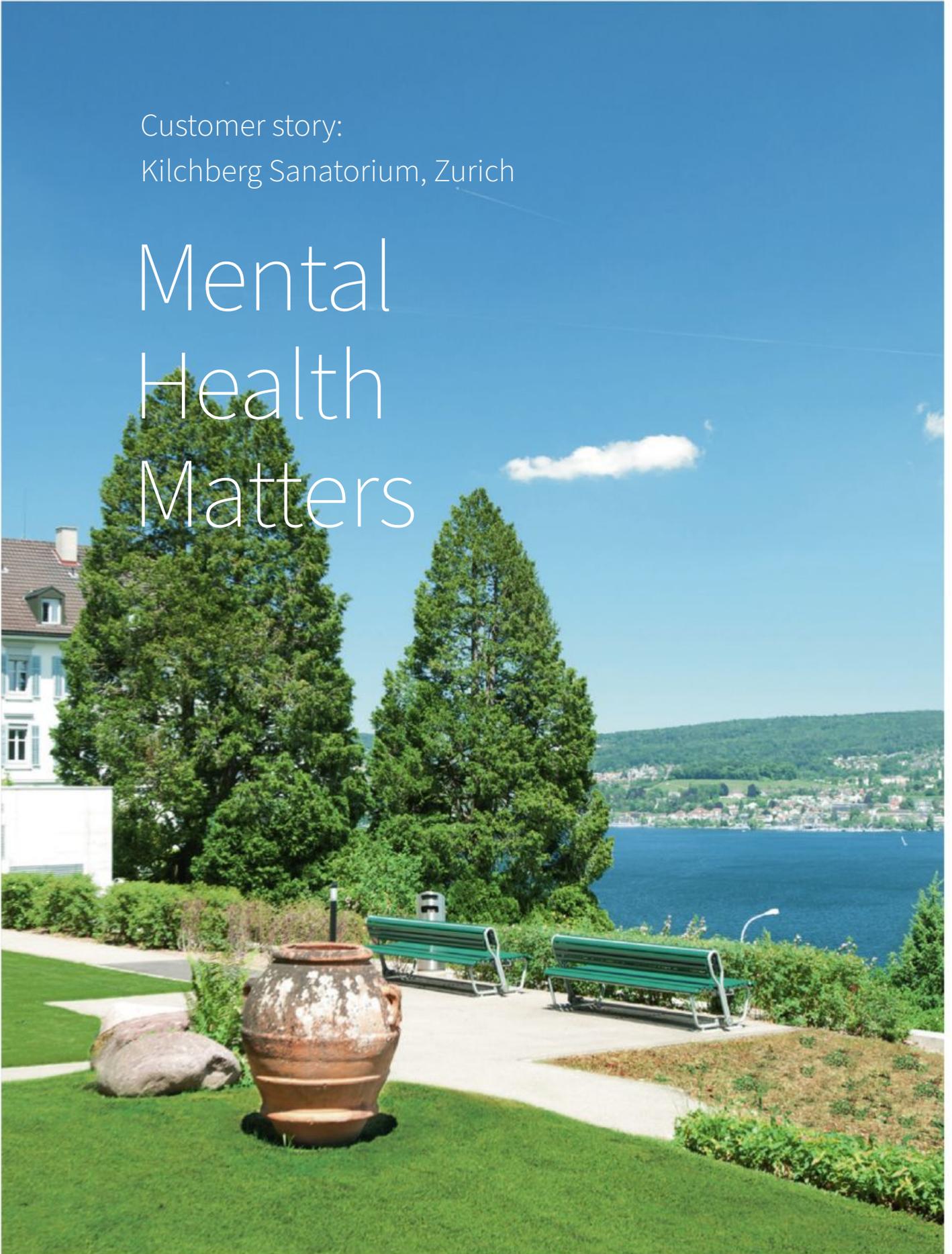
In the upcoming years, we are planning to connect more DOM Security companies to eNET,

add more functionality based on customer service, and further expand the features of eNET as an inter-company ordering tool.



Customer story:
Kilchberg Sanatorium, Zurich

Mental Health Matters



In the municipality of Kilchberg, right on the left bank of Lake Zurich, lies Kilchberg Sanatorium, one of the most renowned private psychiatry and psychotherapy clinics in the canton of Zurich, Switzerland.

FROM NURSING HOME TO SANATORIUM

This building has a long history. Originally intended to be a nursing home, this building was established in 1867 by the Hedinger family under the name Mönchhof-Kilchberg nursing home. It became one of the first facilities to exclusively treat patients with mental health problems in the canton of Zurich. The owner, Johannes Hedinger, ran the clinic together with his wife, Maria. After the couple passed away, the ownership of the nursing home was inherited by their son, Johannes Hedinger Jr.

In 1904, the building's ownership changed to U. Ruthishauser and Cie. This organisation change led to the name change to Kilchberg Sana-

torium. The facility went through several changes over the years, such as changes in management, renovating and rebuilding additional buildings and applying new and proven medical intervention for its patients.

Years later, Kilchberg Sanatorium keeps evolving to remain the number one mental health facility by creating new services such as a counselling centre for substance abuse, a centre for stress-related illnesses and the all-new Centre for Psychosomatics in the heart of Zurich. By 2017, the clinic had ten wards with 185 beds (including three private wards), a huge relaxing garden, as well as a restaurant. The sanatorium now treats a broad spectrum of illnesses, such as stress-related complaints, mental health disorders

and geriatric psychiatry.

SECURING ZURICH'S BEST MENTAL HEALTH FACILITY

Our company came into the picture through company Moser Sicherheit AG, with Mr Meinrad Kälin as the project manager. We successfully won the project through a tender with various competitors offering their products to fulfil the hospital's needs. On our side, the contact people for this project were Marco Raber from DOM Schweiz AG and Matthias Raabe (Head of Technical Sales).

Kilchberg Sanatorium was impressed with DOM's products, especially the ENiQ Guard digital handle. It thought that the price and quality were just right. It was also impressed to know





that DOM was able to adapt ENiQ Guard programming to its current software.

PLANNING AND DELIVERING

After winning the tender, planning was completed in June 2019. Kilchberg Sanatorium chose to have ENiQ Guard and ENiQ ITT (wall readers), with a Data on Card/OSS programming method.

It took approximately 6 months for the project to be completed, from the planning stage to the finish line. The plan was to implement ENiQ Guard in all buildings, including the entrance to patient rooms and doors

to public areas. Product installation was one of the challenges that arose during this project because the patients living in the building complex needed to be taken into consideration. It wanted to install the products without interfering with the daily schedule in the sanatorium. However, the team managed to install the firmware and the software, and everything ran perfectly.

FUTURE PROSPECTS

Upon the delivery of the products, Kilchberg Sanatorium was excited to try out its new digital locking system. In fact, there's been discussions regarding new projects.

“With Data on Card, we are glad that the system is intelligently managed by the software and the updates are installed on the transponders,” said the representative of Kilchberg Sanatorium.



ENIQ® GUARD - WIDELINE



*“With Data on Card,
we are glad that the system
is intelligently managed
by the software and the
updates are installed on the
transponders.”*

Representative of Kilchberg Sanatorium





Antipanic Joins DOM Security

In September 2018, DOM Security acquired a new company, an Italian company known as Antipanic. Established in 2005, Antipanic was established to provide solutions in emergency exit hardware. Discover more about this company in this article, where we interview Paolo Cavestri, Managing Director of Antipanic.

HOW WAS ANTIPANIC FORMED?

Antipanic was founded in 2005 to produce emergency exit products. Our tagline explained it all: "Antipanic, The

Safety Specialist". From 2005 to 2010, we established a complete product solution and created various market presence in some European countries.

2015 was a turning point for Antipanic, as we launched our "luxury brand". Named THESIGN, this is the first panic exit device entirely made out of stain-



less steel. Inspired by the elegance of Italian architecture, we created THESIGN for companies that focus on elegance, beauty and sophistication in their building.

Between 2016 to 2019, we became the first European company to receive all the important certification in our industry, such as CE from Europe, UL certificate from America, and Certifire accreditation from the UK.

In September 2018, we officially merged with DOM Security, marking a new beginning and a new hope.

WHAT IS THE REASON BEHIND THE MERGER OF ANTIPANIC AND DOM SECURITY?

PAOLO: Besides adding value in terms of finance and experience, the products that we create have the same mission to those products from DOM Security. Panic devices are strategic products for the company's growth. At the same time, Antipanic can have bigger opportunities by joining the

DOM Security group. Together, we can complete one another and be a bigger player in the security and safety devices market.

WHAT IS THE ANTIPANIC VISION AND MISSION?

Antipanic's mission is to offer the most innovative and practical solutions to the market without abandoning the aesthetic factor of the products. We want our products to help our partners fulfil their needs in finding the best solution for emergency doors and panic bars.

Our vision is very simple: Save people's lives. We aim to produce the best products to grant an immediate escape from any panic situations.

HOW DO YOU SEE ANTIPANIC'S FUTURE AFTER JOINING DOM SECURITY?

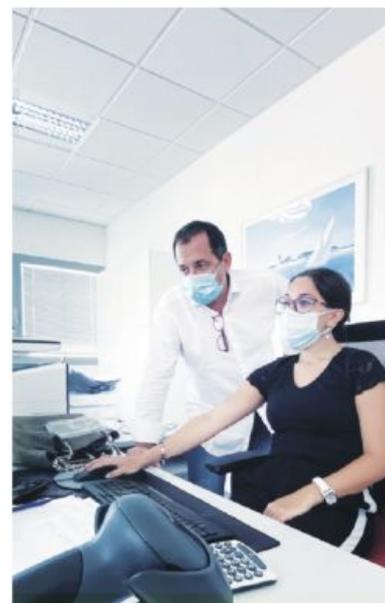
I see Antipanic being a stronger company after joining the group. With the various products offered by DOM Security, Antipanic will grow to be an efficient company, ready to work on different projects and to complement other products from the Group.

