

# Dawsongroup material handling



## About Us

Dawsongroup | MH, part of Dawsongroup PLC, are a forklift and warehouse equipment provider with over 40 years' industry experience and were the original Toyota forklift truck importers for the UK. Dawsongroup is a privately owned business and now operate as the largest independent asset rental company in the UK.

Our approach to business is based on 3 core values:

1. **Service** – Providing the best possible support and service excellence for every customer 24/7/365.
2. **Usership** – Having flexible, affordable rental packages for short and long term requirements with no hidden extras.
3. **Best of market** – Providing our customers with the best equipment the industry has to offer that's best suited to their specific requirements.



A Bendi narrow aisle forklift is shown from a low angle, positioned between two tall, dark metal pallet racks. The racks are filled with various items, including boxes and bags. The forklift's mast and forks are visible in the center of the frame. The floor is a light-colored, polished concrete. The overall scene is a well-lit industrial warehouse environment.

## **Maximise Storage**

To maximise efficiency it is critical to balance your density of storage with speed of access. We have the largest Bendi rental fleet in the UK; Bendi have the widest range of solutions for the narrowest aisles.

If you need a quick, temporary change in your operation to enhance your storage capability, our rental options combined with Bendi's product range give you the perfect solution.

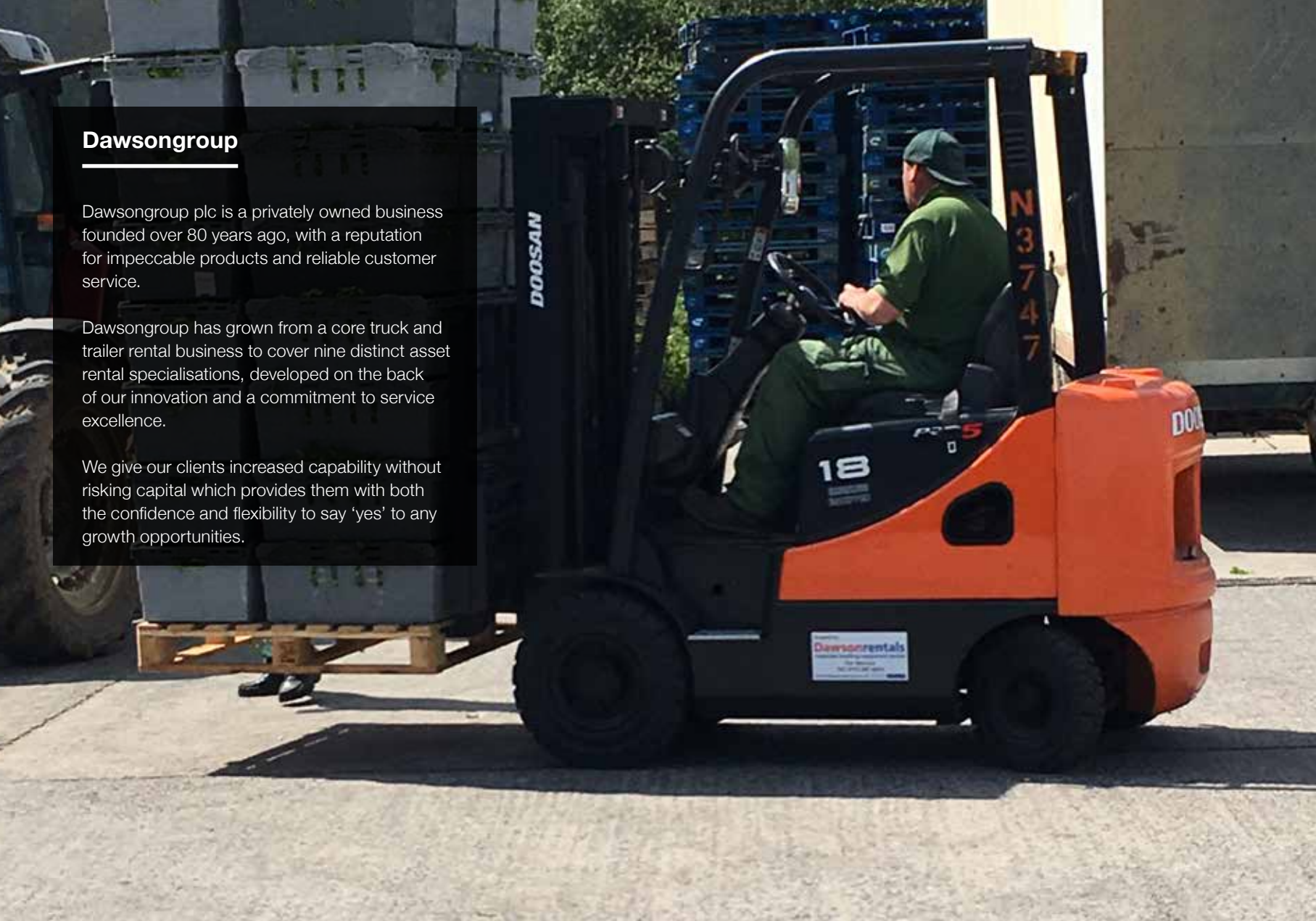


## Dawsongroup

Dawsongroup plc is a privately owned business founded over 80 years ago, with a reputation for impeccable products and reliable customer service.

Dawsongroup has grown from a core truck and trailer rental business to cover nine distinct asset rental specialisations, developed on the back of our innovation and a commitment to service excellence.

We give our clients increased capability without risking capital which provides them with both the confidence and flexibility to say 'yes' to any growth opportunities.



**“Do you know what good service is? Not just call-outs and maintenance, but the whole support package you get with a company like Dawsongroup. I often receive calls and emails from other FLT suppliers, but I know that whatever they promise, I already have everything I need with Dawsongroup”**

*Paul Trueman, Transport Manager -  
CARPENTER LTD*



## Service

We understand that unexpected problems are inevitable, so at Dawsongroup we make it our priority to resolve them as quickly as possible to protect our customers productivity and safety. Our experienced service engineers provide a second to none service to ensure successful resolutions.

