

# CASE STUDY

# Safety & Workwear Supply

## INDUSTRY Electrical Contracting

## TEAM SIZE 11–20 employees

**The business relies on consistent access to PPE, workwear, safety footwear, and hi-vis clothing to keep engineers protected on site. With regular new starters and tight project deadlines, dependable supply and product quality are critical to maintaining smooth, compliant operations.**



## THE CHALLENGE

Before working with us, the electrical contractor was dealing with an unreliable and inefficient PPE and workwear supply. Stock availability was inconsistent, causing delays for new starters and engineers needing quick replacements. Product quality varied across garments, gloves, and footwear, resulting in higher wear rates and more frequent reorders.

Sizing inconsistencies added extra admin time, and there was limited support in selecting the correct PPE for specific tasks. With slow communication and no dedicated point of contact, the process created compliance worries, unnecessary costs, and frustration within the team.

## THE SOLUTION

After understanding the challenges they were facing, we introduced a more reliable and proactive supply process. We ensured consistent availability of all essential PPE and workwear so their engineers could access equipment quickly and without disruption. We upgraded them to higher-quality, better-fitting products to improve comfort and durability, and we also branded their workwear and hard hats to create a more professional, cohesive look for their team.

A dedicated account manager was assigned to provide fast, clear support, and we advised on the correct PPE required for electrical work, helping them stay compliant while reducing administrative pressures. The result is a dependable, streamlined supply solution tailored to their operational needs.



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## RESULTS & IMPROVEMENTS

Since moving to Dalton Safety, the contractor has seen major improvements in both reliability and product quality. New starters and existing engineers now receive their PPE and workwear quickly, and the upgraded ranges provide better fit, comfort, and durability.

They've also reported fewer PPE-related issues and an estimated 30% reduction in replacement requests, strengthening compliance and improving overall operational efficiency.



## WHAT THE CUSTOMER SAID

“We would absolutely recommend Dalton Safety. Their service is consistently reliable, their communication is excellent, and they genuinely care about getting things right. They've made PPE management easier, more efficient, and their support has improved both operations and engineer safety. Dalton Safety has become a trusted partner, not just a supplier.”