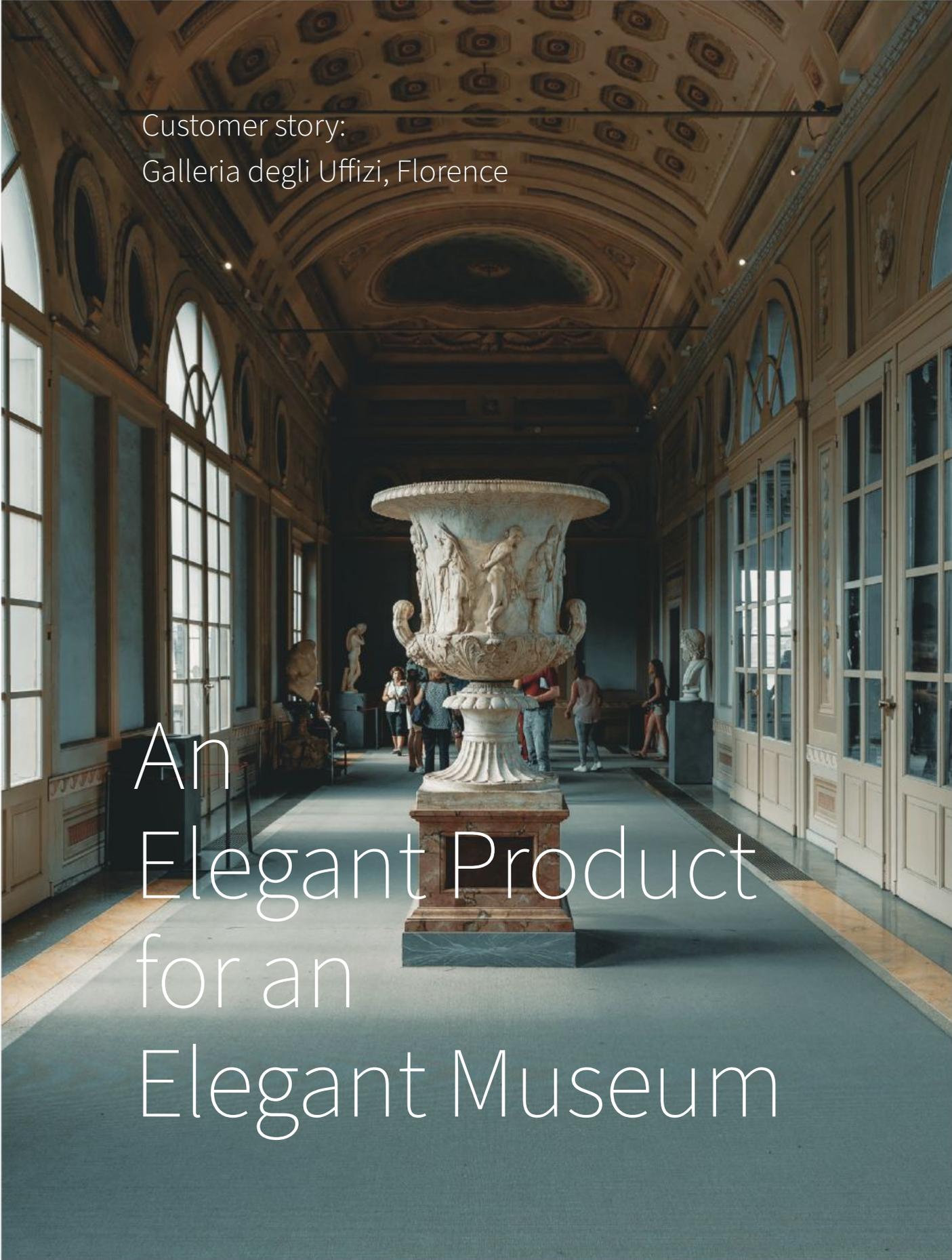
WHAT IS THE PROUDEST MOMENT IN YOUR CAREER WITH ANTIPANIC?

Since our establishment in 2005, we have had many proud moments. However, the most significant accomplishment was our involvement in supplying 500 panic devices to emergency hospitals in Italy during the current COVID-19 pandemic.



PAOLO CAVESTRI
Managing Director





Customer story:
Galleria degli Uffizi, Florence

An
Elegant Product
for an
Elegant Museum

What comes to mind when you think of Italy, perhaps its wonderful culinary and wine scene or pictures of famous architects and painters? In 2019, it was stated that Italy has over 470 state-owned museums; Galleria degli Uffizi is one of them, displaying works from Renaissance painters and sculptors such as Leonardo and Caravaggio, as well as German, Dutch and Flemish painters.

THE UFFIZI PALACE

The Uffizi Gallery (Galleria degli Uffizi) is a prominent Italian piece of architecture from the 16th century. Built by Giorgio Vasari, a famous Italian painter and architect during the Renaissance period, the building was erected as a project commissioned for the Duke of Florence, Cosimo I de Medici. The Duke wanted Vasari to build a gathering palace for the magistrates of the city, an “*uffizio*” or an office. When Cosimo I and Vasari died in 1574, the building was completed by Duke Francesco I with his architect Bernardo Buontalenti.

WHERE DIFFERENT STYLES MEET IN ONE BUILDING

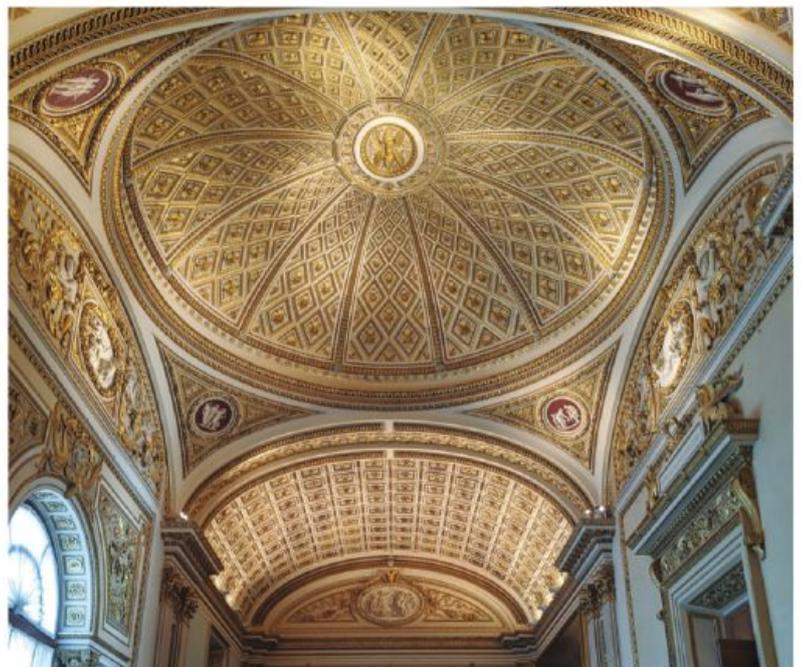
Galleria degli Uffizi is no ordinary architectural piece from the past. Commissioned by different architects, both Vasari and Buontalenti’s style gave the building its unique touch. For example, the staircases that lead to the Gallery: Vasari designed the first part of the stairs with Florentine Renaissance style. The second part of the staircase was created by the Lorraine Grand Duke Pietro Leopoldo, who commissioned

Zanobi del Rosso. Del Rosso built the staircase with pastel green colours and was inspired by the bright interiors of European capitals such as Vienna and St. Petersburg.

The three corridors of the gallery are the striking elements of the Gallery, also decorated with different architecture styles and paintings. The construction for the hall began in the 16th century when Grand Duke Francesco

I, son of Cosimo I, started to furnish the corridor with ancient statues and paintings.

The ceilings of the corridors were not excluded. Painting of the ceiling began in 1581 and continued to for the following two centuries. The first corridor ceiling was filled with paintings of mythological creatures, while the second and third corridors’ theme was primarily Tuscan glory and the Medici family.





Inside the gallery is an outstanding collection of ancient paintings and sculptures, dating from the Middle Ages to the Modern period, including masterpieces from Giotto, Beato Angelico, Caravaggio and Michelangelo.

SYMBOLISM AND ART

Uffizi Gallery, other than a place filled with fascinating artworks, is also the home to symbolism in church and Italian culture. The Tribune, built between 1581 and 1583 by architect Buontalenti, is a great example. Originally built

as a place to keep the Grand Duke's jewels, The Tribune was filled with symbols of Christianity. The structure of the Tribune is octagonal, paying homage to "eight", the number which draws to heaven according to Christian tradition. The dome itself is a symbol of the vault of heaven.

Moreover, the decoration of The Tribune is filled with iconography and symbolism. The earth, represented by the floor, was created with polychrome marble from Northern Africa, Turkey

and Egypt. Paintings of plants and animals were created by artist Jacopo Ligozzi along the room's perimeter. On the dome, the Water element is represented by 5,780 mother of pearls from the Indian Ocean.

ELEGANT PRODUCT FOR A LUXURIOUS BUILDING

With the sophistication and the rich history of the Uffizi Gallery, it's no wonder that it's looking for products to meet its level of elegance. Its choice falls on TheSign, a line from Antipan-





ic, specially designed for those who consider panic exit devices to be a true furnishing of a building and not just a product installed in emergency exits. They created TheSign in line with the spirit of elegance of the Uffizi Gallery.

Fully constructed in stainless steel INOX 316, TheSign panic exit device guarantees maximum functionality and a long lifetime, even in extreme conditions. TheSign has three types of products, all with their own specialities, and each product has complete

ICIM certification (certificate of performance) and meets Warrington Certifire standards.

The Gallery showed a general interest in TheSign because it is fully customisable. With this in mind, the Gallery ordered TheSign in bronze colour. This choice is not accidental; Galeria degli Uffizi wanted TheSign to adapt to the commonly-found colour in the gallery. Ultimately, TheSign is all about striving to match its exterior looks with whatever architecture it is complementing.

Sturdy, robust, elegant and customisable. Everything in TheSign relates to a match made in heaven.



CLICK/SCAN ME!



THE SIGN



*“My work philosophy
aims at creating
a positive environment.”*

Fabio Poggioli, Southern Area Director



FABIO POGGIOLI
Newly appointed Southern Area Director



LORENZO TACCHINO
Former Southern Area Director

Interview with Lorenzo Tacchino and Fabio Poggioli

Taking up the Torch

Change is the only constant thing in life. After 25 years, we have to bid goodbye to Lorenzo Tacchino, a valuable and loyal member of DOM Security. Throughout his career he has become a large part of the Group; he started his career as the General Manager of DOM CR in 1997, CEO of DOM Titan and, later, Southern Area Director in 2015.

In summer 2020, Lorenzo stepped down and handed over the leadership torch to Fabio Poggioli. Let's get to know more about Fabio and Lorenzo in this exclusive interview.



CAN YOU TELL US MORE ABOUT YOURSELF?

FABIO: My name is Fabio Poggioli, I am 53 years old, and I live in Bologna.

Working with hardware devices is not a strange thing for me. Since I graduated from university (studying Economics), I have always worked in this field. My career started by working in several Italian companies selling window accessories.

For 15 years (from 2000 to 2015), I joined the Somfy Group, a popular French automation company. My last position there was EMEA Area Director.

Before joining DOM Security in 2020, I worked as Director for an Italian company called “In and Out”. They focused on producing insect screens, roller blinds and roller shutters.

WHEN DID YOU JOIN DOM SECURITY?

FABIO: I joined DOM Security in June 2020. Since starting my job here, I have been prepared to be the successor of Mr Tacchino. At the end of July 2020, I officially took over the torch of the Southern Area Director from Mr Tacchino.

LORENZO: I joined DOM Security in 1997. At that time, it was called Securidev. Over the years I have developed within the company, from being the General Manager of DOM CR to my latest position as Southern Area Director.

IN YOUR OPINION, WHAT MAKES THE SOUTHERN AREA INTERESTING?

LORENZO: The Southern Area is an area full of untapped potential. Since my arrival in 1997, the turnover in the area has jumped significantly from €4 million to more than €40 million a year. Our strong industrial equipment and

our adaptability to customer needs are a couple of reasons why this area is still an interesting area to develop. We still need to adapt towards the integration of digital and mechatronic solutions, but I am sure Fabio is the right person to guide the area in that direction.

FABIO: In my time here, I have seen this area have significant growth. It makes me excited to contribute more to the area’s success.

The second thing is the reputation of the SFPI Group. As a major international company, DOM Security within the SFPI Group has shown significant growth on the security and access control market. I am thrilled to be part of the company and to use my proficiency here.



AS THE NEW SOUTHERN AREA DIRECTOR, WHAT WOULD YOU LIKE TO IMPROVE IN THE FIRST QUARTER OF YOUR LEADERSHIP?

FABIO: I was appointed as the new Director in the middle of a pandemic. Not only did that cripple the company, but also brings the whole Italian economy to a standstill. It even forced various companies in Southern Europe to close for several weeks, having a negative impact in terms of production, turnover and profitability. As soon as possible during the first quarter of my leadership, I want to restore the company, hoping to put it back on track in no time.

WHAT IS YOUR WORK PHILOSOPHY?

FABIO: My working philosophy is to create a positive environment. I believe that by nurturing a positive environment, everyone will be in their best form to perform. DOM

Security fosters this type of working environment, and I am glad to be one of the individuals to share that same philosophy with the company.

