

The Southwest Airlines logo is displayed in a light green color on a dark green background. It features the word "Southwest" in a sans-serif font, followed by a circular icon containing a stylized bird or wing shape.The Boon Edam logo is located in the top right corner. It consists of a crown icon above the words "BOON EDAM" in a bold, sans-serif font. The text is black, and the crown is a dark green color.

YOUR
ENTRY
EXPERTS.

PROJECT CASE STUDY.

SOUTHWEST AIRLINES.

SOUTHWEST AIRLINES, **DALLAS, TX**

Texas-based Southwest Airlines Co. became one of the most honored airlines in the world by following one simple principle: keep employees happy. The idea is to create such a positive, encouraging corporate culture that employees will go out of their way to ensure the wellbeing and safety of their customers—and each other. The results have been the envy of the industry.

Southwest is the largest domestic carrier, serving 130 million passengers annually and flying to 121 destinations across the United States and 11 different countries. It ranks #1 in customer satisfaction among carriers (according to the U.S. Department of Transportation) and #28 on FORTUNE's list of the World's Most Admired Companies.

ENHANCING SECURITY

So it's no surprise that officials at Southwest's corporate headquarters in Dallas took a proactive approach to enhance security for the safety of their employees and guests. Southwest partnered with Boon Edam to install modern revolving security entrances that ensured only authorized personnel could gain access to the airline's sprawling offices and training facilities.

Boon Edam is a leading manufacturer of high-security revolving doors, portals and turnstiles. Based in The Netherlands, the 149 year-old company is still family-run with over 1,300 employees. It has a reputation for developing unique solutions for customers, keeping aesthetics, security, and user experience top of mind.

SWINGING DOORS INVITE PIGGYBACKING

Southwest's headquarters are located near Dallas Love Field, a mid-sized airport, serving Dallas' growing population and serves as the airline's home airport. The Southwest campus includes three buildings that house employee training, network operations, corporate offices, and a pilot training center.

Despite having delicate and expensive equipment on-site—including 18 flight simulators—buildings used common swinging security doors that opened with the swipe of an ID badge. Swinging doors are notorious for allowing people to "piggyback" behind someone who opens the door using proper credentials. It was simply too easy for unauthorized people to gain access to the facility, whether on purpose or by accident. Officials began discussing the transition to a closed campus.

"We had about a dozen swing door entrances around our headquarters building, so anybody could come in. When the public had access, we had passengers flying from Love Field come into the lobby who were actually looking for their flight because they thought they were at the airport."

- Jay Oros, Sr. Manager of Corporate Services and Facilities Security.

SKYBRIDGES LINK BUILDINGS, INCREASE RISK

The need for better security became all the more evident when Southwest constructed sky bridges that connected the three buildings, effectively creating one interlinked complex. A single security breach would give someone access to all the buildings. Oros knew it would be a significant investment of time and training to install a modern access control system, but he and his team stayed the course.

"Nothing happens fast, but at the same time, you have your vision and you just have to stick to it and take little chunks at a time," said Oros.



SECURITY REVOLVING DOORS OFFER A PERFECT SOLUTION

After researching different solutions, Oros and his team concluded Boon Edam's Tourlock 180 high security revolving door would best fit the bill. The Tourlock 180 is a solid-glass, ceiling-to-floor enclosure with a four-winged rotating doorway that limits entry to one person at a time.

The Tourlock prevents piggybacking by using an advanced StereoVision system in the ceiling. Smart near-infrared sensors create a 3D image of the doorway to make sure the person who has entered is alone. If not, the Tourlock will deny access. The Tourlock is so reliable, that human security personnel are not needed to monitor a given entrance.

"The Tourlock 180 seemed like a higher quality product and also had the stereovision feature that we liked," said Oros.



MODIFICATIONS REQUIRE COLLABORATION

Boon Edam and the Southwest team did have to make some custom modifications, however. One involved ensuring the StereoVision system would not reject employees arriving from Love Field with luggage that might appear like a second person in tow. After a fair amount of testing, Boon Edam and Southwest staff implemented the settings they needed.

"We had to make sure that the StereoVision was configurable to the point where it would allow big items like a suitcase to come in but not necessarily other things," said Oros. "It was a work in progress in the beginning, but Boon Edam was right there with us to do the configurations and run reports to see what the StereoVision was looking at. It was quite the team effort."

A second challenge demonstrated Boon Edam's ability to come up with a custom-designed solution in the field. Southwest pilots generally carry metal suitcases that can potentially bump against the glass door, causing damage. To protect the glass, Boon Edam installed a metal panel on each Tourlock 180 revolving door.

"That was going to be a showstopper," said Oros. "I don't know how much it would take to damage the glass but it's a risk I wasn't interested in testing, but it all worked out when they were able to customize that panel."

EMPLOYEES DEMONSTRATE SOUTHWEST SPIRIT

Oros said once the doors were in place, the process of educating employees on how to use the Tourlock 180 doors began. Regular employees soon got the hang of it, but the security team had to be ready to assist the many visiting employees who flew into town for training. In true Southwest fashion, Oros said employees recognized the value of the heightened security, even if it meant a slight learning curve.

"Most people have cycled through headquarters and know what to expect, but in the beginning, we had people coming in that basically had never even seen a revolving door, so we had to be sensitive to them," said Oros. "Anybody that I've talked to understands that it's for heightened security for the building and they're good with it."



CENTRALIZED CONTROL IMPROVES ROI

Oros said that being able to control the Tourlock revolving doors using a centralized access control system was crucial when Southwest initiated strict Covid-19 protocols in 2020. The corporate policy required body-temperature screenings for all employees. This meant everyone had to enter through the main lobby.

Instead of hiring additional security personnel to stand watch at exterior doorways, Oros simply electronically set each Tourlock door to allow people to exit, but not enter. He said the savings alone from not hiring extra security staff meant the Tourlock doors paid for themselves several times over.

"With just the click of a mouse we were able to lock down the whole back of the building and force everybody in the front lobby to go through temperature screening," said Oros. "You could imagine if I had to put security personnel at seven doors that would be very expensive. To be able to do that while sitting at my desk through the access control system is a game-changer."

GAME-CHANGING TECHNOLOGY

Southwest headquarters is now a fully closed campus utilizing a layered approach to entry security. They have a handful of full-height turnstiles on the perimeter and seven Tourlock 180 security revolving doors on the exteriors of the three buildings, as well as eight lanes of Lifeline Speedlane Swings and four special internal security doors that protect highly sensitive areas. Oros said he's thrilled by the performance of the Boon Edam doors—and the peace of mind they provide.

"We've had great success with them," Oros said. "Boon Edam has heard me refer to them as game changers because that's exactly what they are."

OUR REACH IS GLOBAL.

We have been in business for nearly 150 years manufacturing premium aesthetic and security entrance solutions in the Netherlands, United States of America and China. We can confidently say that we cover every corner of the globe with subsidiary companies in major cities across the globe. Furthermore our global export division not only partner with our distributors, but also offer direct sales and service to every territory. This wide net allows us to have a strong global footprint as well as a personal grasp of local markets and their unique entry requirements.

To find your closest Boon Edam expert, please go to:
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