standards & accreditations



Wagstaff


innovation.trust.
WORKPLACE CONSULTANCY . INTERIOR DESIGN .
professionalism.longevity.
INTERIOR FIT-OUT . FURNITURE SOLUTIONS . MOVE MANAGEMENT . HIRE .
expertise.efficiency.
RE-USE & RECYCLE . SPECIALISTS
wagstaff

Introduction

Achieving industry accreditations and aligning ourselves with supporting memberships has been at the core of our business for many years now. We have always felt that our accreditations give us an underlying infrastructure, which helps to drive the company forward and demonstrates to our clients our dedication for working to the highest standards.

The memberships we hold with a diverse range of industry organisations allows us to access their vast knowledge and expertise in specialist areas and provides us with the necessary support to achieve our goals and give our customer the best experience possible.

This publication explains a little bit more about each of our accreditations and memberships and aims to demonstrate our passion for the furniture and fit-out industry. Most of all we want to you to know that by working with Wagstaff you're in safe hands.



Nick Shann
Managing Director
Wagstaff Interiors Group


Harley-Davidson
Motor Company
1903
William S. Harley and Arthur Davidson make available to the public the first production Harley-Davidson® motorcycle.
The bike was built to be a racer, with a 3-1/8 inch bore and 3-1/2 inch stroke. The factory in which they worked was a 10 x 15-foot wooden shed with the words "Harley-Davidson Motor Company" crudely scrawled on the door. Arthur's brother Walter later joins their efforts.
Henry Meyer of Milwaukee, a schoolyard pal of William S. Harley and Arthur Davidson, buys one of the 1903 models directly from the founders.

Accreditations

- **ISO 9001:** Quality Management Systems 7
- **ISO 45001:** Health & Safety Management Systems 9
- **ISO 14001:** Environmental Management Systems 11
- **ISO 22301:** Business Continuity Management Systems 13
- **ISO 27001:** Information Security Management Systems 15
- **Achilles UVDB Verify** 17
- **CHAS:** Contractors Health & Safety Assessment Scheme 19
- **Constructionline** 21
- **FISP:** Furniture Industry Sustainability Programme 23
- **SafeContractor** 25
- **FSC® & SGS:** Forest Stewardship Council 27

Memberships

- **FIS:** Finishes & Interiors Sector 29
- **CIUK:** Commercial Interiors UK 31
- **British Safety Council** 33
- **FIRA:** Furniture Industry Research Association 35
- **Citation Plc** 37



ISO 9001

Quality Management Systems

Criteria

- **Undergo the 4-stage ISO certification process.**
- **Conduct an annual review of quality policies, procedures and performance.**
- **Submit evidence of quality management within our business and within our supply-chain.**
- **Demonstrate efficient quality service standards in our business activities – pre and post delivery.**
- **Annual external audit by our authorised quality management consultancy.**



ISO 9001

Wagstaff's Quality Management Systems are fully accredited to ISO 9001:2015. Our annually audited certification shows that our policy, procedures and management techniques are robust.

Client Benefits

- Reassurance that certified systems are in place to maintain SLAs.
- Proven quality of our processes.
- Drive down costs with higher 'right first time' achievement.
- Increased productivity and customer satisfaction.
- Streamlined and improved service and quality management.
- Real-time business and project reporting, monitoring and review.
- Certified management of quality controls.
- Internationally recognised quality standard and accredited quality methodology.



ISO 45001

Health & Safety Management Systems

Criteria

- **Undergo the 4-stage ISO certification process.**
- **Annual review of health and safety policy, procedures and performance.**
- **Provide practical evidence of robust health and safety management of our activities and within our supply-chain.**
- **Demonstrate up-to-date legal compliance.**
- **Show effective safety management on our own premises and when working on client's sites.**
- **Provide health and safety awareness training for all staff.**
- **Annual external audit by our authorised quality management consultancy.**



ISO 45001

Wagstaff's Health & Safety Management Systems are fully accredited to ISO 45001:2018. ISO 45001 is an internationally applied British standard for occupational Health and Safety Management Systems. By meeting the requirements of year-on-year ISO 45001 audit Wagstaff is able to demonstrate sound occupational health and safety performance.