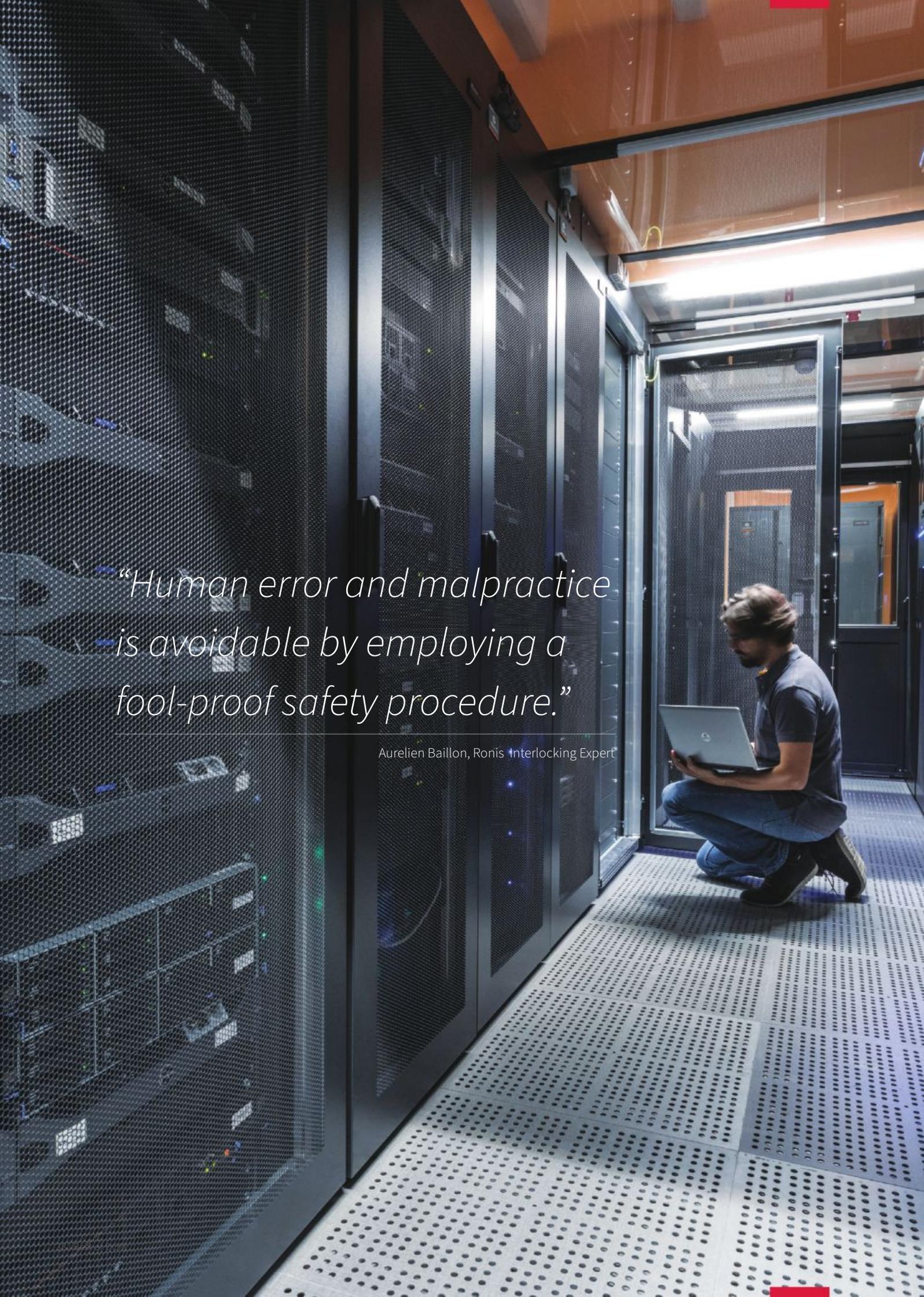
LORENZO: Work hard to reach your targets. Also: believe, respect and listen to other people.

WHAT DO YOU DO IN YOUR SPARE TIME?

FABIO: In my spare time, I like to spend time with my wife Cristina, my two daughters Benedetti and Celeste, and our Maltese dog Kiko.

Apart from family time, I also have a passion for wine. A long time ago, I took part in a sommelier diploma programme to learn more about wine and food. This diploma allows me to understand the wine industry on a deeper level.



A man with a beard, wearing a blue polo shirt and jeans, is kneeling on a perforated metal floor in a server room. He is holding a silver laptop and looking at the screen. The room is filled with rows of server racks with perforated metal doors. The lighting is dim, with some blue and green lights visible on the server racks. The ceiling is made of wood panels.

*“Human error and malpractice
is avoidable by employing a
fool-proof safety procedure.”*

Aurelien Baillon, Ronis Interlocking Expert

Prioritising Work Safety

In many industrial settings, workers need to follow the correct procedures for operating, maintaining or accessing systems. Failure to adhere to these methods may result not only in damage to expensive equipment, but can also pose a lethal threat to staff.



One way to ensure correct and safe operation on a site is by using trapped key interlocking systems.

A very simple example of a trapped key system would be a power supply

on which a key is required to switch the power on and off. With trapped key technology, the key cannot be removed unless it is turned to the 'power off' position. This very same key will be the one required to operate another

lock, for example to an access panel or a door.

The engineer must switch off the power to be able to obtain the key. A system like this prevents staff from

making accidental errors or taking unauthorised shortcuts around the established safety procedure.

As a company specialising in locks for industry, DOM Ronis has a series of trapped key interlocking systems suitable for a wide range of industries. These products can be utilised in many different applications to ensure that operations can be carried out safely by authorised staff members.

There are four main product groups, outlined as follows.

EL LATCH BOLT LOCKS

For the safe control of electrical disconnectors and earthing switches, DOM Ronis provides a wide choice of products in the EL range of latch bolt locks. These models are available with one to four cylinders on a locking

unit. Each unit has either one or two locking bolts. A number of different permutations are possible, depending on the work procedure that needs to be followed.



RONIS EL LATCH BOLT LOCK

ELP DOOR LOCKS

There is often a need to control access to dangerous areas and to ensure that doors or hatches to these areas are correctly locked afterwards. The ELP range is the perfect product for this situation. This range of door locks can have one, two or three cylin-

ders per lock depending on access requirements. This door lock works by blocking key removal when the door is open. An employee needs to close the door to activate the latch on its striker and then turn the key to deadlock before they can remove it.



RONIS ELP DOOR LOCK

ELC EXCHANGE BOXES

In many industrial applications, electrical equipment must be activated or shut down in a specific sequence for safety reasons. With ELC exchange boxes, companies can create a customised sequence of trapped and



released keys. This can cover just two cylinders up to a total of 24 cylinders, depending on the complexity of the system.



RONIS ELC EXCHANGE BOX

CAM LOCKS FOR CONTROL PANELS

DOM Ronis also supplies a range of cam locks that can be used to provide a key-operated switch for items such as circuit-breakers, inverters, earthing switches, disconnecter switches and transformers. A typical use is on a control panel, in which a key is required to either initiate or complete the final stage of an interlocking process.



RONIS CAM LOCKS

A PRESTIGIOUS PROJECT

Recently, DOM Ronis has been chosen to supply interlocking devices for internet servers owned by one of the world's largest tech companies. The contract was won by our partners Vertiv, leading supplier of infrastructure and technical solutions for data centres and other commercial facilities.

Vertiv has installed 250 sets of EL bolts to provide protection for a bank of servers in a data centre in Italy. Ronis products were chosen above all of the other competing products on the

market. Key factors in this decision were our product quality and ability to supply the required quantities on time.

HIGH QUALITY AND VERSATILE

Ronis Trapped Key Interlocking systems are made from high grade metals for maximum durability. This makes them suitable for the full range of industrial applications including power stations, steel mills, cement works and any other areas of light or heavy industry where high-voltage equipment or hazardous machinery are used, both indoors and outdoors.

Human error and malpractice is avoidable by employing a fool-proof safety procedure. Ronis interlocking products can help you achieve that goal.



Customer story:

NHS Nightingale Hospitals, United Kingdom

Serving the Nation's Frontrunners

2020 will go down in history as one of the most challenging years for humankind. The end of 2019 signified the beginning of a deadly disease. COVID-19 is a virus that has now marked its presence in every part of the world, attacking 213 countries and claiming hundreds of thousands of lives worldwide.



With this pandemic, the world will never be the same again. However, in this unprecedented situation, the world celebrates the bravery and dedication shown by our frontline healthcare heroes. This is the story of the UK's Nightingale Hospitals; a chain of "make-shift" hospitals specifically erected to nurse the unseen challenges brought to us in the form of this pandemic, and how DOM Security played its part to help support NHS England.

HOSPITALS, CREATED IN A BLINK OF AN EYE

The United Kingdom (UK) is one of the countries in Europe to suffer the most from COVID-19, with total confirmed cases of 378,219 (as at September 2020). An effort was made by the government through the NHS (National Health Service), with one goal in mind: to help protect the people of the country.

The government decided to set up several temporary Nightingale hospitals. Their titles were inspired by Florence

Nightingale. Florence was a celebrated figure, best known for establishing modern nursing practices and preventing the spread of disease and infection during the Crimean War.

Plans to construct these emergency hospitals were initiated in March 2020, around the same time as the pandemic began taking its course, resulting in a sharp rise in cases and hospital admissions in England. Several hospitals were refurbished around England: Exeter, Bristol, London, Birmingham, Manchester, Harrogate and Washington. Most hospitals were built within nine days by converting existing exhibition arenas and conference buildings to help prepare for the influx of COVID-19 patients.

SECURING THE VALUABLES OF THE NATION'S HEROES

DOM RONIS is pleased to be a part of these projects, by having its coin-operated locker locks installed to secure the valuables of frontline workers. By working with our OEM partners, DOM's furniture locking solutions offer nurses



RONIS OMEGA 100

and doctors peace of mind, knowing their valuables are safe and secure during their shift.

For this ambitious project, the specification was well-matched to the RONIS Omega 100 coin-operated lock. This product line is a low-cost lock that is suitable for any environment. Operated by a coin, this versatile lock is the perfect choice for changing rooms and hospitals to accommodate an increased number of users working on tight and lengthy schedules.

Looking back, we are very proud of our accomplishment and that we had the opportunity to play a small part in the battle against this pandemic. With our trusted distributors and partners, we have successfully concluded that everyone deserves to secure their valuables, without compromise.





DOM Romania, small but powerful

A decade of providing the best service in the country

TEN YEARS AGO

DOM Romania started its operation in Romania in 2009 under the name Securidev Romania, as a commercial branch of the company. Since the start of its service, Tiberiu Ionita has joined the company as the Commercial Manager.

Tiberiu is not a new player in the sales world. Before working at Securidev, he was a self-made entrepreneur. Hence, when Securidev opened its business and Tiberiu joined the company, he already had some experience on how to conquer a new market.

Securidev Romania changed its name to DOM Romania in 2015, the same year the company changed the name to DOM Security. From that moment on, the rest is history.

CATCHING THE MARKET'S ATTENTION

The strategy he used for the Romanian market to develop the Group's products was for everyone to know about the product. He did this by diligently and effectively visiting clients and demonstrating new products to prospective clients.

The first markets that were conquered by DOM Romania were in Southern Romania, especially the Muntenia and Dobrogea regions. They used the strategy of selling popular products from the brands Titan, Elzett and Metalplast, which were already popular in the country. With this initial strategy, DOM Romania wanted to send the message that the three brands were affiliated with the DOM brand.

This technique proved to be a success. As the clients began to affiliate DOM Romania as a trusted seller of the three brands, the next step was to esta-



blish the market for products made by other DOM Security companies. This was a huge success, especially the introduction of Afora products made by DOM Metalux, which proved to be a better product than other similar products on the market.

