

**Company:** The Workplace Depot, Nottingham

**Company Description:** The Workplace Depot is a family owned industrial, warehouse and workplace e-commerce retailer. Headquartered in the UK and established in 1991 by Ken and Wendy Miller, the company initially operated as a traditional catalogue supplier. Under the leadership of their son Steve, the company underwent a digital transformation and now provides over 20,000 products from over 120 suppliers worldwide.

**Nomination Category:** Company / Organization Categories

**Nomination Sub Category:** Company of the Year - Retail - Small

**Nomination Title:** The Workplace Depot

1. Which will you submit for your nomination in this category, a video of up to five (5) minutes in length about the achievements of the nominated organization since 1 January 2021, OR written answers to the questions for this category? (Choose one):
2. If you are submitting a video of up to five (5) minutes in length, provide the URL of the nominated video here, OR attach it to your entry via the "Add Attachments, Videos, or Links to This Entry" link above, through which you may also upload a copy of your video.
3. If you are providing written answers for your submission, you must provide an answer to this first question: Briefly describe the nominated organization: its history and past performance (up to 200 words):

**Total 199 words used.**

The Workplace Depot, a UK-based, family-owned retail business, specialises in industrial, office, premises and warehouse products. Established in 1991 as Central Source, it began as a traditional catalogue supplier. Maintaining a strong family-oriented culture, the company underwent a digital transformation and rebranded, evolving into a full e-commerce platform.

Recognising the need to modernise, they expanded its product range to over 20,000 items by 2024 and developed a customer-centric website achieving a record-breaking 250,000 monthly visits in 2025. The company also embraced multichannel platforms in 2023 like Amazon Marketplace, which now contributes 20% of turnover.

Despite facing significant financial challenges, including consecutive years of losses prior to 2022, they remained committed to innovation and growth. This approach has driven revenue from £6m in 2022/23 to a forecasted £21m in 2025, a 323% increase.

Scaling this growth presented challenges: logistical issues along with warehouse operational inefficiencies. Overcoming these, they negotiated new freight forwarding contracts to aid forecasting and expanded warehouse space from 20,000sqft in 2022 to 77,000sqft in 2025, a near 400% increase. These initiatives now deliver lower prices, free next-day delivery with late cut-off, a seamless delivery process for customers and higher margins for the business.

4. If you are providing written answers for your submission, you must provide an answer to this second question: Outline the organization's achievements since the beginning of 2021 that you wish to bring to the judges' attention (up to 250 words):

**Total 249 words used.**

The Workplace Depot spearheaded the development and implementation of a **standardised design for product packaging, instruction manuals and information videos** for an extensive portfolio of over 750 own-brand products. Historically, this was produced at source and in different languages - often with incoherent or inaccurate information. Coordination with an international workforce, including individuals from China, the Philippines and Kazakhstan was crucial to this project's success. This effort not only improved brand identity, it enhanced the customer experience by providing clear, consistent, user-friendly information all evidenced by thousands of **5\* customer reviews**. It also fostered a deeper understanding of product features and functionality among colleagues.

Furthermore, a complete overhaul of the **inventory management system** was achieved to drive logistical efficiencies. This strategic move resulted in several tangible improvements and streamlined processes. The cutoff time for free next-day delivery was extended by 2 hours, providing greater convenience for customers. Picking speed increased by 20%, stock coverage reached 95% availability, product wastage was significantly reduced to below 0.3%. All resulting in optimised resource utilisation, minimising losses and enhancing sustainability credentials.

Finally, The Workplace Depot achieved the prestigious **Great Place To Work certification** for both 2024 and 2025, achieving a remarkable **4th ranking in the UK**. This recognition, based on anonymous employee surveys and evaluations of company practices, reflects a strong commitment to a holistic employee well-being. It signifies high levels of retention, trust, pride and camaraderie within the workforce setting the company apart as an employer of choice within the industry

5. If you are providing written answers for your submission, you must provide an answer to this third question: Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the organization's past performance (up to 250 words):

**Total 222 words used.**

In the competitive e-commerce landscape, **compelling product assets** are crucial for rapid, accurate information and a consistent brand experience, often lacking among competitors. The Workplace Depot strategically differentiated itself by developing **industry-leading packaging, manuals, and content including photographs**, despite the warehouse and industrial sectors often tolerating basic product information. This proactive approach aids customer decision-making for time-sensitive purchases. Unlike competitors who rely on supplier-provided materials, leading to customer frustration, misinformation, and increased returns, The Workplace Depot invested in quality, creating an efficient ecosystem, reducing **customer service burdens**, and enhancing satisfaction.

Furthermore, developing a **new inventory management system** was pivotal for scaling operations and ensuring customer satisfaction. Paired with increased warehouse space, this streamlined system enabled free next-day delivery on 95% of products without minimum spend. This contrasts with competitors who rely on dropshipping, resulting in longer lead times and fees. Improved packaging also reduced wastage from mis-picking, returns, and transit damage. These enhancements represent a profound operational transformation, boosting customer service and profitability.

Finally, attaining **The Great Place To Work** accolade signifies an unwavering dedication to **employee well-being** and a thriving company culture. Achieving a top national ranking underscores exceptional performance in employee satisfaction and workplace environment. This rare distinction provides a significant competitive edge in talent acquisition and retention, fostering a loyal and satisfied customer base stemming from an engaged workforce

6. You have the option to answer this final question: Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words):

**Total 110 words used.**

**Attachment references:**

- o New product packaging

- o New product manuals

- o Images to demonstrate warehouse expansion and size

**Links to various product pages demonstrating product assets**

<https://www.theworkplacedepot.co.uk/2-in-1-sack-truck>

<https://www.theworkplacedepot.co.uk/queue-barriers>

<https://www.theworkplacedepot.co.uk/plastic-expanding-barrier>

<https://www.theworkplacedepot.co.uk/desk-pedestal>

<https://www.theworkplacedepot.co.uk/workshop-bench>

**LinkedIn profile**

Reference to recent partnerships with: Amereican Express, PayPal, Cin7, Great Place To Work, IoD and PPL

<https://www.linkedin.com/company/theworkplacedepot/posts/?feedView=all>

**Links for employee wellbeing**

<https://www.theworkplacedepot.co.uk/careers>

**Links for awards and accreditations**

<https://www.theworkplacedepot.co.uk/awards-accreditations>

**Other links contained with entry questions**

<https://www.greatplacetowork.co.uk/certified-company/1574882>

<https://www.cin7.com/our-customers/customer-success-stories/workplace-depot/>

<https://www.reviews.co.uk/company-reviews/store/the-workplace-depot>

**Attachments/Videos/Links:**

[The Workplace Depot](https://www.theworkplacedepot.co.uk)

[REDACTED FOR PUBLICATION]

