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COMMERCIAL

Dining in confidence

UK & IRELAND

KBO Fire & Security provide temperature screening solutions for prestigious clubs and restaurants in record time.

When some of the world's most famous restaurants and members clubs were able to re-open after lockdown in the UK, they turned to temperature screening solutions from KBO Fire & Security to provide guests with confidence and peace of mind. Although you might not know it, Caprice Hold-

ings, The Ivy Collection and The Birley Clubs are responsible for some of the most well-known, iconic dining and membership establishments in the UK – and the world. Heard of The Ivy? Annabel's? Harry's Bar? J Sheekey? They all fall under the same umbrella. Closely associated with them is Bill's, the all-day casual dining bar and restaurants located throughout the UK.

It's an incredibly prestigious and successful group. Caprice Holdings includes amongst its restaurants not only the original Ivy on West Street in London, but also The Ivy Collection,



Brasserie of Light, Harry's Bar, Harry's Dolce Vita, J Sheekey, J Sheekey Atlantic Bar, Sexy Fish, 34 Mayfair, Balthazar, Daphne's and Scott's. The Birley private members' clubs cover the glamorous Annabel's, the continental grace of Harry's Bar, the contemporary elegance of George, and the old-world charm of both Mark's Club and Bath & Racquets. And there are more than 70 Bill's serving breakfasts, lunches, dinners and drinks all day, across Britain.

The challenge

As 2019 became 2020, business was booming for the group. But then the world changed. The UK entered lockdown. Restaurants and clubs closed. Their future looked uncertain.

Flash forward to late June. The UK government announces that the hospitality sector in England will be reopening, after months of mandatory closures. Businesses scramble to put measures in place to allow them, once again, to invite customers through their doors.

The Solution

As industry-leading establishments, Caprice, Birley, Ivy Collection and Bill's restaurants and clubs were at the front line of these innovations. Richard Caring and his management team implemented a raft of measures and protocols to ensure club members and restaurant diners would be able to attend the venues in comfort and with peace of mind. An important part of that plan was the use of thermal imaging-based temperature screening systems.

Their aim was to give diners and club members the confidence of knowing that everyone who entered those establishments had received a preliminary scan, and that no one was exhibiting a skin surface temperature outside of pre-set parameters. To this end, they invited their suppliers to demonstrate potential solutions. One of those suppliers,

KBO Fire & Security, showed them Hikvision's Temperature Screening Thermal solution. They were impressed. KBO set to work, devising a plan to deploy the technology to all of the group's establishments.

But an extremely tight deadline loomed. Would KBO be able to supply, install and commission the Hikvision temperature screening systems in time for the reopening on July 4?



Cutting-edge technology

KBO is an independent, family-run business with more than 30 years of experience covering electronic security, locksmithing and fire life safety systems. The company prides itself on being at the forefront of developments in technology, providing high quality, value-added service and advice.

Managing Director Lee Berry and Technical Manager Chris Berry explain the approach for the Caprice, Birley, Ivy Collection and Bill's venues.

“In consultation with Hikvision, we presented three system solutions to fit the differing contexts and environments at each establishment,” Lee says. **“We’d been impressed with the Hikvision Temperature Screening Thermal technology we’d seen, and we were extremely confident it would be the ideal fit here.”**

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Lee Berry
Managing Director,
KBO Fire & Security



HIKVISION



Hikvision's Temperature Screening Thermal Solutions utilise thermal imaging technology to rapidly detect elevated skin surface temperatures without the need for physical contact. The three options utilised were:

1. Full Temperature Screening Camera Solution

This option consists of a thermal turret-style imaging camera, network video recorder, monitor and Hikvision management software, and is capable of temperature accuracy of within $\pm 0.3^{\circ}\text{C}$ with a blackbody calibrator. Diners and club members need only walk past the camera to be temperature scanned; there's no need to stop, and multiple people can be scanned at once. An automatic alert is raised if an elevated temperature is detected, and temperatures are displayed on the lobby monitor.

2. Temperature Screening Standalone Terminal

The second option incorporates a 10.1-inch Hikvision MinMoe LCD terminal display, mounted on an integral stand, and able to be deployed in minutes. Diners are asked to stand briefly in front of the terminal to have their tem-

perature scanned. Utilising dual camera technology, the thermal camera measures their temperature, with the result overlaid on their conventional image onscreen. Although not employed in this application, the MinMoe terminals are also capable of detecting whether an individual is wearing a face mask or not and can prompt them to do so if required.