ACCEPTING A NEW CHALLENGE AT THE RIGHT TIME

The road to success is not easy, and a new company that lasted for ten years in a competitive market is worth celebrating. Therefore, in 2019, DOM Romania hosted a big celebration to commemorate one decade of existence on the market. Sixty loyal customers were invited to share this big day. Not only celebrating and thanking the clients for their support, on this occasion, DOM Romania also showcased the new digital locking product line-up from DOM Security. Digital locking is

something new on the Romanian market, and it wanted to start introducing these products at the right time, which was during the anniversary dinner.

Products such as DOM Tapkey, the new DOM ENiQ LoQ® and DOM ENiQ® Guard were presented to the invitees. In addition, digital products, panic bars from Antipanic, multipoint locks from DOM Elzett and DOM Titan's T250 cylinder were also displayed at the event.

Apart from showcasing new and signature products during the event, the company also launched its first official website as a sign of entering the digital world: a digital world. By establishing the official DOM Romania website, the company hoped to step into the new world of digitalisation and e-commerce, as a means of embracing the modern challenge of internet globalisation.

“The market is pleased.”

Small yet mighty. Those are the words to DOM Romania. They show that with perseverance and spirit, you can be



CLICK/SCAN ME!

a trustworthy and productive branch without having too many employees.

DOM Romania currently consists of two employees: Tiberiu Ionita (Commercial Manager) and Oana Anghel (Sales and Marketing).

However, with forty clients (and expanding) around the country, they feel the need to expand the team. This need leads to the decision to employ two new employees, one responsible for BU Trade clients and one for BU Industry clients, from 2020 to 2025.

Although DOM Romania is small, it can respond to the challenge and satisfy the needs of its clients. With the majority of clients being middle-class clients, it does the majority of its business through recommendations. This way, it expands its client portfolio, and now it also serves upper-class clients in the country.

We wish nothing but the best for DOM Romania!



“DOMConnect® is the access control that seamlessly integrates into your integration software, increasing your building security to the next level.”

Marcel Boel, DOMConnect® Specialist







Welcome to the family, DOM Hoberg!

Hoberg is no new player in the locking industry in Belgium. In 2019, it finalised the last step of the merger, making Hoberg the latest company to join the DOM Security Group.

THE STORY OF DOM HOBERG

Hoberg started as a distributor of complex and large locking systems. The company was established in 1973 by Ulrich Hoberg, who took over the DOM commercial licence for the Belgium

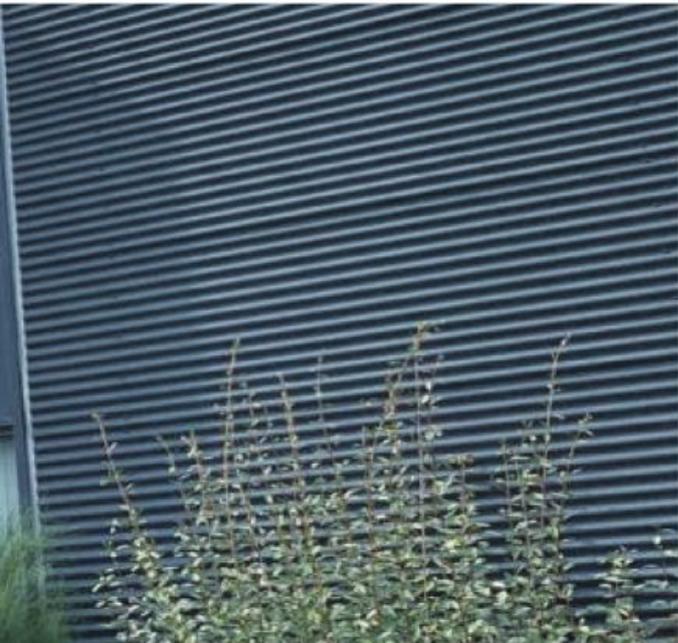
and Luxembourg market.

He then started a family company based on his last name.

In 1978, Hoberg began to produce replacement keys while also starting

deals as a selling agent for other products from Hoppe, Hautau, Planet, RENZ and BS Rollen.

In 2004, Ulrich sold Hoberg to his sons, Andreas and Oliver. This was



company. The merger was completed at the beginning of 2019.

THE COMPANY'S UNIQUE TOUCHES

DOM Hoberg is unique, not only because it is a family company, but also because of the products it sells. Aiming to be a one-stop-shop for customers, it also sells products for doors and windows from other DOM Security group members, even from other companies.

This strategy is in-line with DOM Hoberg's vision and mission: to remain the chosen specialist of architectural hardware solutions on the Belgium and Luxembourg market.

“We see ourselves as an important part of the group.”

After the merger of Hoberg to the DOM Security group, changes were immediately made to unify the company branding according to DOM Security design.

the moment of modernisation. The company began to heavily invest in human resources, IT and heavy machinery. This ambitious modernisation led the company to move to Wavre in 2011, where it managed to expand key production numbers to meet the industry's current demands.

In 2018, a proposal was made by DOM Security founder, Mr Henri Morel, to have Hoberg as a part of the DOM Security group. Oliver agreed to the proposal because he saw the big potential of joining the Group and because it would secure the future of the



CLICK/SCAN ME!



OLIVER HOBERG
General Manager

For example, the name changed from “Hoberg” to “DOM Hoberg”.

A new logo was also created to show the world that it is now part of the DOM Security group.

Some details are still being discussed, such as streamlining its ERP system. However, after 47 years of being a distribution agent for DOM, it is sure that it can finish the integration process very soon and become fully unified with the Group.





Customer story:
Gershwin Brothers building, Amsterdam

Bringing Music to Life

Over the years, music has always been an inspiration to humankind. This includes the surroundings of the Gershwin Brothers apartment and shopping complex in Amsterdam. Paying homage to America’s best jazz composers Ira and George Gershwin, this building combines the art of architecture and music into one.

A FANTASTIC BUILDING NEXT TO THE GREENS OF AMSTERDAM

The Gershwin Brothers building is a large building complex located in one of the strategic parts of Amsterdam, the Zuidas area. It is close to the greens of Amsterdam forest (Amsterdamse Bos), fifteen minutes away from the historic ‘Grachtengordel’ (a line of canals forming the Amsterdam city centre), a neighbourhood with plenty of amenities, and it has its own train and metro station. Moreover, Zuidas is often known as the international representation of the city for its population and its cosmopolitan feel.

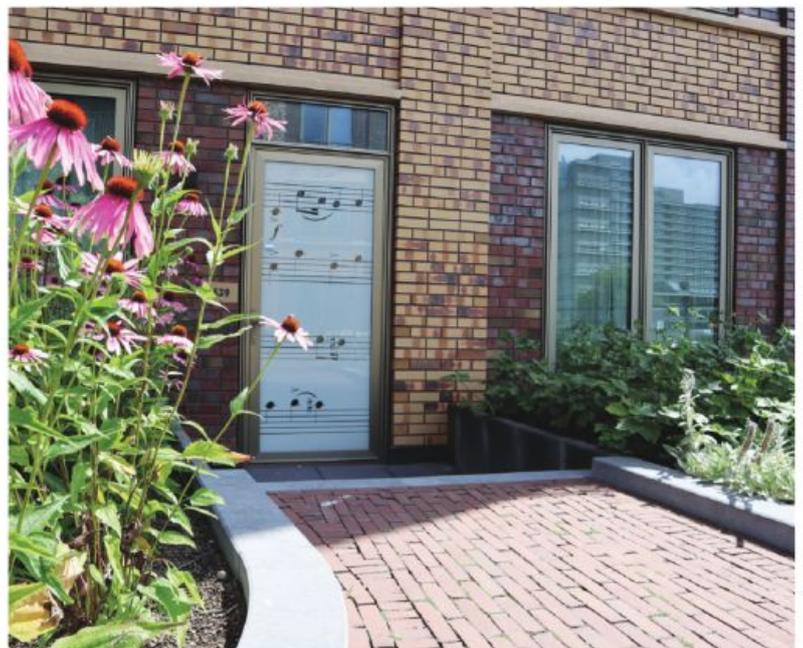
Just like where George and Ira Gershwin came from, the inspiration for the Gershwin Brothers buildings is taken from the mixture of the Manhattan skyline and Brooklyn’s industrial image. The buildings, designed by architects Adriaan Mout, Juriaan van Stigt and Marianne Loof, consist of two different buildings side by side: named “George” on the left and “Ira” on the right, with different characters. Both buildings have underground parking layers for their residents.

The “George” building has a rich and strong look; its architecture blending perfectly with other buildings in the neighbourhood. It has a bright appearance thanks to its light yellow bricks. The George residential building offers 84 units in three different apartment types and has twelve floors.

On the other hand, the “Ira” building takes a different path to its “brother”. It is warmer in colour, smaller in scale, yet richer in detail. Inspired by Berlage architecture style with lots of brownish

brickwork, this building was built in a U-shaped form surrounding a communal inner courtyard. The Ira building consists of 75 apartment units, mainly luxurious 2-bedroom units and some spacious terraced units. Each ground floor apartment has its own access from ground level.

Between the building lies a semi-private landscaped green strip that directly borders the canal.





JOINING THE RHYTHM

DOM being specified as the main security system for the Gershwin Brothers did not happen by chance. The real estate agent of Gershwin Brothers, Accuraat Vastgoedonderhoud, and its' owner Nicolette Kuiper-Pennings have had a good experience of the products and service from DOM.

After some consideration, they chose DOM ix Twido® to secure the whole Gershwin Brothers complex, to be implemented on all doors in both build-

ings and residential units. This was a huge project for DOM, especially for Karin Westdijk, the account manager from DOM Nederland who was the primary contact person for this order. The Gershwin Brothers building complex involves prestigious luxury apartments in the capital city of the Netherlands, and while DOM was honoured to take part, it was a fresh challenge for the team.

Gershwin Brothers chose DOM ix Twido® for its masterkey system for

several reasons. "The main arguments why DOM ix Twido® is perfect for the building is its long-term technical patent, as well as the technicalities inside the cylinder that make it impossible to copy the key without permission," it said.

This project was delivered in August 2020. In addition, DOM is working on further projects with the real estate developer, so this is just the beginning of a long-term and fruitful partnership.



DOM[®]



DOM ix Twido[®]

Engineered for security perfection



*“The better you do,
the better we do.”*

Invest in Yourself with DOM Keystone

We believe that investing in others is to invest in ourselves. That is why we created DOM Keystone, a partner loyalty programme for locksmiths.



Olena Campos-Gomes, Business Unit Building Trade Director, provides a simple explanation of how DOM Keystone works. “Every locksmith and dealer selling DOM products has the opportunity to join the Keystone loyalty programme,” she said. “Membership

is free of charge. DOM Keystone is all about mutual benefits for both parties, by helping the dealer to improve their knowledge, working efficiency and marketing, with the end goal of increased sales.

Terms and conditions vary slightly from country to country, but essentially, dealers receive credits for every purchase of DOM products. These credits can be used partially or in full to purchase materials, tools and services, such as:



OLENA CAMPOS GOMES
Business Unit Building Trade Director

WORKSPACE IMPROVEMENTS

DOM enables locksmiths to work more efficiently by supplying them with professional tools and machines, as well as furniture for their in-house and mobile workshop. For this, we are proud to collaborate with Bott for furniture and Keyline for tools such as key-cutting machines.

PRODUCT SUPPLY

Each retailer gets a dedicated, personalised product range covering just the products they need. They also benefit from easy ordering with an online product configurator, quick stock inventory, and the ability to order spare parts directly.

