

Property report Heart Institute Berlin



VdS Classification



Retailer portrait Vomberg



Dear Readers,

At this point I would like to sincerely thank you for the warm welcome over the last few weeks. I have been familiarising myself with all the exciting topics to do with DOM Sicherheitstechnik and getting to know its internal processes since February. DOM is a company with an international reputation and I am really delighted to have the job of helping to significantly shape its success in future.

In April, we presented last year's balance sheet with great pleasure: 2012 was a successful year overall for DOM. With a Group turnover of roughly EUR 62 million, the company has succeeded in building on the excellent figures from 2011. This shows us that DOM is positioned solidly and sustainably, especially against the background of the euro crisis. However, it also means adjusting to market requirements and developing and permanently conquering other market areas with innovative products now, more than ever.

In order to also reach the market of private households and end users in future, DOM is also actively supporting the market launch of the new VdS star classification. Using this 3-star system, end customers gain greater transparency regarding a locking system's protective properties in order to be able to select the best system for them. By the way, DOM offers the most comprehensive portfolio on the market over all three star categories. More about this in our detailed feature in this 360° News.

I hope you enjoy reading 360° News and find some useful information!



Yours sincerely, Martin Dettmer - CEO

DOM PROPERTY REPORT

Where security is a matter close to their hearts

The German Heart Institute Berlin relies on security technology from DOM



The electronic DOM Guardian® and Protector® cylinders have been installed at the German Heart Institute in Berlin.



The German Heart Institute Berlin (DHZB) is the top address in Germany when it comes to the treatment of cardiac, thoracic and vascular diseases, artificial heart implants and heart and lung transplants. The first-class medical standard at the high performance clinic is unique in Germany. It is therefore obvious that the renowned institute also has high requirements of its security system. That's why when setting up a new locking system the DHZB chose a system from DOM Sicherheitstechnik that best meets the property's requirements.

Patients and their family members who come to the DHZB usually don't pay much thought to security technology, their focus is on treatment and recuperation. "However, security, access control and burglary protection are important aspects behind the scenes", knows Christian Ozmiski, Head of Building and Technology at the DHZB. After all, almost 1,500 employees take care of the

patients' welfare, for whom there are 169 available beds. Roughly 600 employees are present at the same time on work days and need access to the various rooms at the heart institute. At the same time, outpatients, duty rooms, wards or even children's wards have specific accessibility requirements and in part have to meet additional, special security requirements for hospitals.

Hybrid locking system combines mechanics and electronics

Both mechanical and electronic cylinders were installed at almost 700 doors in the main building. The electronic DOM Guardian® and Protector® cylinders in particular offer numerous technical possibilities: besides the factor of burglary protection, other factors matter here such as controlled access, the traceability of events and also the excellent encryption protection of transferred

data. Centralised management based on special software allows for the uncomplicated issuing and managing of access authorisations. Thanks to the problem-free combination with mechanical components, the systems can be used in a variety of ways and adapt ideally to the property's conditions.

Besides access to individual rooms and stairwells, technology from DOM also controls access to individual lifts. Readers in the lift doors check users' access authorisations and open the doors to floors accordingly, or not if there is no authorisation.

Read more inside

DOM Guardian® – elegant and user-friendly

As a result of it being incredibly easy to use, DOM Guardian® is especially suitable for installation in the doors of duty rooms. The reader impresses on the one hand due to its elegant look and "red dot design award" design and on the other hand through its intuitive operation using the door handle. It is therefore particularly ideal for rooms that are open to the public. In addition, the DOM Guardian® offers all the administration and security benefits of an electronic security system.

Flexible and functional

"For the tender we placed great importance on the versatility of the locking system as well as the option of integrating it into existing compo-

nents", Christian Ozminski explains the starting situation. Financial factors, such as the installation costs and also follow-up costs for maintenance or the number of locking actions before the battery needs changing, were also crucial for the decision in favour of DOM. The system was installed by the company TUP / Tor- und Projekt-service.

ID card and locking medium in one

In future, a multifunctional ID card is planned for employees, which combines access control, time recording, restaurant invoicing and authentication for medical documentation using a barcode. This kind of all-rounder immensely simplifies administration and also keeps your bunch of keys to a minimum thanks to its practical format. Even

in the event of a lost card, the locking medium can be deactivated quickly ruling out any misuse. That saves money in the long-term as if there are many locking mediums in circulation then some are bound to get lost now and again.