Client Benefits

- Reassures clients in businesses and public sector organisations that they are selecting a supplier with certified systems to ensure legal compliance.
- Accredited management of health and safety risks.
- Reduced likelihood and liability of business risk and costs from health and safety related accidents, incidents or issues.
- Internationally recognised health and safety accreditation.
- As a client your site is managed to ISO 45001 standard giving ultimate peace of mind for both Wagstaff and client staff.



ISO 14001

Environmental Management Systems

Criteria

- **Undergo the 4-stage ISO certification process.**
- **Yearly review of our policies, procedures and performance.**
- **Provide evidence of robust environmental management and social responsibility.**
- **Demonstrate full legal compliance.**
- **Demonstrate energy, water and waste efficiency.**
- **Provide environmental awareness training for staff.**
- **Annual external audit by our authorised quality management consultancy.**
- **Wagstaff is an environmental agency (EA) licensed waste carrier determined to recycle as much material as possible.**

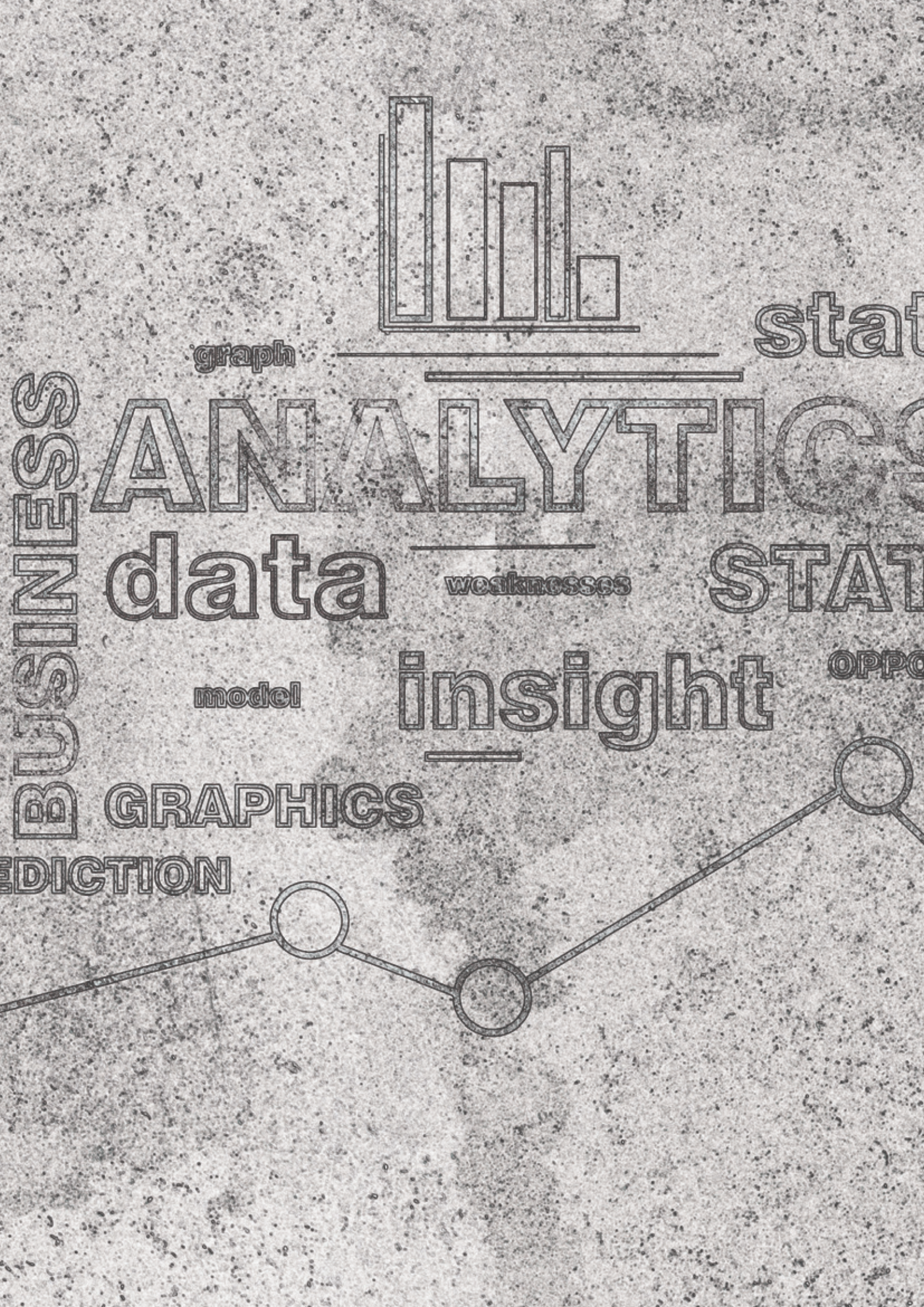


ISO 14001

Wagstaff's Environmental Management Systems are fully accredited to ISO 14001: 2015. Policies, procedures and business activities that have an impact on the environment - including the use of natural resources, energy consumption and the management of waste.

Client Benefits

- Reassurance that clients, businesses and public sector organisations are selecting a supplier which behaves in a responsible way towards the environment and is prepared for changes in regulation.
- Proven legal compliance in your supply-chain.
- Reduced cost opportunities through identified savings on energy and water usage and waste reduction.
- Reduced CO^2 footprint as a business and all our regional offices. CO^2 footprint calculated and audited on an annual basis.
- Carbon footprint data made available for all products manufactured or sold.
- Reduced liability and insurance rate opportunities.
- Internationally recognised environmental accreditation.
- Wagstaff hold a valid waste carriers registration for the transport of all packaging material.
- All waste is bundled and segregated on site and at our warehouse for recycling. All waste and recycling collection data is reported.


graph
stat
ANALYTICS
data
weaknesses
stat
insight
model
GRAPHICS

ISO 22301

Business Continuity Management Systems

Criteria

- **Undergo the 4-stage ISO certification process.**
- **Year-on-year review of our business continuity plan, management systems, procedures and performance.**
- **Demonstrate that Wagstaff's business continuity plan and management systems comply with internationally recognised standards.**
- **External audit by our appointed quality management consultancy.**