SHOWROOM DESIGN AND BUILD

Dealers can have their showroom or retail space designed and fitted out with full DOM branding. This service is often called DECO program and includes signage, display counters and high-tech items such as smart displays to create a better customer experience.

PROMOTIONAL SUPPORT

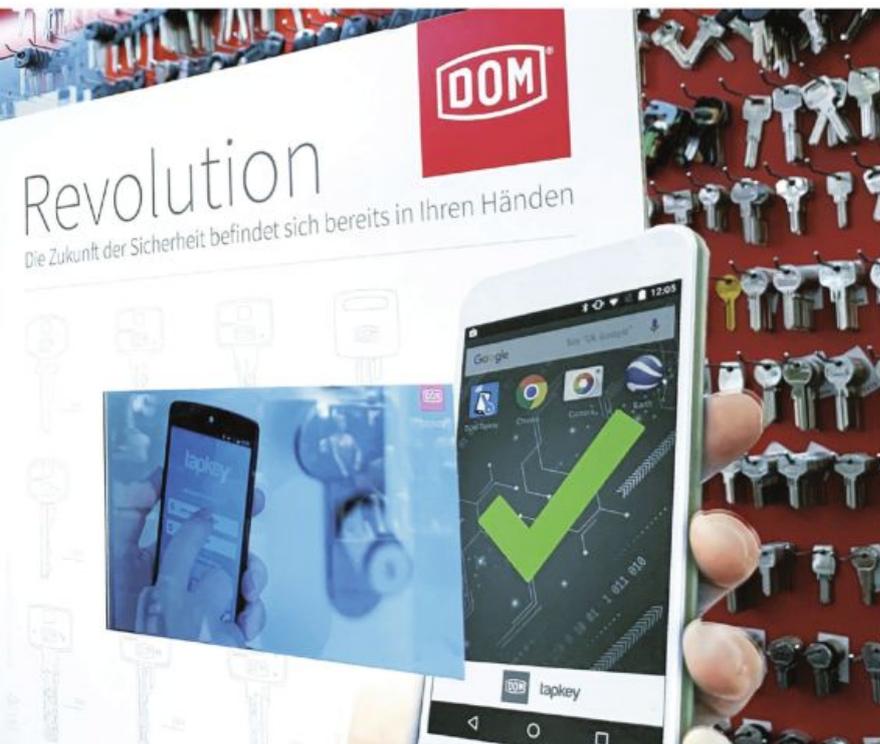
DOM supports dealers by helping them to increase the strength of their business presence both online and at the physical point of sale. This includes the supply of exclusive promotional materials for use in-store, as well as assistance with online campaigns and website improvements. This promotional support is also part of the DECO program.

ENHANCING SKILLS

Locksmiths who are Keystone members can improve their staff's DOM expertise and product awareness with a range of online tutorials, videos, exclusive workshops and masterclasses. With this improved level of knowledge, employees can provide a more impressive service to customers.

DECO PROGRAM – COMPLETE SHOWROOM TRANSFORMATION

As well as other long-term benefits of the Keystone membership, any dealer who is selling DOM products or wishes to add them to their portfolio can take advantage of a complete showroom/workshop transformation.



DOM Keystone in Europe



The idea is to give the store a strong identity, marking it as a place to purchase DOM products. The display area layout is designed to create the best customer experience in order to maximise the chances of getting a sale from each person who visits.

One example of complete store transformation is UR.CO, a key store in Slovenia and a member of DOM Keystone from DOM Titan. They recently signed up for the DECO program in DOM Keystone to rebrand their store, located in one of the most popular shopping malls in Ljubljana.

UR.CO is proud to be a DOM Keystone ambassador and wanted to reflect this in its store branding. With 15 years

of experience in selling high security products, it knows what customers are looking for in terms of information and quality assurance. With this project, it wanted to create a store that heightens the customer shopping experience.

Proprietor Uroš Raičević is impressed with the transformation. “Our store is now equipped with high quality imagery, as well as DOM-branded shelves and stands with products and marketing material,” he said.

“DOM Titan also helped us carry out a month-long marketing campaign in the shopping centre we are in, and this drew more customers into our store.”

Another example of a DOM Keystone member is WG Pollard Ltd., a family

business in Chesterfield, Derbyshire. “By becoming a DOM Keystone ambassador, the possibilities for us are endless. We already have plans with the DOM UK team to implement point of sale, showroom material and a customised workspace for our new premises.

To find out more about the terms and benefits of DOM Keystone membership in your country, contact your local DOM representative.



THOMAS HAMMER
Area Manager Quality &
Service and Sales Operations



GEORG SCHWEYEN
Quality Management
Representative



GÜNTER PUTH
Head of Quality
Assurance Mechanics



USMAN ALI
Head of Quality
Assurance Electronics

Interview with Thomas Hammer, Georg Schweyen,
Günter Puth and Usman Ali

Ensuring DOM Product Quality

Before being launched on the market, DOM products undergo several types of Quality Tests. Our internal Quality Management Department is responsible for testing the durability of the products. In this interview, meet the team members in the Department: Thomas Hammer (Area Manager Quality & Service and Sales Operations), Georg Schweyen (Quality Management Representative), Günter Puth (Head of Quality Assurance Mechanics) and Usman Ali (Head of Quality Assurance Electronics).

WHAT ARE THE TASKS OF THE QUALITY DEPARTMENT?

THOMAS: The tasks in our department are divided into three sectors: quality assurance, quality planning and quality control.

Günter heads Quality Assurance for Mechanics and Usman for Electronics; the principal tasks are to check corrections and to carry out preventive measures on all products. Another task during this stage is to organise and maintain all testing and measuring equipment.

In the quality planning sector, the department will control the Quality Management system for the product, selecting and evaluating the supplier, and implement an 8D report assessment.

In the quality control sector, the tasks are to support the development of master plan projects (new developments or new product portfolios), advanced quality planning in the development phase, as well as supporting the subsidiaries in all quality-related matters.

All of these sectors have one goal in mind: To control the product, analyse process improvements and implement an effective assessment regime using different variables (P-D-C-A principle: Plan, Do, Check, Act).



HOW DO YOU DETERMINE THE QUALITY OF A PRODUCT?

THOMAS: For new product developments, we support APQP (Advanced Product Quality Planning) for sample, prototype and O-series tests up to series release.

USMAN: We work together with development and production using quality tools such as FMEA methods.

GÜNTER: Furthermore, product quality is ensured by continuous testing procedures using our 3D measuring machines.

GEORG: Our quality management system controls everything; everything is documented and transparent.

WHAT KIND OF QUALITY DEMANDS DO WE MAKE AND WHAT MEASURES DO WE TAKE TO ACHIEVE THIS?

USMAN: All relevant processes in the entire value chain (from purchasing, HR, customer service/sales, pre-production development, production, all the way to shipping) are documented and measured against target values.

WHAT KIND OF QUALITY DEMANDS DO WE MAKE AND WHAT MEASURES DO WE TAKE TO ACHIEVE THIS?

GÜNTER: Our air-conditioned measuring room is filled with the latest equipment such as a fully automated 3D measuring machine, digital measu-

ring projector, measuring microscope, hardness and roughness tester, tensile compression and torsion testing machines (up to 20 kilonewtons and 200 Newton) and precision measuring tools for testing equipment monitoring.

On the other hand, the monitoring and calibration process includes preparation (tempering and cleaning), calibration, evaluation, recording the results, identification, quality, reliability, operational capability and device readiness.

WHAT IS THE ROLE OF ISO CERTIFICATION IN DOM PRODUCTS?

GEORG: ISO certification gives us framework and structure. We fulfil the requirements of the ISO standard according to our specifications, processes and goals; which is right and essential for DOM and our customers. With that being said, we don't follow the standard blindly.

However, we respect the certification and having ISO-approved accreditation is also a good selling point for external presentation.

THOMAS: In addition to ISO certification, we also pay attention to customer specifications and satisfaction, legal and official requirements, cost optimisation and service provision.



Customer story:

AMERON Neuschwanstein Alpsee Resort & Spa, Schwangau

Preserving Germany's Best Kept Luxury Hotel

Next to the world-famous Hohenschwangau and Neuschwanstein royal castles is the new AMERON Neuschwanstein Alpsee Resort & Spa, a renowned hotel with a traditional touch. From this hotel, guests can enjoy the tranquillity of the forest and the rich history of the Bavarian Alps.

JEWEL OF THE BAVARIAN ALPS

The name Hohenschwangau and Neuschwanstein are not unfamiliar terms for avid travellers. Neuschwanstein castle was built by King Ludwig II after Bavaria lost to Prussia, and Hohenschwangau castle was bought by Ludwig's father, Maximilian II. Together they are now the crown palaces of Southern Germany, facing the almighty Tegelberg and Säuling mountains.

The newly renovated AMERON Neuschwanstein Alpsee Resort & Spa is located nearby the two castles. Its beauty and elegance is guaranteed to captivate visitors from all parts of the world and encourage them to experience Bavarian hospitality.

WHERE TRADITION MEETS MODERNITY

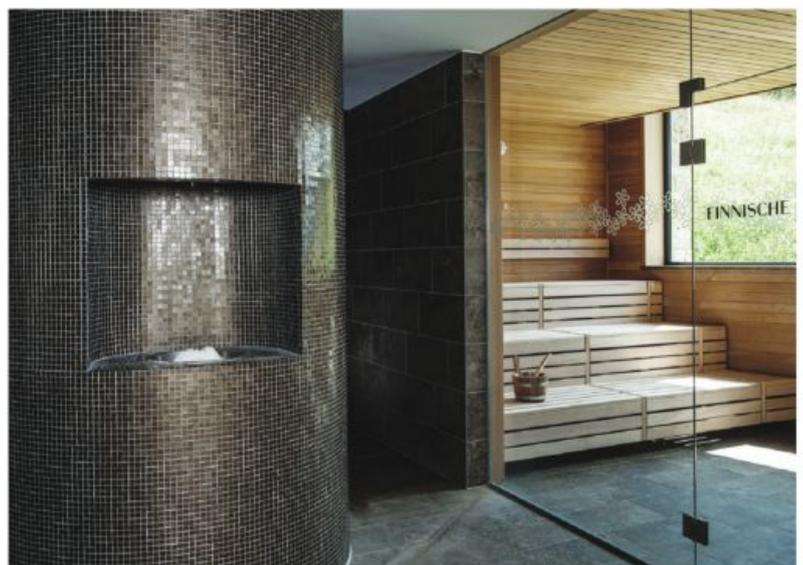
The AMERON hotel chain is part of Althoff Hotels, founded by Thomas H. Althoff and currently managed by CEO Frank Marrenbach. The new AMERON Neuschwanstein Alpsee Resort & Spa combines several traditional houses (Lisl, Jägerhaus and Alpenrose) with two new buildings, Galeria and

Seehaus, and converts them into a luxurious resort with 137 rooms, conference and event spaces, a deluxe spa as well as various gastronomical delights.

AMERON Neuschwanstein Alpsee Resort & Spa, Schwangau The three houses of Alpenrose, Lisl and Jägerhaus have a history as guesthouses and hotels for travellers coming to the Alpsee area. During the Second World War, they served as military hospitals, and were back as hotels once the war ended. The restaurant building, Braustüberl, was once used as a horse stable

during the days of King Ludwig II, before being converted into a kitchen during World War 2 and a restaurant after the war days.

The rooms in the resort are divided into eleven rooms and one suite: standard single room, standard double room, comfort room, deluxe room, family room, and the prestigious junior suite, with sizes ranging from a cosy 15 m² to a spacious 54 m². All hotel guests are presented with complimentary breakfast, free entrance to the hotels' wellness and fitness area as well as high-speed WiFi access.