During normal business hours we promise to respond to breakdowns within 4 hours and our out-of-hours service means that help is always at hand.

Dawsongroup | MH guarantees nationwide support, along with the benefits of a local working relationship that can add real value. We work to consistently high standards of quality whatever the problem, your equipment is always repaired in the shortest possible time.



National service  
support available  
365/24/7



Average  
response time  
2 hours 23  
mins (audited  
quarterly)



Scheduled review  
meetings to help  
you manage and  
reduce cost



Engineering team  
not targeted  
for revenue  
generation



## Finance

### YOUR ASSET, OUR RESPONSIBILITY

Our question to you...

Do you really want to own it?

Or do you just want to use it?

The decision between outright purchase and asset rental is unique to every business, but in our experience renting offers distinct advantages including:

1. Efficient working capital – release capital to be invested in other areas of business
2. Fixed cost budgeting – rental rates are fixed for the term of the contract
3. Flexibility – adapt your fleet to the length of your contract with your customer
4. Cash flow efficient – pay out of operating income
5. Tax efficient – rental payments can be offset against taxable profits
6. Off-balance sheet finance – accounting ratios can be improved
7. Low risk - we manage the risk of ownership

Our team of experienced materials handling professionals are always available to discuss these advantages and how they can help your business.

We are the owner, funder and maintenance provider for all of our rental agreements, which enables us to provide the levels of flexibility that mirror changes in your business and ensure that you have the correct fit and quantity of equipment as and when you need it.

We are asset rental specialists, with over 22,500 assets on rent, making us the largest independent asset rental company in the UK.

### DG FINANCE PACKAGES

We understand that genuine rental isn't right for every customer, so our services don't just lie in asset rental, but also outright capital purchase and other finance products such as hire purchase, finance leases and bespoke pay as you use packages. Our in house finance business Dawsongroup | Finance is an independent specialist business lender so we aren't bound to overly onerous processes that

seem to exist for their own sake. We engineer our operation around our customers and make it as quick and easy to borrow as possible, with access to a friendly and experienced team of professionals who are ready to help and advise.

