



## How BSI Mark of Trust certification for its safety steps has helped The Workplace Depot cement its position as the market leader



**The Workplace Depot offers a wide range of workplace products online, including traffic and warehouse items. Some years ago, this family-run firm decided to manufacture safety steps. By bringing the process in-house and achieving the BSI Mark of Trust, it has been able to control quality and increase sales. The BSI Mark of Trust has 'rubber stamped' its safety step range, helping it compete and grow.**

Gaining certification to the BSI Mark of Trust has allowed The Workplace Depot to strengthen its place in the market by enhancing customer satisfaction and

differentiating from the vast majority of safety steps manufacturers. Buyers feel secure in the knowledge that the steps have been through tough testing and compliance.

The rigorous certification journey demonstrates the firm's commitment to verifying product safety and product quality. There is only one other company selling the product which is certified to BSI EN-131. This shows The Workplace Depot's firm commitment to safety and quality.

Increased efficiency is another benefit, as the steps must be produced to a set of criteria and design to ensure they conform to the highest standard.

The company has also been able to expand its tender opportunities, particularly for larger contracts where certification for safety products is a strict requirement.



Find out more: [bsigroup.com/kitemark](https://bsigroup.com/kitemark)



The Workplace Depot

**“We are a company that likes to keep ahead of the curve – and our competitors. We believe that being part of the BSI certification schemes, including ISO 9001 as well as the BSI Mark of Trust, demonstrates our commitment to quality and wanting to provide our customers with superior products in the market. BSI has a high reputation. It is trusted in our industry, where products are tested for their quality and durability.”**

Steve Miller, CEO,  
The Workplace Depot



## Client challenge

The Workplace Depot, a successful family-run online retailer, decided to manufacture its own range of safety steps. Outsourcing production meant the company was unable to influence the model range or manage construction and deliveries. It was also unable to add any assurance of quality.

For a product that has safety at its core, quality is paramount, and this was a key driver in the company's search for the highest level of product assurance for its steps. It sought support from BSI to address its challenge of manufacturing a product for the first time, while ensuring it was of the highest quality.

## BSI solution

From the outset, BSI addressed these challenges by providing a schedule of costs, a timeline of the journey to

certification, and clear guidelines about the testing process and the preparation required.

Over a six-month period, with BSI's guidance, The Workplace Depot's manufacturing manager and testing engineer were able to break down the components of the standard and work together to ensure that any adaptations to the steps were compliant, while also ensuring that practical usage was never compromised.

A high level of employee engagement and participation, combined with regular contact with experts at BSI, meant that any questions were soon clarified, and hurdles were easily overcome. Much testing was completed in-house prior to the BSI audit, to minimize the need for retests.

The BSI Mark of Trust has strengthened The Workplace Depot's market position, given trust and confidence to customers, and enabled the company to stand out from others in the market.

## Why BSI?

The Workplace Depot chose certification to the BSI Mark of Trust because it is a highly recognized, trusted and prestigious mark of quality – and because of BSI's reputation for rigour and expertise.

