

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: Entrepreneur Categories

Nomination Sub Category: Best Entrepreneur - Retail

Nomination Title: Steve Miller CEO

1. Which will you submit for this nomination, a video of up to five (5) minutes in length or a written essay of up to 650 words? Choose one:

Essay of up to 650 words

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 a written essay for this nomination, submit in this space an essay of up to 650 words describing the achievements of the nominated entrepreneur since 1 January 2023:

Total 620 words used.

Steve Miller's entrepreneurial drive has been the cornerstone of [The Workplace Depot's significant accomplishments since 2023](#). His strategic vision encompasses not only business growth but also a deep commitment to employee welfare, sustainability, and community engagement.

Since 2023, Steve recognised the paramount importance of **compelling product assets** in the competitive e-commerce landscape, ensuring rapid, accurate information and a consistent brand experience. To distinguish the business, he focused on high attention to detail in product presentation, providing specially crafted own brand product packaging on 750 units, detailed instruction manuals and high-quality online assets including market-leading photography, comprehensive product descriptions, dimensions and assembly videos. This, combined with an immediate and visual search facility on their website, enhanced the customer experience by providing clarity, support, and transparency evidenced by thousands of 5-star reviews and record breaking website visits now surpassing 250,000 a month.

Recognising the importance of a positive work environment, Steve spearheaded the effort to achieve [Great Place To Work certification in both 2024 and 2025](#), ranking [4th in the UK](#). This achievement reflects his dedication to building a supportive culture, evidenced by the 100% staff confidence in him and his Executive Team in an anonymous survey. As an entrepreneur, he understands that a happy, motivated team is crucial for business success.

Valuing education within the wider community, Steve funds two annual **Miller Scholarships** at the University of Nottingham. This personal initiative demonstrates his long-term vision and commitment to entrepreneurial development for the next generation, going beyond immediate business goals.

Steve's entrepreneurial mindset also drives his focus on **sustainability**. He implemented a paper-free policy and installed a wind turbine in 2023, resulting in "off-grid" weekends and reducing fossil fuel reliance by 10%. These actions reflect his understanding that sustainable practices are not just ethical but also economically sound.

Despite The Workplace Depot facing significant financial challenges, including consecutive years of losses, Steve remained steadfast in his commitment to innovation and growth. This resilience has paid off, with revenue forecasted to reach £21 million in 2025, representing a remarkable 233% increase from 2021. This growth has been fueled by strategic investments, including increasing marketing spend to over £1.5 million, restructuring debt, renegotiating loan terms, and optimising working capital management to improve cash flow.

Scaling this rapid growth has presented numerous challenges, from logistical issues such as a £1.3 million China container price hike during 2023/24 to operational inefficiencies within his warehouses. In response, Steve has negotiated new contracts with freight forwarding partners to improve forecasting and mitigate risks and has invested significantly in **warehouse space**, expanding it by 400% from 20,000sqft in 2023 to 77,000sqft in 2025. Previously operating from three separate warehouses on three sites, he saw an opportunity to consolidate and take over space in the immediate vicinity of his offices.

Operational enhancements were also a priority. Steve drove the integration of a **brand-new inventory management system in 2024**, a strategic move to handle exceptional business growth. This overhaul extended the cut off for free next-day delivery by 2 hours, increased picking speed by 20%, and reduced wastage to below 0.2%, showcasing his entrepreneurial focus on efficiency and customer service.

Finally, in 2023 Steve embraced multichannel platforms like Amazon Marketplace, which now contributes 20% of turnover and won him "[Amazon Marketplace Seller of the Year](#)" in 2024.. The company is now one of the biggest Google spenders within the industry, especially significant given its size and who they are competing against, with a focus on own-brand product development. He continues to secure [ISO9001:2015 accreditation](#) and Google Trusted Shops certification and is constantly developing [customer relationships](#) with major FTSE100 businesses and internationally recognised organisations such as The BBC, Buckingham Palace and the International Olympic Committee.

4. In bullet-list form (up to 150 words), provide a brief summary of up to ten (10) of the chief achievements of the nominated entrepreneur since 1 January 2023:

Total 150 words used.

- Fully funded **Miller Scholarships** at **University of Nottingham** to help educate future generations
- Certified [Great Place To Work 2024](#) 2025 - 4th in UK
- **New packaging, videos and photography** for over 750 own brand products using an international workforce to enhance customer experience
- Becoming a [Living Wage Champion](#) to help staff live a happy, healthy life
- Overhaul of [inventory management](#) system to drive logistical efficiencies and extend free next day delivery.
- Introduction of **enhanced flexible working** - to encourage [work life balance](#)
- **Expansion of warehouse by 400%** - 22,000sqft (2023) to 77,000sqft (2025) to accommodate product growth and in stock coverage
- **Elevating office sustainability** - paper free and installing a wind turbine to deliver "off grid" weekends.
- **Increased website traffic** - surpassing 250,000 monthly visitors (March 2025) to drive conversions
- **Record sales +40%** in March 2025 (£1.6m) compared to March 2023 (£950k) delivering investment and growth

Attachments/Videos/Links:

[Steve Miller CEO](#)



[REDACTED FOR PUBLICATION]