Our customers report real satisfaction with the service and offer they receive, and we work hard to provide lending solutions that really meet their needs. Dawsongroup | finance have a superb product offering with variable terms to suit individual customer needs, and to ensure your business can thrive and grow.

From new business purchases to project investments, in all cases, we can help.

### We focus on:



**PROVIDING  
EXCELLENT  
SERVICE**



**FAST  
FLEXIBLE  
SOLUTIONS**



**MEETING  
CUSTOMERS'  
NEEDS**



## Best of market

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At Dawsongroup | MH, we only offer our customers the highest quality equipment the market has to offer.

We only work with our industry's premium brands - testament to this are our four core suppliers; Toyota, Doosan, Atlet by UniCarriers and Translift Bendi (we operate the UK's largest fleet of Bendi Articulated Forklifts).

However, our equipment recommendations are not based on the limits of a product range but on our experience and expertise to ensure the correct fit for our customer's businesses. As an independent provider, Dawsongroup | MH are not tied to a manufacturer or solution, and are free to recommend the forklift trucks best suited to your needs and the service package that best fits your business.







## MY MISSION

**“To provide an environment that encourages our people to thrive, where they can aspire to be the best and give our customers a real experience of service excellence.”**

*PAUL SHIRES, Managing Director –  
Dawsongroup | Material Handling.*

# 1995

Dawsongroup  
acquires material  
handling business

# 7

Business in Europe:  
UK-Netherlands- France-  
Germany-Ireland-Poland-Spain

Over **20** years  
Dawsongroup  
material handling  
has provided an  
industry leading  
service

# 1250

Forklifts

# 24/7

Control  
Centre

# 36

Locations  
Nationwide

# 2000

Group structure  
reorganised to  
create separate  
trading companies



# 365

Days customer support

# 4

Leading  
Suppliers



Redefining service excellence

Today we have over 7,500 years of Asset Management experience in our group



**“Dawsongroup material handling have been our preferred supplier for over 14 years - we know we can always rely on them”**

*Stuart Bone, Group HR Director - Aspray24*

## Products

Our products include counterbalance trucks and warehouse equipment, as well as specialist equipment for a variety of applications. With load capacities from 1.5T up to 45T, we can cover all your material handling needs, indoors and outdoors.



## Internal Combustion Counterbalance Trucks

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Our engine powered counterbalanced trucks are available as diesel or LPG models. Suitable for light to heavy-duty operations, and ranging in sizes from 1.8 tonnes upwards, these trucks offer unmatched stability and exceptional productivity making them perfect for intensive outdoor tasks.

Our range of internal combustion trucks are all compliant with the latest environmental regulations, maintaining performance while meeting exacting emissions standards.





## Electric Forklifts

Our electric counterbalanced trucks are available in 3 or 4-wheel models up to 8.5T for a variety of indoor and outdoor applications such as loading, unloading, stacking and horizontal transport. Electric trucks are quiet and clean, and with the ability to change batteries quickly are now ideal for multi-shift operations.

We also provide battery management systems. These ensure the battery and chargers are used evenly, prolonging the life of the fleet and reducing operational costs.



## Warehouse Equipment

We offer a complete range of best in class warehouse equipment that meets the high demands of a modern business in terms of technology, quality and ergonomics.

### PALLET TRUCKS

Pallet trucks are a core element of any materials handling operation. Manual pedestrian pallet trucks are perfect for the efficient handling of heavy pallets over short distances in the warehouse, but our powered pedestrian and stand-on models (also known as PPTs, or powered pallet trucks) can offer a faster solution. Stand-in and sit-on pallet trucks offer the best of both worlds, and allow more comfort and efficiency over longer periods of use.



**UNI**CARRIERS

## Warehouse Equipment

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### STACKERS

Stacker trucks are primarily used for stacking European pallets at a range of heights, but they're very versatile machines, and perfect for moving pallets around a warehouse. Our stackers come in pedestrian, stand-on, stand-in and sit-on models, and have been designed with ergonomics and usability as the focus. Double stackers, which can carry two pallets at once, and stackers with telescopic forks for deeper racking are also available.



### ORDER PICKERS

Making your order-picking process as effective as possible, both on the ground and at the highest picking level. Superior driving performance, excellent stability at height and a host of ergonomic features designed with the user in mind. Our range of order pickers enhance both the productivity and confidence of your operators.