The interior of the resort pays homage to the interior of traditional Bavarian houses, namely its wooden furniture and warm colour tones, and implements this in the form of a contemporary interior concept.

One thing that is highly featured in the resort is its exclusive “four elements spa by Althoff” service. Guests can enjoy three different saunas, a large indoor pool with waterfall, relaxation rooms, and finally rest in one of their terraces. This service is built right in front of the mighty and beautiful lake Alpsee so the guests can relax before a feast for the eyes.

The hotel is also an ideal starting point for visitors looking to experience real Bavarian nature. In spring and summer, guests can explore the lush forest by trekking and mountain biking. In winter, the region attracts many

tobogganing and cross-country skiing enthusiasts.

SECURE HOTELS WITH DOM

DOM made an entrance at AMERON Neuschwanstein Alpsee Resort & Spa through DOM Germany’s client, Liebherr. The hotel was undergoing maintenance, and was looking to replace its old locking system. The renovation started in 2016 and finished in March 2019.

For this project, the hotel assigned DOM to supply the locking system for all of the five buildings of the hotel complex, from the traditional houses of Lisl, Jägerhaus and Alpenrose to the modern facilities of Galeria and Seehaus.

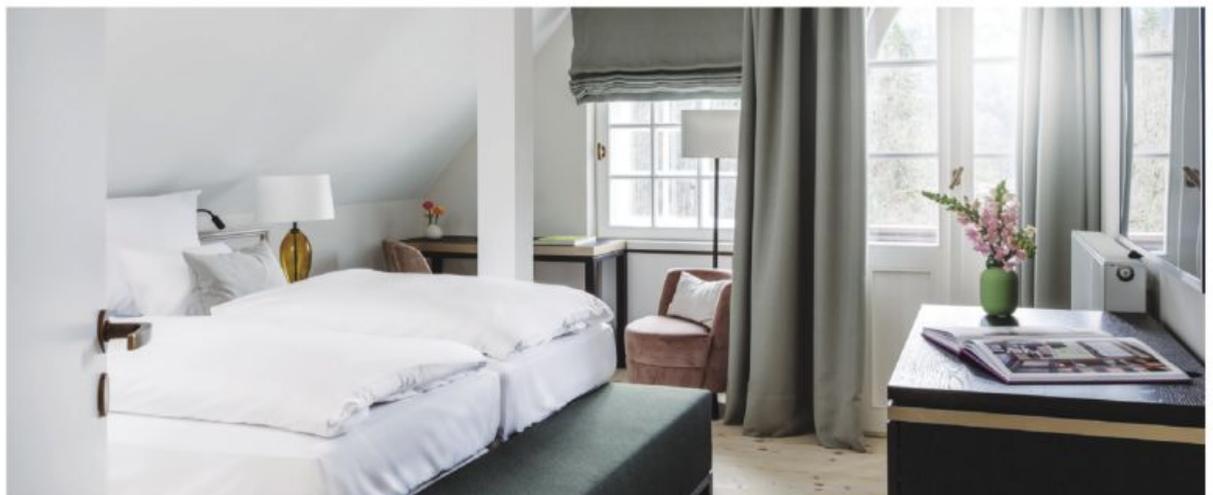
The cylinder chosen by the resort is one of the ix family reversible cylinders, the ix Twido®. The technical

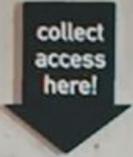
manager for the hotel mentioned that it considers ix Twido® to be one of the safest reversible cylinders and keys out there. With a small double roller in the key blade, it makes the cylinder almost impossible to replicate. The optional modular technology within the cylinder also helps protect the door from common burglary methods such as lock-picking and bumping.

Following the installation of the products, AMERON Neuschwanstein Alpsee Resort & Spa saw nothing but perfection. Everything works perfectly, and it is experiencing positive things from the DOM service and products.



IX TWIDO®



The logo for DOM, consisting of the letters 'DOM' in a white, bold, sans-serif font inside a white-bordered red square.A black sign with a white arrow pointing downwards and the text 'collect access here!' in white.

DOM ENiQ[®]
Security Ecosystem

Customer story:
Hochschule Fulda, Fulda

Cultivating the Brightest Minds



Fulda University of Applied Sciences (German: *Hochschule Fulda*) is one of Germany's higher education institutions located in the state of Hesse, in the city of Fulda. The university was established in 1974 as the fifth state university of applied science, following the Pedagogical Institute, which opened in 1963 as a place to train music and technical subject teachers.

The university now has seven departments: Applied Computer Science, Nursing and Health Services, Business, Food Technology, Social and Cultural Science, Nutritional Food and Consumer Science, and Social Work.

**A SMALL TOWN WITH
A BIG CONNECTION**

Fulda is a small town, with a population of approximately 70,000 people. However, it is strategically located in the middle of Germany, and close to main roads, motorways and train stations with a direct connection to Frankfurt, the closest big city to Fulda.

There are always advantages to studying in a small town. The close-knit community makes students feel like

they still have someone to help them. Due to its tiny size, students and residents can always find their way around the town.

**WHERE LOCALS MEET
INTERNATIONALS**

Fulda University of Applied Sciences is one of several applied science institutions that offer not only Bachelor programmes but also Masters and Doctoral programmes to its students. Moreover, the university also provides

short-term, exchange year programmes, even study plans for refugees to learn German or to continue their studies. No wonder it is a popular study destination not only to local students but also international students.

From approximately 10,000 students enrolled in the university, around 15% of them are international students from more than 110 countries around the world. The university's International Office has prepared several faci-





lities to help with the transition of international students, such as a buddy programme, organising excursions to different cities in the country, student clubs in diverse interests, even offering support for students with a family.

SECURING BRIGHT MINDS

DOM came into the picture thanks to our dealer, Adam Berkel GmbH, from Fulda. For its project, the university chose the whole range of the ENiQ product portfolio, such as the ENiQ Pro digital cylinder, the ENiQ Guard digital fitting and the ENiQ ACM wall reader.

The university chose DOM products because it has considerable knowledge of DOM's reputation in the locking solution industry. For years, the university has been secured by the DOM mechanical cylinder, and it would like to move from mechanical solution to digital locking solution. Thanks to the good contact with the local locksmith, Fulda university still chooses DOM to be its partner for a digital locking solution.

CHALLENGES WITH A HAPPY ENDING

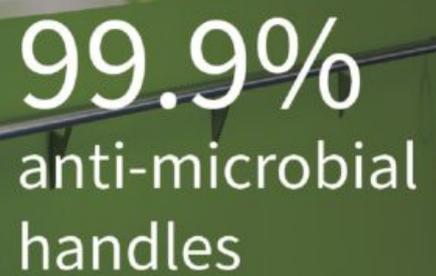
Fulda University is an institution with a large complex of buildings; therefore,

this was one of the challenges discovered during the installation and the test run. As a result, the project started with one test facility in 2014, which was the university administrative building. It developed fairly quickly and ended up with all buildings with different departments having the range of products from DOM. Furthermore, the ENiQ Access Management Software was connected to the university's management system via the ENiQ Web Service; they can therefore overlook all access from its software.



The DOM logo is a white rectangular box with rounded corners containing the letters 'DOM' in a bold, black, sans-serif font. The box is set against a red background that is part of the top right corner of the overall image.

DOM®

The text '99.9% anti-microbial handles' is displayed in a large, white, sans-serif font. It is positioned over a green reception counter in a modern office setting. The counter has a silver metal handrail. In the background, there are glass partitions and office equipment.

99.9%
anti-microbial
handles

ENiQ® Guard

Now available with Sanpure anti-microbial coating

Customer story:

Saint-Philippe School and Professional Ensemble, Meudon

Education Knows No Boundaries

Education is a human right. Everyone, regardless of their age, gender or status, deserves a proper education. This is the mission of Ensemble Scolaire et Professionnel Saint-Philippe – Apprentis d’Auteuil (English: Saint-Philippe School and Professional Ensemble), a foundation in France dedicated to education and child protection.





THE SCHOOL AT A GLANCE

The Saint-Philippe School and Professional Ensemble is a foundation that was built 150 years ago, and has since been protecting and training young people with difficulties or those from vulnerable families.

It focuses on helping young people, regardless of their background, to unlock their true potential and to build confidence as well as achieve valuable skills that can help them to succeed in life.

To aim towards this goal, the foundation offers more than 80 courses including electrical engineering, carpentry and horticulture. It also provides a certification programme for electricians, achieved by completing a 2-year contract apprenticeship.

HISTORICAL SCHOOL, HISTORIC BUILDING

The Saint-Philippe School (also dubbed as the “Educational Village”) is a 14-hectare site built by the Duchess of Galliera at the end of the 19th century. The building was erected in neo-gothic architectural style and with

a magnificent view: overlooking the Hauts-de-Seine, a priory, a chapel and a landscaped park.

This building was originally used as an orphanage, with a capacity for 300 children. This orphanage was also responsible for educating the children based on Christian values.

Apprentis d’Auteuil moved to the complex in 1947 and since then has been making a positive change in its neighbourhood.

SECURING THE BUILDING WITH DIGITAL LOCKING PRODUCTS

Although the building is historical, progress still has to be made, and this is the ideal moment for DOM to make an entrance!

The customer wanted to secure and control its doors with one system and save access data onto a transponder. It has previously used a DOM masterkey system (for mechanical cylinders), so we had the upper hand based on its good rapport and experience with us. The school therefore chose DOM to be the supplier and head the important

transition from mechanical to digital locking systems, albeit if it had been in contact with plenty of competitors who offer a similar solution. The school ultimately chose a set of 160 ENiQ Pro cylinders with our Data on Card programming method, plus two ITT terminals. This was to facilitate the first phase of the project; for the second part, a total of 2,000 cylinders will be supplied and fitted.



ENIQ® PRO

To realise this project, DOM Metalux worked together with a company called GESS, which is an ICE partner. An ICE partner is a company that represents our solutions to the customer and develops them. It also helps us to improve the products and develop technical support materials. We hope our products can serve the school and help secure the belongings of bright minds.



BARTEK WYPYCH
Managing Director of DOM Poland

Interview with Bartek Wypych

A Closer Look Inside DOM Poland

Little do people know, but DOM Poland is one of the companies in DOM Security that actively produces locks. Let's get acquainted with mechanical locks: the heart of DOM Poland with Bartek Wypych, Managing Director of DOM Poland.



WHEN DID DOM POLAND BECOME THE CENTRE OF THE MECHANICAL LOCKING COMPANY?

BARTEK: Just a few years ago, Poland became an important place for construction joinery production, especially in producing windows, doors, wooden and metal furniture. This creates an opportunity for DOM Poland to deliver more mechanical lock products intended for the industry. Thanks to the wide range of products offered by the Group, we can produce mechanical locks in many variants, therefore attracting more companies to order from us.

DESCRIBE THE EFFORTS MADE BY DOM POLAND, WHICH ENABLES IT TO PROVIDE THE BEST MECHANICAL LOCK IN THE INDUSTRY?

BARTEK: We are extremely proud of our production plant in Czesochowa. We invest our time and resources into this plant, resulting in qualified personnel producing high-quality mortice locks, hinges and other accessories

produced primarily for the construction industry.

Thanks to the on-site production capability, our production plant can meet additional customer requirements if needed. Our clients appreciate this flexibility; and this has made us a strong contender on the market.

SINCE DOM POLAND SPECIALISES IN MECHANICAL LOCKS, WHAT ACCOMPLISHMENTS HAVE YOU ACHIEVED?

BARTEK: Thanks to the intensive work delivered by the entire team, in the last two consecutive years (2017-2019), we have gained several new customers and achieved an increase of 35% in sales of furniture locks.