In addition, the locking system is also to be extended to the DZHB's four external offices. "The many possibilities of an electronic locking system as well as the low running costs are what convinced us. With this modern locking system, the DHZB is also well equipped for the future", concludes Ozminski.

Operator's quotation:

"The integrated overall system impressed us with DOM Sicherheitstechnik. Mechanics and electronics can be combined without any problems. The different Protector® and Guardian® systems' designs also enable use on doors with specific requirements, such as fire and emergency exit doors."

Christian Ozminski,
Head of Building and Technology at the DHZB

Have you fitted an unusual building with DOM products? Tell us about it by calling +49 (0) 22 32 704 317 or by e-mailing marketing@dom-sicherheitstechnik.de. We would be delighted to report on it in our 360° Newsletter or as part of our public relations.

DOM TOPIC: VdS HOME FEATURE

VdS stars provide transparency
A new classification system makes it easier for consumers to select the right security system



The current DOM VdS campaign

European standards, national regulations, certifications and VdS guidelines – up until now it was very difficult and confusing for end consumers when buying a locking system. The classification of your own home's protection needs as well as the choice of the right security solution to meet these needs are the crux of the matter. The "Mechanics Quality Initiative" recognised this problem and is providing for greater transparency with new labelling. Consumers can see at a glance in future, which mechanical locking systems meet their home's individual protection requirements. Crucial criteria are the "habitation" of a building as well as the value of the objects stored there ("proportion of articles of value"). With the new VdS classification system this results in a protection level rating from one to three stars. This new security class is extra labelling for customers in addition to the well-known VdS quality seal with its established guidelines.

Online risk calculator for initial assessment

Consumers can work out the protection level of their building themselves in one step using an online tool provided by VdS. By entering various risk factors, such as the property's visibility and location or any existing side doors, balcony door and patio doors, the program works out the recommended security class for the locking system. DOM Sicherheitstechnik also provides this risk calculator online at www.dom-risikorechner.de. Here users at the same time receive practical recommendations about which mechanical DOM locking system meets their individual requirements. To be on the safe side, more accurate analysis should still be done on site by installers or the police, who can finalise the specific requirements.

Locking systems for all requirements

In order to be able to offer the right locking system for all needs, DOM Sicherheitstechnik has expanded its mechanical range. The new DOM Plura provides reliable protection in the 1-star range: the registered trademark key profile makes it difficult to make unauthorised duplicate keys. The DOM RS Sigma provides security according to requirements in the 2-star range with excellent protection against manipulation from outside as well as against unauthorised duplicate keys. The DOM RS 8, ix Saturn and diamant are perfect for maximum protection in accordance with 3-star criteria: complex technical elements in key profiles or a fully three-dimensional key profile, as with the DOM diamant, guarantee maximum protection against duplication. Top marks in drilling and impact protection also ensure excellent burglary prevention.

Comprehensive commitment

The incentive to create the new classification system originates from the "Mechanics Quality Initiative" by the Fachverband Schloss and Beschlag (FV S+B – Professional Association for Locks and Fittings), the VdS and representatives from manufacturers, professional associations and the police. In close cooperation with each other and with support by the insurance sector, the labelling requirements were formulated and implemented by the VdS. Besides assisting consumers with guidance the classification should also make it easier to competitively position products. As a result, the direct comparability of the VdS security class provides us with the opportunity to set ourselves apart from the competition more clearly.

DOM INTERVIEW

Perspective in the jungle of classifications
The VdS star labelling provides guidance for consumers and enhances confidence in retail.



What's the initial response to the new classification from the industry?

All those involved and market participants have welcomed the new easy labelling across the board because it massively simplifies the marketing of high quality products. An opportunity has been provided for consumers to finally see through the jungle of classifications.

What is VdS doing to boost the launch? Will there be special communication/advertising?