### REACH TRUCKS

With capacities from 1.4t - 2.5t to meet the needs of our customers, we also offer narrow chassis versions, heavy duty masts and specially designed trucks for light, medium or intensive operations. Designed to increase the productive flow of goods in the warehouse and with a whole host of features that make the trucks more comfortable, powerful and safer.





## Specialised Equipment

As an independent supplier we have access to the entire market enabling us to supply a wide range of specialist equipment such as access platforms, rough terrain forklifts, sideloaders, telehandlers, and tow tractors from a range of industry leading manufacturers. We also specialise in portaloaders and Bendi articulated forklifts.

### PORTALOADERS

Portaloaders, also known as scissorlifts enable the loading and unloading of vehicles without loading docks, and are ideal for temporary dock loading requirements, our mobile scissorlift portaloaders offer variable operational heights compatible with all vehicle specifications. Offering 5T capacities, ability to accommodate up to 9 roll cages and single person operation which increases operator safety at loading bays. Improves turnaround times by as much as 300% by eliminating the need for vehicle mounted tail lifts.



### BENDI ARTICULATED FORKLIFTS

Bendi, the original designer of the Articulated Forklift Truck, offers a range of narrow aisle forklifts that has something to suit almost every site, layout or budget. The Bendi works in the narrowest aisles, the highest racking bays and the most demanding multi-shift operations. If you need to reduce storage space in order to increase the amount stored, or reduce the space you store it in, there is not a more cost-effective way to handle pallets on pallet racking. Being just as comfortable working outside as inside, a Bendi can do the job of the counterbalance forklift and the reach truck, both of which need much wider aisle space.



## Dawsongroup

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We are not limited to a particular range or just what someone else manufactures. We supply what's right for the job.



Loading Bay 1

Los





## Fleet Cost Management

Fleet Cost Management from Dawsongroup supports better decision-making and improved bottom line results through our disciplined approach to capturing data and presenting it as knowledge that can be acted upon. From day to day decisions to the big-picture view, we provide the tools that enable managers to identify issues, set goals and measure success.

Understanding your true maintenance expense is the key to gaining control of your costs and identifying opportunities to improve fleet performance. Dawsongroup offer a simple and efficient fleet maintenance management system that accurately captures total maintenance costs for individual lift trucks and entire fleets over multiple locations.

- Keep your maintenance costs in check
- See where your maintenance money is going
- Collect Parts & Repair data by truck
- Identify trucks beyond economic life
- Highlight truck operator error expenses (e.g. damage)
- Compare your maintenance expenses by each and every individual truck
- Hold regular fleet reviews with your Dawsongroup Contract Team

With Dawsongroup | MH Fleet Cost Management you can ensure essential operating information is instantly available, enabling the tracking of entire fleets over multiple locations.



**UP-TIME . PM COMPLIANCE . OPERATING COSTS. 100% TRANSPARENT.**

# Dawsoncare, your asset our responsibility

Choose your perfect service plan from Dawsongroup | material handling.

Whether you have a truck from us, or just need service support for the equipment you own, we can recommend the perfect package from our range of service options that are tailored to meet your specific requirements.

Our aim is to provide a cost effective and efficient solution every time with built-in flexibility should your needs change over the contract period.

## AVAILABLE SERVICE AGREEMENTS

- Full service contract – this agreement will take care of all your truck and repairs and provides you with the highest levels of operational performance and uptime (excluding accidental damage or negligence).
- Preventative maintenance agreement – this is an effective way to prevent unplanned downtime and costly repairs, we take over responsibility for maintaining your trucks according to a pre-agreed plan as well as ensuring that your trucks meet all safety requirements.
- Safety inspection agreement – this agreement ensures that your truck always complies with safety standards set by national laws and regulating bodies.
- Pay as you go – this package is designed with flexibility and convenience in mind. Your preventative maintenance for your equipment will be arranged for a time that is convenient for you, as frequent as you'd like with no extra costs.

## PARTS

We hold an extensive parts inventory and where we don't hold an item in stock we are able to source all parts within 24 hours - our aim is to minimise down time and ensure your equipment is always available.