- **An independent assessment that our plan is robust enough to recover quickly delivering a seamless service to our clients.**

ISO 22301

Wagstaff's Business Continuity Plan & Management System is fully accredited to ISO 22301: 2012. With the future becoming more volatile it is essential that supply-chain organisations are prepared for the worst and are able respond and recover quickly to disruption. Our accreditation shows that we will be able to maintain the delivery of our services ensuring that our clients are not affected.

Client Benefits

- Reassurance that clients' businesses and public sector organisations are selecting a supplier which has a certified business continuity plan and management systems.
- Verified resilient systems that manage interruption from minor disruption to natural disaster.
- This accreditation demonstrates that we will be able to quickly restore our services minimising impact on our clients.
- Reassurance that our business regularly practices its disaster recovery procedures in order to qualify for the ISO 22301 standard.


C++
ISAPI
RDS
SourceSafe
Database
ISP
e-mail
internet
wav
CSX-files
GUID
OpenGL
RDO Script
GUI
GDI
TCP/IP
enter

ISO 27001

Information Security Management

Criteria

- **Allow our systems to be tested on an annual basis against threats from hackers and viruses.**
- **Undergo the 4-stage ISO certification process.**
- **Review information security management policies, procedures and performance.**
- **Provide evidence of effective information security management within our business.**
- **Demonstrate compliance with internationally recognised standards of information security.**
- **External audit by our authorised quality management consultancy.**



ISO 27001

Wagstaff's Information Security Management Systems (ISMS) are fully accredited to ISO 27001: 2013.
Our accreditation shows that we meet stringent international specifications and meet recognised international standards for the protection of corporate information whether from hackers, viruses or other unauthorised access.

Client Benefits

- Reassurance that clients, businesses and public sector organisations are selecting a supplier with certified security systems to protect vital data and information.
- Recognised effective security controls protect our clients from information threats, security breaches and theft.
- Independently assessed and verified systems that will minimise threats to client information and data.
- Accredited effective physical and technical security procedures which reduce risk and disruption.
- Recognised industry best practice.
- Reassurance that client data, address details and floor plans held on our systems will be protected.
- In the ever changing world of IT threat, our protection systems are kept up-to-date on a monthly basis with an annual audit.