VdS has communicated the launch of the star labelling intensively right from the start. All the market participants were already involved in its development and have been able to put the information immediately into action within their companies. In particular the risk analysis tool, which we have integrated on the vds-home.de consumer website, should help retail and end consumers to choose suitable products. New flyers have also been issued and the VdS approved products shown in internet lists have had the star labelling added. The stars are also in the meantime included in the police's advice lists. I would still specifically like to point out the film produced specially for the star labelling "Three stars for better security", which is available to everyone free on www.vds.de or on YouTube. Industry and retail are welcome to integrate this into their websites. Industry and retail, supported by VdS of course, want to reinforce communication about the star labelling during the burglary protection day taking place for the second time this year as part of the K-EINBRUCH campaign.

How many manufacturers have been involved in the classification launch so far and will even more follow in future?

If you consider that the labelling for locking cylinders is only binding for new or renewal applications made from 01.07.2013 then the current figure reached of roughly 30 products is quite remarkable. This is particularly true if you bear in mind that the requirements were changed, which cau-

sed design changes and the packaging materials also have to be produced in advance for larger numbers. Just recently, all the manufacturers that belong to the Association for Locks and Fittings declared and announced with regards to the new classification system at the first "Evaluation Meeting for Star Labelling" that more products will follow. The retail association interkey also supports the new labelling.

Are there plans to expand the classification and also launch it for other products in future?

Right from the start, the star classification approach was not to restrict the system to locking cylinders but to expand it to the whole range of mechanical and electronic security technology that is aimed at private end consumers. In view of the above, there will be a gradual introduction of the star labelling to various product areas. Recently, for example, retrofit anti-burglary fittings were provided with star labelling in accordance with VdS 3168. In the medium-term, labelling is also planned for retrofit screw-on products and alarm systems in the VdS Home class.

360° News was speaking to:
Sebastian Brose from the Security Department at VdS Schadenverhütung GmbH



DOM system partner forum 2013

Everyone in the same boat!

The 7th DOM system partner forum in Mainz was all about sales for the over 100 participants. System partners received new suggestions for day to day work in their own businesses in three themed workshops. DOM had invited partners of the Institute for Business Education to the modules on recommendation management, sales management and project and opportunity management, who worked together with participants on new approaches to work and improvement opportunities in practical workshops. "Supporting our partners' day to day work with users is very important to us", explained Carsten Michaelis, Director of Sales and Marketing at DOM Sicherheitstechnik. "At the system partner forum we want to provide our partners with practical suggestions that improve sales processes, as necessary."

The first day of the system partner forum started for system partners with a guided tour through the sparkling wine cellars of the historic Kupferbergterrasse including tasting the vineyard's own varieties of sparkling wine. In keeping with tradition, the DOM system partner awards were once again presented in Mainz: the company Carl Wilh. Meyer GmbH & Co. KG from Oldenburg were delighted with a customised Mini Clubvan for first place, which is now at their disposal free for one whole year. The system partners Schmidt + Meldau GmbH from Cologne and Hansa-Baubeschlag-Vertrieb GmbH from Lübeck received vouchers for a company BBQ worth EUR 1,000 and EUR 500. The great building of dragon boats with race afterwards in the Rüsselsheim forest swimming pool was the perfect conclusion to an exciting system partner forum 2013.



CEO Martin Dettmer welcomed participants to the 7th DOM system partner forum together with Carsten Michaelis.



Through the finish line with motivation and ambition in a self-built dragon boat.



From left to right: Carsten Michaelis, DOM, Director Sales + Marketing, Hartmut Timmermann, Carl Wilh. Meyer GmbH & Co. KG (1st place) Klaus Ahrens, Schmidt + Meldau GmbH (2nd place) Wolfgang Haack, Hansa Baubeschlag-Vertrieb GmbH (3rd place) Martin Dettmer, DOM, CEO.



Craftsmanship skills and team spirit are the order of the day during the dragon boat event.



In a great mood: participants at the system partner forum 2013

RETAILER PORTRAIT

VOMBERG: a family-run company with comprehensive service



VOMBERG from Schlüchtern has made a name for itself as a specialist for products for skilled trades and is managed today by the two managing directors Wolfgang Roßmar and Andreas Roßmar.