However, in 2020, the pandemic has had some effects on our industrial customers exporting products outside of Poland. For this reason, we predict that this year will not be as fruitful for us, but we aim to achieve results similar to the previous year.

HOW DO YOU SEE DOM POLAND IN THE NEAR FUTURE?

BARTEK: I see DOM Poland as an evolving company. In the short-term, there are plenty of improvements that can be made. However, on a long-term basis, I would like to focus on increasing customer satisfaction and the profitability of the company.





*“My colleagues
are acting as my
teammates, so to win
the match we need
to collaborate.”*

Zsolt Jurai, Head of the R&D Department at DOM Elzett



ZSOLT JURAI
Head of the R&D Department

Interview with Zsolt Jurai

The Mind Behind the Locks

DOM Elzett, formerly known as Euro Elzett, is a DOM Security company based in Hungary that is famous for its lock development.

In this article, we interview Zsolt Jurai, head of the Research and Development (R&D) department for locks at DOM Elzett, to find out more about lock development at DOM Elzett and the story of how DOM Elzett became a major player in the locking industry.

HI, ZSOLT! CAN YOU TELL US ABOUT YOURSELF AND YOUR CAREER AT DOM ELZETT?

My name is Zsolt Jurai, and I am the head of the R&D Department at DOM Elzett. I joined the company in 2005.

WHAT DOES THE R&D DEPARTMENT AT DOM ELZETT DO?

The R&D Department at DOM Elzett is one of the backbones of the company. We produce the most popular products at DOM Elzett: locks and accessories for doors. Our task is to

not only develop new products but also develop and reinvent our existing locks on the market. The R&D Department is responsible for determining how conventional products can be remade into something better, how to be more efficient in producing the same goods, and what functions can be added to the renewed version of the products.

When creating locks, we make the drawings in 3D using Solidworks designer software and then create 2D drawings using the same software. Afterwards, we produce the prototype in our workshop and test it in a well-equipped lab.

CAN YOU MENTION THE UNIQUE SELLING POINTS OF SOME OF THE BEST-SELLING LOCKS THAT YOU HAVE MADE WITH THE TEAM?

A typical good example of our product is our D31 monopoint lock, made for the Dutch market. We started developing this lock based on some of our existing work; however, we did some modifications to make it more suitable and compatible with door dimensions and properties common in a traditional Dutch door. Parallel to this, we redeveloped more parts for the D31 monopoint lock, such as creating an anti-friction latch, a steel follower and a special spring that operates up to 1 million door operating cycles. We are proud to say that since its launch in 2010, we have sold around 500,000 units of the D31 lock throughout Europe.



DOM D31

Another example of an excellent best-selling product is the lock we created for the Hungarian and Romanian market. We also started with an existing product, but changed the direction of operation and modified the construction of the multipoint lock. With these changes, we achieved better resistance, more favourable production costs as well as an increase in annual sales figures up to 60,000 units. For a multipoint lock, this figure and other improvements are considered impressive achievements.

THROUGHOUT YOUR CAREER IN THE INDUSTRY, HOW DO YOU SEE LOCKS DEVELOPING?

Since I have been in the industry, for 15 years, I get a good feeling that, to this day, locks will keep on being developed and redeveloped. In 2005, we only had old-fashioned multipoint locks for wooden doors. However,

with time we have developed a wide range of modern multipoint locks and accessories for other door materials, such as PVC doors.

Another example of the breakthrough and innovation in the lock industry is that in 15 years we have developed plenty of innovative solutions, not only monopoint but also multipoint locks. These are locks with magnetic latches, gear-system operated locks, anti-panic



EURO ELZETT MULTISOFT 2P 2R

locks, automatic locks, even special locks designed to avoid burglary. We have received plenty of certificates for these products from France (NF, A2P), Austria (EN11209, fireproof CE, Onorm), the Netherlands (SKG, EN179, CE), Germany (EN179, CE, and EN1125), from Czech Republic (EN179, EN14846, CE) and the UK (fireproof CE).

At the office, I work with five senior mechanical engineers and one junior engineer. We also have a junior locksmith who is dedicated to the production of prototypes in our workshop. Therefore, I like to think about teamwork

like a sports team. My other colleagues are acting as my teammates, so to win the match, we need to collaborate, enhancing each other's strengths and covering one another's weaknesses with our strength.

WHAT DO YOU PREDICT FOR THE FUTURE OF LOCK DEVELOPMENT IN THE DOOR INDUSTRY?

It is hard for me to answer regarding the future of locks in general, but I can answer what I think it will be like within DOM Elzett. In the future, one important thing we need to focus on is conventional products; we need them to be sold in larger quantities.

With approximately 2 million locks made in a year, we need this to be a stable number.

The second improvement we need to make in the future is to create more innovative developments. We need to keep growing, as the door locking industry is an ever-changing world. We have created innovative products such as automatic multipoint locks and other electromechanical products. In the future, we need to focus on developing locks for aluminium doors.



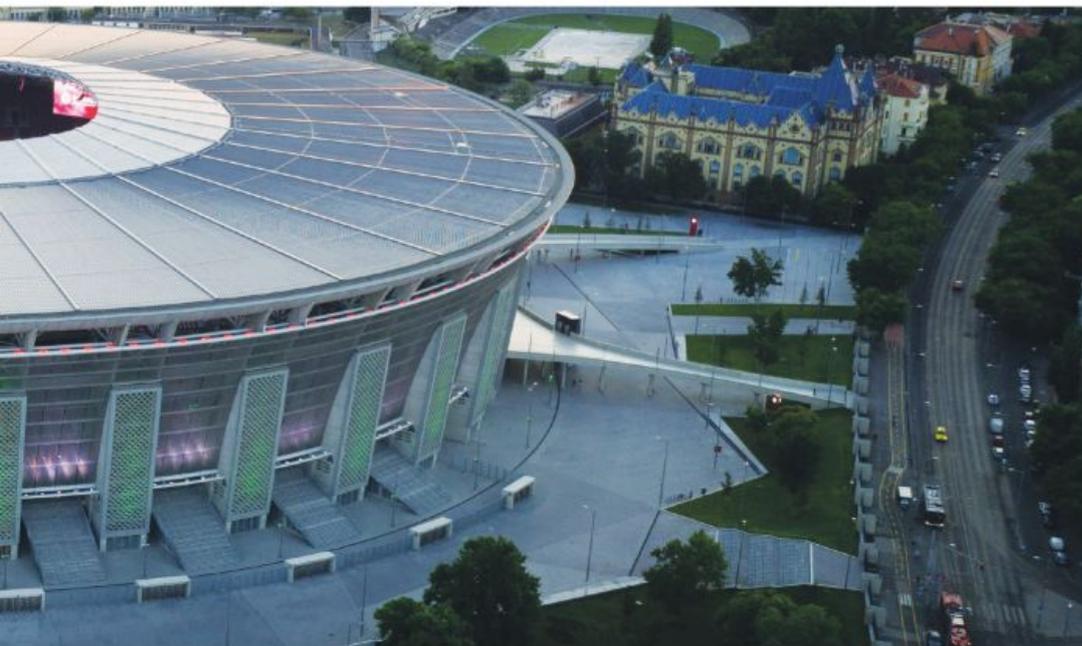


Customer story:

Puskás National Stadium, Budapest

Preserving Magyar's Biggest Football Pride

In the 1950s, people of Hungary knew that Ferenc Puskás Stadium was Hungary's best football stadium. Built between 1948 to 1953, mostly by soldiers and volunteers, it opened its doors with the name Népstadion (People's Stadium). The Stadium is famous as the home of Hungary's national football team, as well as the place of world-class concerts.



In 2002, Népstadion changed its name to Ferenc Puskás Stadium, a homage to Hungary's best football player in the 1940s and 1950s.

A few short years after that, the Stadium was demolished and converted into something better and bigger, the new Puskás National Stadium. Construction started in 2017 and lasted for two years, until the end of 2019. The friendly football match between Hungary and Uruguay marked the first match in the renowned Puskás National Stadium.

MODERN WITH A HINT OF HISTORY

Puskás National Stadium was built on the same ground as the old Ferenc Puskás Stadium. An ambitious project by the government, this Stadium cost around 190 billion Hungarian forints (€610 million).

The new Puskás National Stadium is an innovative, multifunctional and modern stadium with a 67,000 seat capacity (including 150 Super VIP seats and 276 disabled seats). This

number doubled the original stadium capacity, which could only host 37,000 spectators. With this capacity, Puskás National Stadium is the 19th biggest football stadium in Europe.

The football stadium itself has three spectator tiers, starting with 28 rows at the bottom, 22 rows in the middle and 25 rows on top.

Not only serving as a football field, this stadium is also equipped with different features and facilities to host other sports events, national/international conferences and large-scale cultural events.

Puskás National Stadium was scheduled to host Euro 2020, and the people were thrilled to have their beloved stadium hosting one of the most prestigious championships on the continent. Due to the COVID-19 pandemic, this event had to be postponed. However, the stadium has hosted other football matches, such as hosting the games of the Hungarian national football team as well as the final game

of the UEFA Super Cup (Bayern Munich vs. Sevilla) in September 2020, won by Bayern Munich.

COLLABORATION WITH DOM ELZETT

DOM Elzett wanted to be a part of this renovation, so it started to approach the developers in a more proactive and cooperative manner than other applicants. Eventually, the developers and the committee chose DOM Elzett to be their sole supplier for locking solutions; this time, mechanical locking solutions.

To secure the top stadium in the country, you need the best product. For this project, DOM Elzett offered a masterkey plan from DOM ix Teco® as a reliable and long-term solution to protect 1,841 doors. This includes the seven floors of the entire stadium complex and also the special features of the building such as the skyboxes, presidential area, VIP areas, etc.

DOM ix Teco® is a reversible key and cylinder, a part of the new reversible ix Family product line from DOM Security. Its modular technology has been tested to prevent common burglary methods, such as key-bumping, breaking and other manipulation techniques.





LAURENT GUILLARD
Locks Product Manager

Interview with Laurent Guillard

Investing in Door Locks from DOM

Since becoming Locks Product Manager at DOM Security, Laurent Guillard has overseen the development of two new products. The first of these, the D31, is a single-point mortice lock for fire-resistant doors. The latest is DOM's first ever electromechanical product, known as the EML lock.

In this interview, he talks about his role and explains more about both products.

LAURENT, WHY HAS DOM SECURITY DECIDED TO INTRODUCE THE NEW EML LOCK?

This electromechanical lock is a product that opens up a whole new market for us in the tertiary sector. Its ability to connect to building management systems adds an upgraded value to our product range.

THIS LOCK CAN ALSO BE USED FOR FIRE ESCAPES, IS THAT CORRECT?

Yes. Emergency exit routes in public and commercial buildings are made in accordance with EN norms. With the EML lock we can provide an emergency exit as defined in EN 179, or a panic escape lock to meet EN 1125. In both cases, people can exit the building freely. Whenever the door is closed, it automatically locks against entry from outside. This makes the EML ideal for securing buildings and providing fire safety at the same time.



DOM EML LOCK

THE OTHER LOCK DOM SECURITY HAS INTRODUCED RECENTLY IS THE D31. ONE OF ITS MAIN SELLING POINTS IS FIRE RESISTANCE. CAN YOU TELL US MORE ABOUT IT?

D31 is a mechanical, single-point mortice lock designed for wooden doors of the type found in the service sector. The design is based on standard Northern Europe dimensions.

For many years we have been able to supply locks for fire-resistant doors. In Europe, such doors are usually required to meet a 60-minute fire resistance. Lately, we have received inquiries from Middle East customers to provide locks with a 240-minute fire resistance certification. I am glad to say that we have obtained this certification from the UK.