Achilles UVDB Verify

Pre-Qualified Supplier - Utilities Sector

Criteria

- **Annual two day UVDB Verify Category B2 office and on-site assessment and audit.**
- **Complete and maintain Achilles on-line pre-qualification questionnaire.**
- **Provide ongoing supporting evidence of policies and procedures in practice.**
- **Engaging the Utilities Sector to use Achilles approved suppliers.**

Achilles UVDB Verify

Achilles UVDB Verify is the proven industry pre-qualification system used by the Utilities Sector in the UK to source suppliers, manage risk within the supply chain and ensure compliance with EU regulations.
Wagstaff has consistently passed Management Systems, Health & Safety, Environmental, Quality & CSR audit to be a registered pre-qualified supplier on the Verify database.

Client Benefits

- Helps utility sector companies manage risk by having an accurate picture of how we comply with legislation, EU regulations and your own corporate governance.
- Peace of mind and security that our information is up-to-date and verified by independent audit.
- Verified on-line questionnaire accessible by utility sector organisation's participating in the scheme supporting better decision making and reduce costs.
- Gives an accurate picture of how your suppliers are protecting your business.
- Saving money through achieving operational efficiencies and supporting better decision making.
- **Reduce costs:** Comply with EU legislation by using Achilles Vendor database for tenders that are over the EU threshold - can save up to 30 days in the procurement process.



CHAS

Contractors Health & Safety Assessment Scheme

Criteria

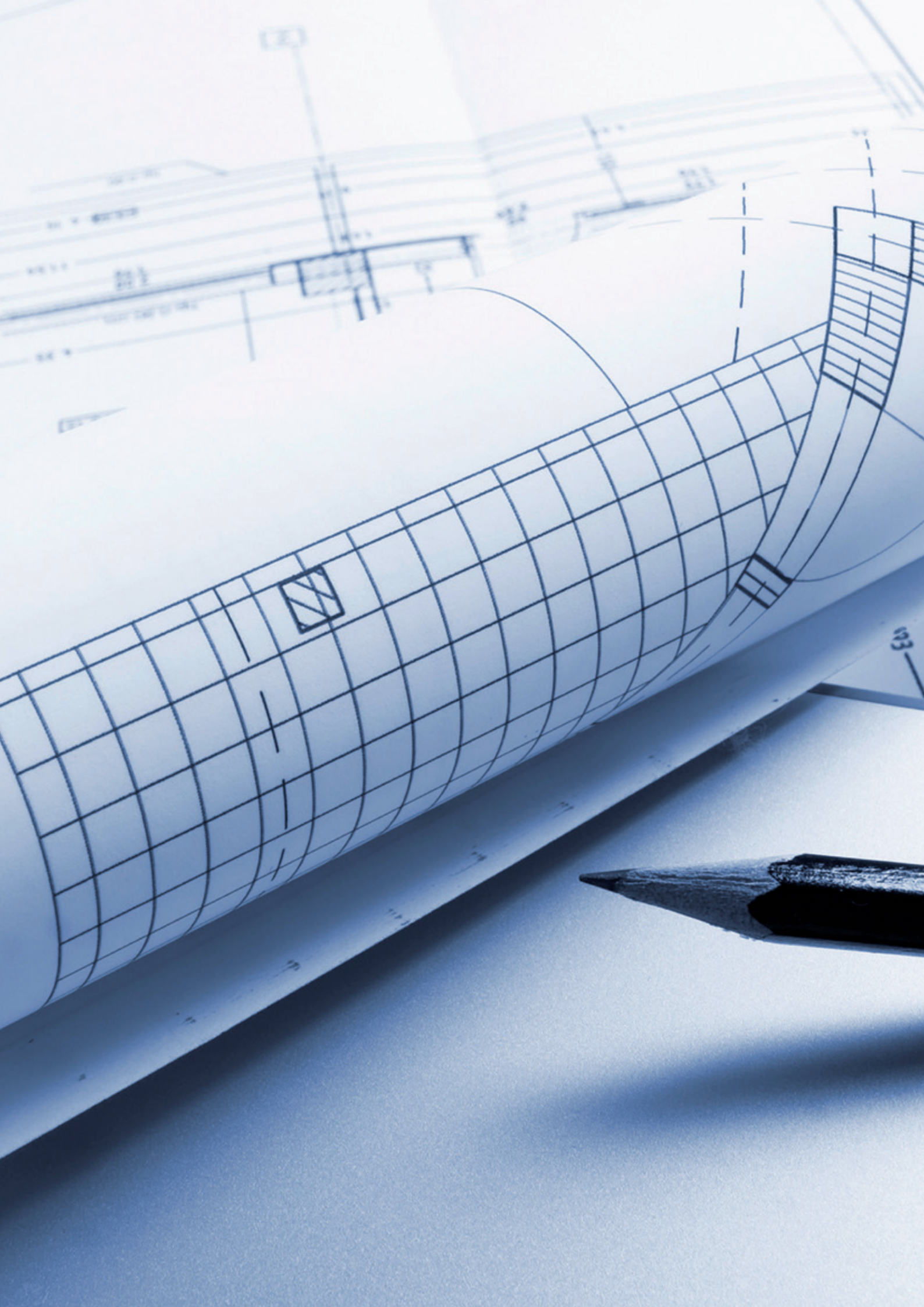
- **Annual CHAS assessment.**
- **Provide evidence of H&S compliance and management in practice.**
- **Submit documentary evidence of accreditations, training, policies and business standing.**

