

EH Smith install FlowControl at 9 depots

Case Study



EH Smith a family-run business is one of the largest independent builders' merchants in the UK, providing products and services to tradespeople and DIY enthusiasts. Established in Birmingham in 1922, they have 11 branch depots throughout the Midlands and South East and are well known in the construction industry for their ability to source specialist materials and solutions to fulfil their customer requirements.

The Brief

To put a system in place to ensure Covid-19 social distancing guidelines are adhered to, to ensure the health and safety of their customers and staff at all times.

The Solution

record's FlowControl automatic people counting system has been installed on the entrance doors at 9 of EH Smith's depots, with traffic lights informing customers when it is safe to enter or not. When a depot reaches its maximum people capacity, the light will turn red and the door will automatically de-activate to prevent further access until someone leaves.

To further help customers, especially those with sight impairments, weather-resistant speakers will play pre-recorded voice announcements to advise when it is safe to enter or not.

The user-friendly system, which is fully automated and easily adjustable will allow EH Smith to lower the people count immediately during peak times to stop new customers entering temporarily until it is safe to do so again.

Mark Mallinder, Marketing Director said "record's FlowControl has been extremely successful in controlling the number of customers in our depots. Since rolling this out, this highly reliable system has given staff the ability to make adjustments according to a depot's needs and reassured our customers that social distancing procedures are in place to protect them".

See the traffic light system and voice announcements in action...

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