3. Temperature Screening Handheld Camera & Tripod

The third option includes a handheld thermal imaging camera, capable of measuring skin surface temperatures to an accuracy of $\pm 0.5^{\circ}\text{C}$, mounted on a tripod. It's able to scan diners in seconds, faster than an infrared thermometer, with results displayed clearly on the camera's inbuilt monitor. This is ideal for busy indoor environments, and is sited in the entrance foyer to restaurants.



Product Features



Quick detection of elevated body temperatures



Accuracy up to $\pm 0.3^{\circ}\text{C}$



Non-contact measurement avoids physical contact



Multi-person detection for greater efficiency



Visual alert when abnormal results are detected



Easy installation and flexible deployment

Tailored solutions

Each solution was chosen and allocated for its suitability in tackling the unique challenges presented by the different venue types and volume of anticipated diners at each restaurant or club. The systems would be rolled out in phases to establishments as they opened up to members and the public.

This meant the first phase of the project called for a lightning-fast turnaround: KBO received an instruction to proceed on Monday June 29, with 36 initial systems to be set up and ready to go for the Saturday July 4 re-opening date. That's 36 solutions in five working days.

And this wasn't simply a case of turning up and plugging in some equipment. Apart from the requisite social distanced working practices, there was an aesthetic and contextual challenge to overcome, particularly at the higher-end restaurants and Birley Clubs.

Chris Berry explains:

"The restaurants and clubs all vary in size, and in their layout and design. We had to take this into account when we looked at fitting the full system solutions as we wanted to ensure the camera placement was both unobtrusive and fully functional."

"We didn't want members turning up at their clubs feeling like they were being watched. The aim was for them to be able to walk through the entrance lobby, past the camera, and have their temperature scanned without it interfering in any way with their experience – to minimise the impact as much as possible. So our installation engineers had to

wall or ceiling mount the cameras and ensure cabling was almost invisible, all while fitting in with the aesthetic approach of that establishment and adhering to strict installation parameters such as mounting heights and detection range. That they were able to do so is testament to their skill and professionalism."

All three solution options are located in the restaurant and club entrance lobbies. At prestigious Annabel's, as well as the full system solution in the entrance lobby, there's also a separate dedicated MinMoe terminal solution on the staff entrance.



Rapid rollout

So far three phases of the rollout have been completed. The first phase saw 36 solutions delivered and ready for restaurants opening in just five days. The second phase included another 47 systems, while the third phase included a further 21 solutions. These phases were ready to go in eight and 17 days respectively. That's a total of 104 solutions delivered, installed, and commissioned in restaurants and clubs in the UK and Ireland between June 29 and July 31.

Lee Berry is understandably proud of his team:

"Everyone involved in the process performed brilliantly. It was a huge effort to get everything designed, installed, and commissioned within that timeframe. The ease of use of Hikvision products was a significant factor, as was our excellent working relationship with the Caprice, Birley, Ivy Collection and Bill's management teams."

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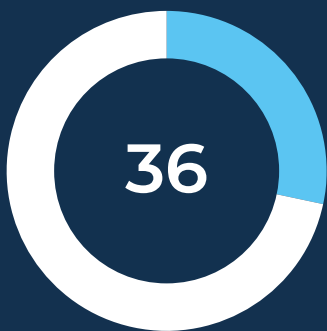
Paul Jenkins
Purchasing Director,
Caprice Holdings



HIKVISION



The results



Rapid Rollout

36 solutions fitted in just 5 days



Nationwide Installations

Solutions fitted across the UK and Ireland



Large Scale Solution

135 sites solutions fitted in 4 Phases

Paul Jenkins, Purchasing Director at Caprice Holdings, says the work by KBO and the performance of the Hikvision solutions has been outstanding.

“We are proud to offer our members, guests and diners the best possible experience when visiting our clubs and restaurants, and that extends to offering them peace of mind and confidence when they enter our premises,” he says. “These systems are crucial in helping deliver that experience. We’ve been hugely impressed by the quality and performance of the Hikvision products, and the work by KBO to get everything ready in time for our re-opening was first-rate.”

For KBO, the reception of the systems has been so positive they have received numerous enquiries from diners and members so impressed that they have wanted to install similar solutions in their businesses.

“We’ve had multiple enquiries,” Chris Berry confirms. “They’ve loved the solution: how easy it is when you walk in, as if it were just a normal day prior to the strangeness of 2020. But they’ve had all of that with the additional reassurance that the system is performing as it should in the background.”



CAPRICE
holdings limited

THE IVY
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