CHAS

The CHAS (Contractors Health and Safety Assessment Scheme) SSIP accreditation is recognised across the whole of our industry and is the largest, fastest growing Health and Safety assessment scheme in the UK. Large private companies and Public Sector organisations who select Wagstaff for their requirements can be totally confident of our sound management and compliance with Health & Safety legislation.

Client Benefits

- Legal compliance with core criteria of CDM 2015 regulations.
- Private & Public Sector organisations can be totally confident of our sound management and compliance with Health & Safety legislation.
- Already pre-qualified, save time and resources in the assessment of PQQ process.
- Fully recognised by procurement professionals.
- Independent HSE approved SSIP auditing.
- Confirms we work safely, protecting staff and everyone who may be affected by the work.



Constructionline

Pre-Qualification Register - Construction Services

Criteria

- **Annual review and assessment.**
- **Keep company details up-to-date online - the supplier database is monitored on a daily basis by Constructionline in real time.**
- **Submit evidence of H&S compliance and management in practice.**
- **Provide documentary evidence of accreditations, insurance, training records, policies, financial and business standing.**

Constructionline

Wagstaff is a member of Constructionline which is the UK's largest register of pre-qualified construction services.
It streamlines procedures by supplying the construction industry and its clients with a single national pre-qualification scheme.

Client Benefits

- Cuts down pre-qualification administration, simplifying the PQQ process.
- Pre-qualified as a supplier to government standards, PAS91 compliant.
- Meets industry, e-Purchasing and Government procurement requirements for fit-out and refurbishment projects.
- See our standard information online covering company details, financial, Health & Safety, quality and environment.



FISP

Furniture Industry Sustainability Programme

Criteria

- **Undergo comprehensive audit.**
- **Complete an annual survey.**
- **Comply with set criteria and fulfil environmental, social and economic core criteria.**
- **Document and implement recognised environmental policy.**
- **Provide evidence of compliance with environmental and health and safety legislation.**

FISP

Launched in 2006 to endorse and promote sustainable development in the furniture industry, the Furniture Industry Sustainability Programme (FISP) is a third-party certification programme administered by FIRA International Ltd.

The ability of clients to prove a company's sustainability credentials is becoming more and more important when securing suppliers. FISP membership and accreditation demonstrates that Wagstaff is taking its environmental and corporate social responsibility obligations seriously.

FISP is backed by the entire furniture industry and is a mark of excellence in sustainability.

Client Benefits

- This accreditation is backed by the entire furniture industry.
- Demonstrates environmental and sustainability excellence in supply chain.
- It helps to improve competitiveness through production efficiencies and cost savings.
- FISP helps with the best use of market opportunities to provide more sustainable products for clients.
- Helps to build customer trust between Wagstaff and our clients.



