



In a Belgian fashion boutique, Code Handle® provides PIN locking, to reflect the modern retail environment

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€ 900 M

turnover lost to theft
annually across
Belgium's retail
sector*

*see <https://www.retaildetail.eu/en/news/general/shoplifting-costs-retailers-billions-euros>

Code Handle® stops thieves taking advantage of private rooms facing the public shop floor

“An ideal solution for us to protect non-public spaces from the public.”

Jeff Van den Bergh, Store Manager, Patio



Let customers in,
keep thieves out –
Code Handle will keep
your items safe

Project

Company: Patio fashion bvba
(www.patiofashion.org)

Segment: Clothes fashion retailer

Location: Leuven, Belgium

Devices installed: 2 Code Handle door locks

Year of installation: 2015

Challenge

Patio is a women's fashion boutique located on Leuven's most exclusive shopping street, Bondgenotenlaan. It is a large store which stocks an extensive range of Italian clothing, mostly issued under Patio's prestigious own label. Shoplifting is a growing problem across Europe's retail sector, and thefts had also proliferated at Patio. Thieves were using the store's toilet to remove clothing tags. Some even went upstairs to Patio's offices and stole valuable items from there. Key requirements included:

- Simple, affordable security for interior doors to which shoppers and casual visitors should not have access
- A “clean”, contemporary design to blend with this style-conscious interior retail environment
- A keyless security lock that did not need software or an electronic access control system to manage

Solution

During a store renovation, manager Jeff Van den Bergh decided Patio's offices and customer toilet needed proper security. He did not want staff wasting time tracking physical keys. An expensive access control system was also ruled out. In addition, door hardware had to look stylish to meet the standards of Patio's interior. The store's security contractor recommended Code Handle, which adds electronic PIN locking to doors without wires or an expensive access system. Door security is operated by a discreet PIN pad built into a brushed-chrome handle. Two standard batteries slot inside each Code Handle to power the digital security. These typically last for 30,000 lock/unlock cycles.

“The design fits well within the store,” says Mr Van den Bergh.

Now, Patio customers still use the toilet — but not unsolicited. An employee unlocks the door for them without a key or pass. The door to Patio's offices is closed to everyone, except staff who unlock it with a personal PIN.

Code Handle comes with one Master PIN; the store manager issues up to 9 additional 4–6 digit PINs. When an employee leaves Patio, it's simple to delete their PIN.

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