- 4 hours response time
- 95% parts held in stock
- 95% first time fix rate

## Our service promise:



NATIONAL SERVICE  
SUPPORT AVAILABLE  
365/24/7



AVERAGE RESPONSE  
TIME 2 HOURS 23  
MINS (AUDITED  
QUARTERLY)



SCHEDULED REVIEW  
MEETINGS TO HELP  
YOU MANAGE AND  
REDUCE COST



ENGINEERING TEAM  
NOT TARGETED  
FOR REVENUE  
GENERATION



#### FLEET AND OPERATOR MANAGEMENT

When robust data drives confident decisions, your organisation can achieve improved results:

- Lower costs
- Higher productivity
- Improved safety and compliance
- Optimised operations

Technology has revolutionised the way we capture, share and act on information, in our personal lives and most aspects of modern business. Dawsongroup telematics system brings the benefits of technology to materials handling by connecting lift trucks, operators, and facilities to give you a new perspective on your fleet.

Our telematics system enables forklift fleet users to better manage their operators and assets. The system monitors and communicates a wealth of invaluable fleet truck usage and performance information. Lift truck sensors, remote technology, integrated electronics/display, automated processes and insightful reports work together to reduce paperwork, simplify fleet management and substantially save time and costs.

- Advanced operator access control
- Customised pre-use check lists
- Intuitive operator and vehicle performance dashboards
- Comprehensive impact reporting
- Equipment tracking with event location log



**IMPROVE  
SAFETY IN THE  
WORKPLACE**



**REDUCE  
THE TOTAL  
USERSHIP COST**



**MANAGE  
YOUR FLEET IN  
REAL TIME**

## Consultative Services

### DISCOVER THE IMPACT OF PLANNED CHANGES BEFORE THEY ARE IMPLEMENTED

Modern businesses rightly expect much more than just hardware from their materials handling suppliers. Dawsongroup and our partners have developed a unique range of consultative services and systems to meet these diverse business needs and bring added value to the supply chain process.



Our material handling tool for simulation, calculation and logistics analytics has been used to optimise thousands of warehouse projects around the world since the early 1980s.

We model your resources and activities as well as warehouse layout and workflow to give you an accurate picture of your system's performance and costs.

We can show you how possible changes can impact your set-up and provide suggestions on how to implement changes in your material handling system to make it more cost-effective, efficient and flexible.



From the initial consultation on material flows via planning, conception, coordination and organisation of all logistical functions during implementation to 'handover' and beyond.

- One-stop logistics solutions for your warehouse
- Realistic fleet and warehouse concepts
- Supported by complete after-sales programme