SafeContractor

Pre-Qualified Contractor Health & Safety Assessment

Criteria

- **Stringent renewal audit every 12 months.**
- **Follow-up Additional Information Audits.**
- **Demonstrate evidence of compliant H&S policies, risk assessment and First Aid.**
- **Meet specific requirements relating to supply of furniture, contracting and acting as Principal Contractor.**

SafeContractor

This flagship scheme is used by some of the UK's largest corporations to manage health and safety risks when employing contractors.
Safecontractor has more than 200 clients, many of which are household names, with almost a third in the FTSE 100.

Client Benefits

- Reduce risk within your organisation.
- Evidence that we are meeting our legal requirements each year.
- Reduce costs associated within the administrative burden of meeting Health & Safety compliance in procurement.
- An SSIP accreditation which meets CDM regulations criteria.



FSC® & SGS

Forest Stewardship Council

Criteria

- **Undergo strict audit against the FSC® Principles and Criteria for Forest Management.**
- **Demonstrate robust environmental and socially responsible procurement.**
- **Show sound environment, Health & Safety, financial and ethical policy in practice.**
- **Provide evidence of good practice throughout our supply chain.**
- **Provide documentary evidence that supplies of timber based products have been sourced through FSC® Certified organisations and that those products can be identified as FSC® Certified products.**
- **Ensure that when making a FSC® claim purchase orders, delivery notes, purchase invoices and where applicable sales invoices state that the products are FSC® Certified.**
- **Record the quantities of FSC® Certified products for the purpose of annual audit.**
- **Internally audited on a regular basis to ensure the preservation of the Chain-of-Custody.**



FSC® & SGS

Our Forest Stewardship Council Chain-of-Custody management ensures that the origins of our timber based products are trace-able and from well-managed, ethical and responsible sources. SGS is a Forest Stewardship Council certification body that inspect, audits and certifies organisations - providing Chain of Custody accreditation. From logs to lumber, to furniture and wood pulp, it is becoming more important to know exactly where materials have come from.

Client Benefits

- Meets CSR and environmental compliance.
- Assures buyers that timber is sourced from responsibly sourced products/forest management according to correct social, economic and environmental standards.
- Independently audited annually by SGS.
- Internationally recognised accreditation.
- **Community Engagement**
  FSC® requires forest managers to engage local community members and to protect customary rights of indigenous people.
- **Environmental Protection**
  FSC® forest management standards expand protection of water quality, prohibit harvest of rare old growth forest and loss of natural forest cover and prohibit highly hazardous chemicals.