HOW HAS THIS LONGER FIRE RESISTANCE BEEN ACHIEVED?

It has been a real team effort involving colleagues and partners. Our Cylinder Product Manager, Alex Weis, recommended the DOM Diamant stainless steel cylinder. There aren't many companies making door sets capable of resisting 240 minutes in the fire test, but our UK Sales Manager, Lloyd Chitty, helped us form a partnership with the Bradbury Group, a leading British manufacturer of steel doors. It produced the door set that met the standard and eventually helped us obtain the 240-minute fire resistance certification.

HOW IMPORTANT IS COMMUNICATION AND COLLABORATION WITH CUSTOMERS AND COLLEAGUES IN THE DEVELOPMENT OF NEW LOCK PRODUCTS?

It is very important, and my role is to act as the link between the customers and our product designers, so I am always in discussion with them, answering their questions about competing products on the market and briefing them on customer expectations.

Of course, we want to create a product that is commercially viable. To achieve this, we need to empathise with the

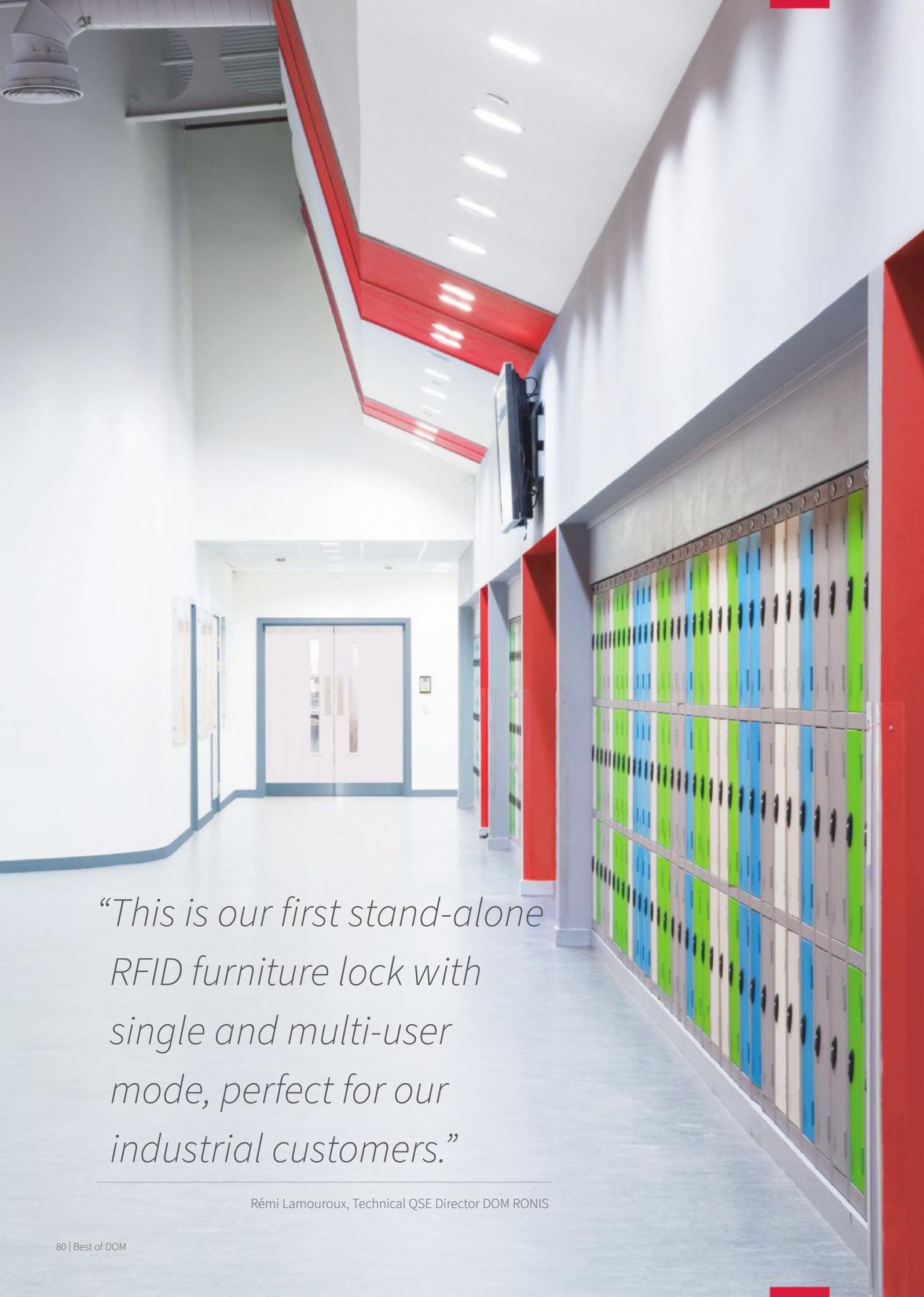


customers and know their objectives for our products. Therefore, I always keep in touch with them and collaborate closely with the sales department.

ONCE A LOCK IS DESIGNED AND READY FOR THE MARKET, WHAT ARE THE SPECIFIC ADVANTAGES OF IT BEING PRODUCED AT DOM METALUX?

Most of our products are made from stamped metal components or from punched sheet metal. To make the highest quality locks, we have to excel at both sheet metalwork and final lock assembly. Our factories have all these skills in-house, allowing us to produce high-quality locks independently.

Our quality control is also comprehensive, with all operatives playing a role by owning responsibility for their work. If a problem occurs, our team members raise it immediately so it can be rectified before it affects the rest of the production. This way, we are able to consistently provide a high quality product in the required quantities within standard lead times.



“This is our first stand-alone RFID furniture lock with single and multi-user mode, perfect for our industrial customers.”

Rémi Lamouroux, Technical QSE Director DOM RONIS



RÉMI LAMOUREUX
R&D Director at DOM Ronis



GUNNAR HOFF
Group R&D Director

Interview with Rémi Lamouroux and Gunnar Hoff

Evolving Digital Furniture Locks

Furniture locks have advanced with the introduction of the ENiQ LoQ® from DOM. The product is a market leader in many aspects. To find out more about the development of this innovative lock system, we spoke to two of the senior directors responsible for the project: Rémi Lamouroux (Technical QSE Director) and Gunnar Hoff (DOM Security Group R&D Director).



WHAT MAKES THE ENIQ LOQ® INNOVATIVE?

RÉMI: This is the first time we have been able to offer our industrial customers a stand-alone RFID furniture lock with a single and multi-user mode.

GUNNAR: Being battery-powered, the ENiQ LoQ® allows flexible and easy installation. The multi-user mode makes it suitable for shared lockers, such as those in gyms, sports centres and shared working spaces -- anywhere visitors might use the same locker after one another.

CAN YOU TELL US MORE ABOUT THE BACKGROUND TO THE DESIGN AND DEVELOPMENT?

RÉMI: The R&D teams at DOM Ronis and DOM Germany had already worked together on an RFID lock for a German customer. The collaboration was successful, and as more customers began to show interest in a new connected furniture lock, we decided

that these teams would collaborate again on the new product.

GUNNAR: While working on the ENiQ® Guard, we discovered the main aspects of that product could also fulfil the requirements of a battery-powered RFID furniture lock. DOM Ronis worked on the mechanical and mechatronic aspects.

RÉMI: We knew from feedback that customers had certain requirements for functionality. That's why we knew it was important to develop two distinct modes: single and multi-user.

HOW DID THE COLLABORATION BETWEEN THE TWO DOM GROUP DESIGN OFFICES WORK?

GUNNAR: It's been a very good collaboration with each team bringing their specialist expertise.

RÉMI: Avoiding unnecessary development of new parts was important, especially for high value items such as

PCBs and actuators.

The DOM Ronis team used its expertise in developing the mechanical designs for the lock housing and plastic components.

WHEN DESIGNING AN INDUSTRIAL LOCK, WHAT ARE THE KEY THINGS TO CONSIDER? WHAT CHALLENGES DO YOU FACE?

RÉMI: Industrial locks used on furniture need to have all the technical characteristics required by the customer and be easy to install. A big challenge is to make them suitable to fit as many types of furniture as possible.

GUNNAR: We also need to make sure the installation process is as simple and cost-effective as possible. Since there are no EN standards for furniture locks, there is a wide range of these locks on the market. Our challenge is to be able to replace as many of them as possible with a high quality RFID product.



compatible with other ENiQ management tools. This makes it very easy to configure the LoQ® and transponder for multi-user mode.

HOW DO YOU SEE THE EVOLUTION OF INDUSTRIAL LOCKS IN THE YEARS AHEAD?

GUNNAR: We will see more technology-based locks, such as those using NFC and BLE. We will also see more locks being integrated into home and building control systems; therefore, soon we will have to provide the interface for this trend.

RÉMI: I think the basic mechanical lock is not dead yet; however, end-users will demand more smart products. This is the reason why we developed the ENiQ LoQ® and will continue to create more connected products in the future.



DOM ENIQ® LOCK

HOW DO YOU DEVELOP A USER-FRIENDLY DIGITAL FURNITURE LOCK?

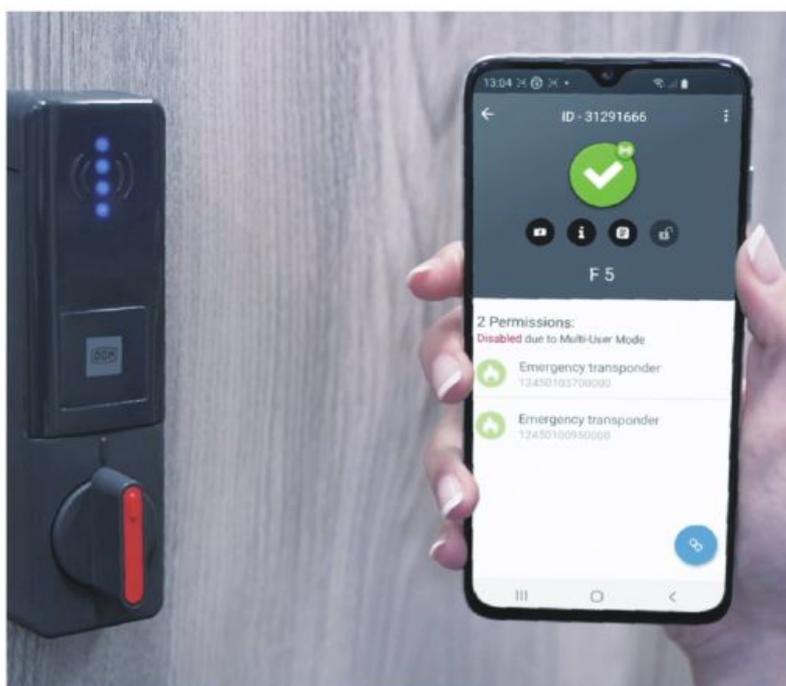
RÉMI: Before we start mass production, we conduct tests in real-life situations with customer representatives to get feedback on how they use the products.

GUNNAR: To manage the lock with the ENiQ® app, we carried out user experience (UX) testing with people who had no previous experience of managing access control systems. We monitored how they interacted with the app, how many taps they made to make a certain command, and checked the intuitiveness of the app for an average user.

WHAT ARE YOUR FAVOURITE FEATURES OF THE ENIQ LOQ®?

RÉMI: I like the fact it can be utilised in different ways and that it is modular.

GUNNAR: The LoQ® is part of the ENiQ Security Ecosystem, making it



The logo consists of the letters 'DOM' in a bold, white, sans-serif font, enclosed within a white rectangular border with rounded corners. This logo is set against a solid red rectangular background.

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