VOMBERG has already been a reliable partner for skilled trade for more than 100 years and continuously improves its product range and services: the family-run company with its head office in Schlüchtern and branches in Offenbach, Erfurt and Würzburg has made a name for itself as a specialist for products for skilled trade and specifically for carpenters. The company was founded in 1910 by Bernhard Vomberg. Today the two managing directors Wolfgang Roßmar and Andreas Roßmar control the fate of VOMBERG, which currently employs roughly 150 staff. The company's product range includes doors, door and window fittings, furniture fittings as well as panel materials and varnishes. In addition, the traditional company also offers roller shutters and security technology. Flooring, electrical and hand tools as well as fastening fixtures complete VOMBERG's offer.

Top priority: transparent service

At the heart of VOMBERG are numerous long-standing relationships with staff, customers and suppliers. As an equal partner, the company places great emphasis on individual service and a wide range of courses for its customers. "Our range of training courses is an inherent part of VOMBERG's company philosophy", explains Wolfgang Roßmar, Managing Director of VOMBERG. "We want to contribute to our customers being able to organise their business better, more successfully and more profitably." Personal customer relationships are top priority at VOMBERG. Every customer has a designated contact person who is there to support them with any questions. Transparent processes engender trust: as a result every customer knows, for example, on precisely which day they will receive their goods thanks to a delivery schedule.

Tailored offer: comprehensive training courses

More than 2,500 customers take part in the varied range of seminars and training courses offered by VOMBERG every year. At its four locations the company carries out training on product-relevant topics such as setting the motors with roller shutter motors, drawer systems or applied opening techniques. Works training at suppliers is also on the programme, as are the Doors and Property Congress and Windows Congress, which take place every two years. In addition, VOMBERG has developed tailored offers for in-

dividual target groups: for example a separate network has been set up for young entrepreneurs.

Long-standing partnership: VOMBERG and DOM Sicherheitstechnik

Security technology is an important part of VOMBERG's offer, the company also provides various training courses for this. VOMBERG has already been working closely together with DOM Sicherheitstechnik for more than 30 years. As a DOM electronics partner, the family-run company has been supporting its customers as a recognised expert for electronic locking systems since 2010. For example, together with DOM it fitted the vocational school at the Antoniusheim special needs centre and Sostemeier Transport and Logistics in Fliesen with electronic locking systems in 2012. "In many consultancy meetings it is evident that the electronic sector as well as the combination of mechanical and electronic locking components is becoming more and more important for our customers", reports Wolfgang Roßmar. "For this reason we have significantly increased our personnel in the technical department. We are also continuing to back the successful partnership with DOM Sicherheitstechnik."

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Focus on orientation

DOM goes ahead with VdS stars

How did the idea of developing and launching a new classification come about?

The Netherlands are our role model: the clearly structured SKG certification has already been common practice there for many years. The SKG certificate is issued by the SKG Institute (Stichting Kwaliteit Gevelbouw), an independent certifying body in the Netherlands. It also works with a star emblem, as stars are known internationally as symbols for levels of quality. The SKG certificate is essential for sales, without it users lose insurance protection and the award is therefore correspondingly important for retail.

How long did it take to realise? Was it difficult to convince the others involved?

It took quite a while until final implementation. For one, a sensible concept had to be developed for classification so that it is of huge benefit to consumers, retailers and manufacturers. Secondly, it was important to get as many colleagues on board as possible to really be able to achieve something and to be able to launch the new classification nationwide. Although the idea was really positively accepted by everyone, this kind of extensive cooperation takes time. It was actually implemented in close cooperation with the institutions involved, the police and manufacturers.

How is DOM using the VdS stars?

We have expanded our range, e.g. by the DOM Plura, a mechanical locking system that covers the 1-star range. For the 2-star and 3-star ranges we already offer suitable solutions with the RS Sigman, RS 8, ix Saturn and diamant systems.

The stars are clearly displayed on the packaging so that you can see at a glance which security standard is being met. In addition, consumers can test out which locking system is right for their property free and without any obligation on our web page www.dom-risikorechner.de. We also fully train our specialist retailers during the year so that they are well prepared to provide customised advice.

How do you envisage the future for the VdS stars?

At DOM we hope that the new labelling will enjoy wide acceptance from retailers and end consumers and that more and more manufacturers will subscribe to this labelling. As security around the house is a key issue and providing guidance and clarity is an important task for everyone in the security technology sector. There are so many good products but unfortunately also still too much disorientation among consumers. The faster we achieve the nationwide launch of the VdS stars together the better.

