

Expert report on the security measures taken at the MAK exhibition *GLANZSTÜCKE* now finalized

Independent examination confirms compliance with the highest standards and optimal implementation of the protection objective “personal security”—exhibition attracts some 74,600 visitors.

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MAK – Press and PR

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Press Release

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The independent expert report on the armed robbery committed at the exhibition *GLANZSTÜCKE: Van Cleef & Arpels High Jewelry × Masterpieces from the MAK Collection* is now finalized. Following the incident on 27 August 2026, during which a valuable necklace was stolen, the MAK commissioned a comprehensive external examination of the security measures in operation at the exhibition. In its last sitting, in the presence of the expert commissioned, the MAK Supervisory Board conducted an in-depth scrutiny of the examination's findings, that were also discussed with the Federal Ministry of Housing, Arts, Culture, Media and Sports (BMWKMS). The expert report concluded that the security measures complied with relevant Austrian and international standards, and that procedures were well handled and processed during the robbery.

The examination, conducted by a renowned Austrian security advisor commissioned by the MAK, evaluated the security concept developed prior to the exhibition, the emergency notification chain, and the conduct of the security personnel and all other responsible persons during and after the incident. As a result, it was established that this armed robbery, conducted by professional criminals, could not have been prevented—despite the use of armored glass and the latest security technology, to include a three-digit number of video cameras and alarm sensors, highly qualified security personnel, and certified crisis management systems.

“The armed robbery and loss of a valuable necklace are for the museum a dramatic event. The MAK Supervisory Board has closely scrutinized the external review of the security measures. The results of the expert report demonstrate that a professional security management system was in place during both preparations for the exhibition and the incident itself. The insights thus gained will of course be applied to further improvements. The expert report confirmed to the Supervisory Board that the exhibition was conscientiously planned and the incident responsibly processed by the

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management of the MAK,” states Astrid Gilhofer, Chairperson of the MAK Supervisory Board.

MAK General Director Lilli Hollein: “The external examination confirms that the highest security standards were in place for the exhibition *GLANZSTÜCKE* and stipulated procedures adhered to. In such a dangerous situation as that of a premeditated armed robbery, the safety of visitors and staff members has absolute priority. The loss of the exhibit is painful. But what is important is that nobody was injured and panic was avoided. Museums are clearly being confronted by new challenges created by new criminal types of brutal robbers. The museum is thus intensively working—also in collaboration with colleagues from the other federal museums—on how to respond to these changing conditions and implement further measures, while at the same time remaining a freely accessible location for our visitors, in which they feel welcome and at ease.”

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The exhibition *GLANZSTÜCKE* was reopened the very day after the robbery and ended successfully on 27 September 2026, having received some 74,600 visitors.

Please direct questions on the status of investigations to the Vienna Police Department.

MAK Press and PR

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