Project: Zonal Retail Data Systems, Edinburgh
Photo: Paul Zanre

FIS

Finishes & Interiors Sector

Criteria

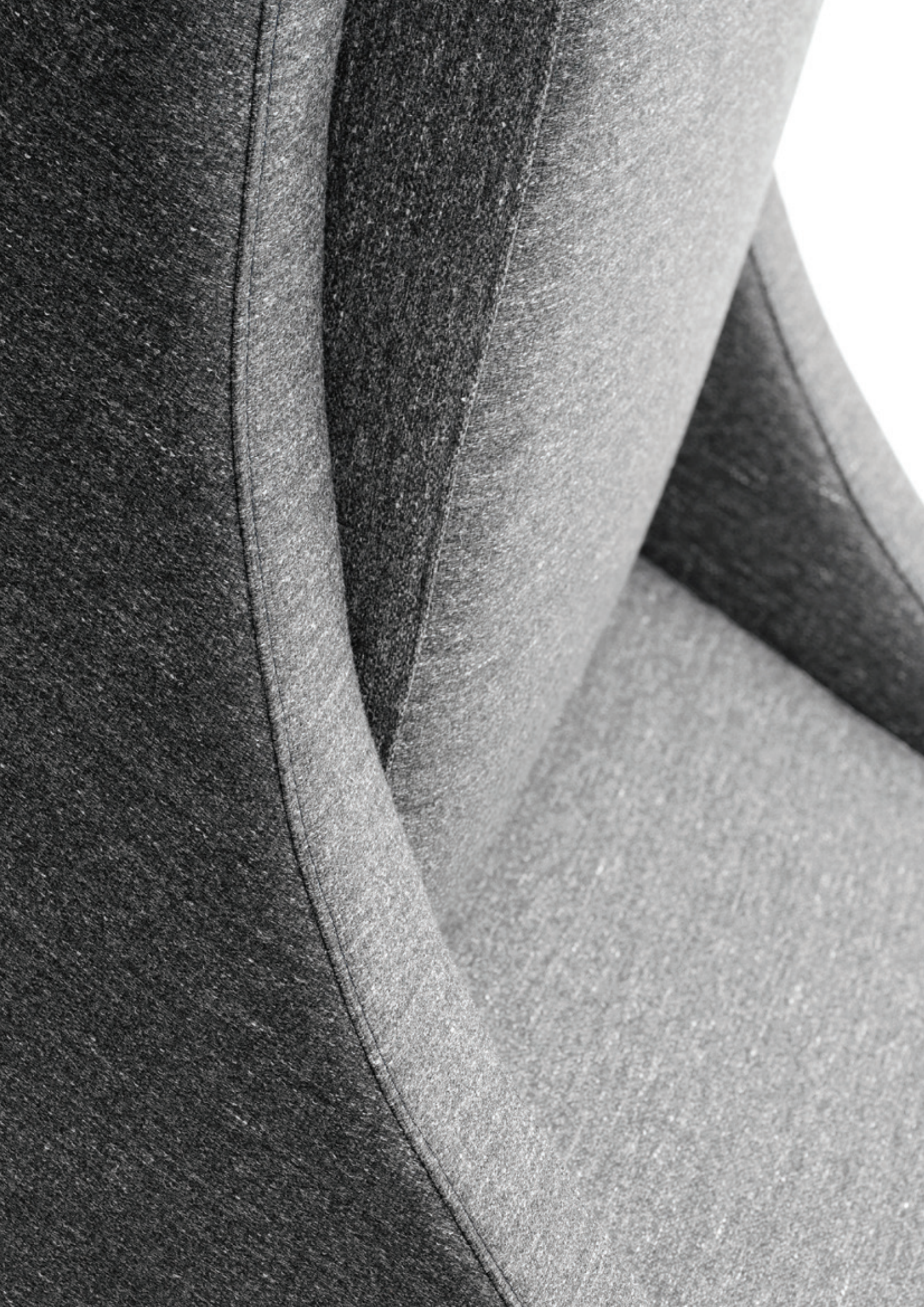
- **Vetting process conducted on-site.**
- **Evidence our established track record in the interiors sector.**
- **Meet FIS standards for workmanship and finishes.**
- **Verify our financial standing and stability.**
- **Comply with the FIS Code of Conduct.**

FIS

FIS is the recognised trade association representing the interior fit-out, refurbishment and finishes sector.
Wagstaff's Membership of FIS is a statement to our Clients of our commitment to quality, craftsmanship, good practice, safe working and continuity of standards.
Membership is not automatic.
It follows ongoing vetting of our work on site and compliance with the FIS Code of Conduct.
(FIS formerly known as AIS FPDC).

Client Benefits

- Reassurance of Wagstaff's professional excellence.
- Verification of quality of workmanship and application of industry best practice.
- Reliable specialist contractor and manufacturer.
- Advice, training and technical support available to all members.
- A high focus on construction finishes and innovation.
- Access to the right skills, working to high technical standards. The aim is to equip members to meet clients' needs more effectively.
- To embed a culture of quality and sustainable development.



CIUK

Commercial Interiors UK

Criteria

- **Satisfy the association's standard of professionalism and make a commitment to provide the market with the highest standards of service.**
- **Commit to the CIUK Code of Practice.**
- **Membership awarded in recognition of Wagstaff's professional status.**

CIUK

Wagstaff is a member of the Commercial Interiors UK. Covering the full spectrum of interior products and services, its members are leading manufacturers, suppliers and designers of furnishing services for commercial buildings throughout the UK.
Membership is a distinction that is not automatically awarded but is achieved in recognition of Wagstaff's professional status. It shows our commitment to serving the industry at the highest level and maintaining excellence in design, innovation, product quality and in particular customer service.