Alex Weis,
Product Manager
Mechanical Locking
Systems



Long-term thinking

DOM Sicherheitstechnik is backing young people

DOM Sicherheitstechnik is renowned worldwide for innovative, high quality security systems. However, this high quality cannot be taken for granted. In order to produce the best results, staff have to have a high degree of specialist knowledge, experience and not least a substantial dose of motivation and fun at work. That's why DOM places great importance on sound training and the targeted support of young talent.

More than just dry theory

The company places great importance on striking a balance between theory and practice: intensive practical support is provided by qualified and committed staff. They have a great deal of expert skills and knowledge and can also explain and communicate internal processes well due to their long tenure at the company. In addition, trainers at DOM not only attend to communicating specialist knowledge but also soft skills, such as social competence and etiquette. These qualifications are becoming increasingly important on the modern employment market but are not even on the curriculum at many other companies. Apprentices also appreciate this teaching approach as well as the uncomplicated, respectful interaction with one another and pleasant learning and working atmosphere.

Carefree examination periods

DOM apprentices often perform very well in examinations: an average grade of 1.5 is not uncommon. Besides the young people's commitment, the reason for these good results is the job governed by collective bargaining agreements guaranteed for a year after the apprenticeship. As a

result, apprentices can prepare for their examinations in peace and do not have to apply for jobs at the same time. "We have established that this provides a great deal of peace of mind during the otherwise so stressful examination periods. Apprentices really benefit from this and so do we at the end of the day", explains Dr. Guido Sampels, Head of HR at DOM Sicherheitstechnik.

The way to DOM

Besides qualified trainers and a good teaching concept, motivated apprentices are also part of a successful training programme. At DOM, young talents are therefore put through a multi-stage application process: the written application has to be impressive in the first stage. Then applicants take an aptitude test and finally have a personal interview. The departments at DOM are varied: from commercial jobs to technical professions, such as industrial mechanic, cutting machine operator or mechatronics engineer, the company in Brühl offers a wide range of training. Dr. Sampels is particularly delighted that the young women's interest in industrial and technical training is steadily growing.

DOM Sicherheitstechnik is also offering industrial and technical apprenticeships next year. You can find more information about training and careers at DOM at www.dom-sicherheitstechnik.de.

NEW: DOM Plura

Mechanical locking system for basic protection

The new DOM Plura provides security wherever reliable basic protection is required. In usual excellent DOM quality, it offers basic protection for requirements according to the 1-star level of VdS Home classification. The DOM Plura's registered trademark key profile as well as additional security card as proof of authorisation protect against unauthorised duplicate keys being made. The DOM Plura is also compatible with electronic access control systems, such as the DOM Protector® and can be integrated into appropriate systems. The coded single lock also provides the option of being able to close all locking cylinders in a house or shared house with the same key.



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SECURIDEV

Gazprom equips its Moscow head office with DOM cylinders



Gazprom head office, Moscow

Gazprom, one of the world's most famous energy giants has selected the Moscow company "TOP-Lock", concurrently a DOM Sicherheitstechnik retail partner in Russia, to fit its head office based in the Russian capital with locking cylinders from the DOM partner's Sigma Plus profile.

The Gazprom giant is a global energy supplier which is famous for the successful exploitation, production, storage and extraction of natural gas.

TOP-Lock is a Moscow company that has already been acting as the most important partner for DOM Sicherheitstechnik in Russia for several years. Besides the DOM retailer systems Sigma Plus and ix6SR, TOP-Lock successfully sells the top DOM products ixSaturn and DOM diamant as euro profile cylinders in single locks under the management of Mr Sergey Tizik & Mr Andrey Tolmachev.

Regular product training courses, installation training and joint trade fair appearances, including at MosBuild in Moscow, have in the meantime ensured that DOM has now widely known in Russia.

The TOP-Lock team installed the Sigma Plus locking system within a week last December 2012, which had been planned and produced in Brühl beforehand in record time.

The DOM Sigma Plus locking system impresses as it is a cost-efficient purchase, has lifelong trademark protection and capacity for complex locking systems. As if that isn't enough: the already large Gazprom locking system is being expanded soon!

DOM Sicherheitstechnik and TOP-Lock for Gazprom and Russia, a successful partnership for an exciting market!

Aleksandar Medjed

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