Client Benefits

- Reassurance that we operate ethically, encourage excellence and strive for improved standards.
- Recognised as a furniture industry benchmark accreditation.
- Shows our commitment to maintaining excellence in design, innovation, product quality and in particular customer service.
- Up-to-date information on latest market trends and suppliers.
- Office furniture sales statistics, quarterly report and review of the office furniture market.
- Advice on exporting and installing projects abroad.
- Access to the industry helpline and collaboration with other members.



British Safety Council

Health & Safety at Work

Criteria

- **Being a member gives our business access to key information, expert training and the right people.**
- **Membership of the British Safety Council will also help our organisation manage legislation and compliance as well as systematically raising our health, safety and environmental standards.**
- **Membership to the British Safety Council is by subscription.**

British Safety Council

One of the most recognised health and safety organisations - and acknowledged by the HSE - the British Safety Council is dedicated to making sure that nobody is injured or made ill at work.
Health & Safety at Work is of key importance and Wagstaff works hard to protect its employees, clients and others from hazards and risk. As a Member of The British Safety Council, Wagstaff shows its commitment to keeping people safe and healthy at work – by communicating, promoting and implementing good practice.

Client Benefits

- Membership demonstrates our commitment to improving health and safety at work.
- Communication, promotion and implementation of good practice.
- Wagstaff has been a British Safety Council member since 2004.
- We keep up-to-date with latest news, developments and legislation.
- Staff attend continuing professional development seminars to keep up-to-date with the latest Health & Safety trends and legislation.
- Membership certification displayed on all our sites.



FIRA

Furniture Industry Research Association

Criteria

- **Access to FIRA is by annual subscription.**
- **Wagstaff are full member of the FIRA organisation.**
- **FIRA role is to ensure products are safe, legal and fit for purpose by keeping up-to-date with changes to standards and regulations.**
- **FIRA members have access to the world famous resources and technical expertise both through the specialist experts and through the vast amount of technical and business information that is made available.**

FIRA

Established over 60 years ago The Furniture Industry Research Association provides members with a full range of independent services including product testing to British and International Standards, research, consultancy, certification schemes, awards and training - all of which help Wagstaff to provide better products and service to it's clients.

Client Benefits

- Independently tested and certified furniture products to British Standards for flammability, ergonomics, textiles and upholstery, structural, surface finishes.
- Free FIRA certificate on-line validation service.
- FIRA's furniturefootprinter™ calculates carbon and ecological footprints of products, processes, projects and companies to assist CSR reporting and improvement.
- Access to the latest industry statistics, giving us the advantage over our competition.
- As a full member Wagstaff can access the following services from our FIRA account manager on behalf of our clients.
  - Procurement and product selection.
  - Product safety and performance.
  - Ergonomic design and evaluation.
  - Sustainability and environment.
  - Standards and regulations.
  - Market intelligence.



Citation Plc

Criteria

- **Access to Citation 24/7 support and advice services is by annual subscription.**
- **We worked with Citation to review and evaluate our Health & Safety documentation, employment practices and staff training processes.**
- **The company continues to work with Citation's Health & Safety qualified consultants to support, monitor, audit and review health and safety and environmental aspects and impacts.**
- **Citation support over 1,500 businesses in the UK and have been doing so for 25 years.**

Registered Member

Citation

Citation Plc provides an excellent source of advice in many areas of the business, with a comprehensive library of fact sheets, newsletters and stationery materials covering a variety of topics including:

- Employment Law
- Health and Safety
- Environment
- ISO Certification (having recently merged with QMS International Plc)
- Online Training - **Cittrainer Atlas** ® platform
- Our online training resource for health and safety awareness, personnel and employment law.
- Online training resources which allow us to test our employees' knowledge of health and safety or personnel and employment law. A number of training courses are provided, each accompanied by a selection of test questions giving us visibility of our employees' progress.

Client Benefits

- Confidence that our staff have passed training tests in Health & Safety, environment and employment modules appropriate to their roles within the company.
- Assured compliance with legislation in many areas of the business.
- Solicitors and HR professionals on hand to assist our business both internally and on behalf of our clients.
- The recent merger between Citation and QMS will give clients confidence that we have partnered with an organisation that is increasingly recognised as a major player in the business arena.





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