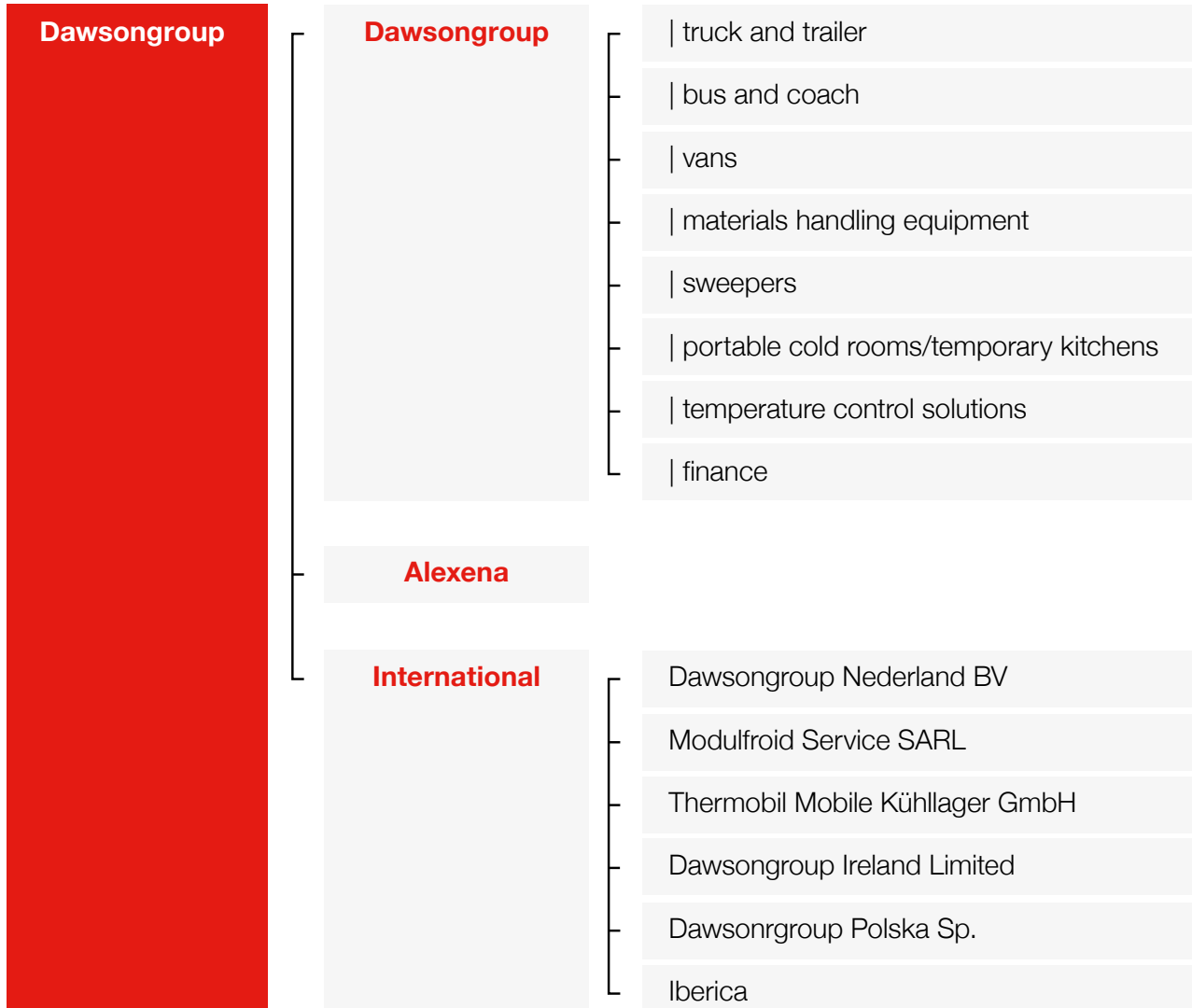
## Dawsongroup

Dawsongroup's 'below the radar approach' means you might not have heard of us, but the sheer scale of our business means we know that our assets will be utilised to provide something in your life today.

Dawsongroup PLC is a privately owned group of companies specialising in commercial asset rental. The group has grown from a core truck and trailer rental product to cover eight distinct asset rental specialisations. We have developed on the back of our innovation and a commitment to service excellence. We give our clients an increased capability without risking capital and endow them with the flexibility to say 'yes' to any growth opportunities.

Currently we work throughout the UK and Europe, and are utilised by the largest corporates through to SMEs who work in logistics, retail, transportation, food production, pharmaceuticals and many other various sectors.





**Dawsongroup** | truck and trailer



01908 218 111  
dawsongrouptruckandtrailer.co.uk

**Dawsongroup** | bus and coach



01908 218 111  
dawsongroupbusandcoach.co.uk

**Dawsongroup** | temperature control solutions



01623 516 666  
dgtcs.co.uk

**Dawsongroup** | material handling



01132 874 874  
dawsongroupmh.co.uk

**Dawsongroup** | finance

Operating lease | Finance lease | Hire purchase

Specialist asset based lender providing operating leases, finance leases, hire purchase, invoice discounting and re-financing for any asset class

01425 474 070  
dawsongroup.co.uk

**Dawsongroup** | vans



01908 335 177  
dawsongroupvans.co.uk

**Dawsongroup** | temporary kitchen



01179 373 310  
dawsongrouptemporarykitchens.co.uk

**Dawsongroup** | portable cold rooms



01179 373 310  
dawsongroupportablecoldrooms.co.uk

**Dawsongroup** | sweepers



01484 400 111  
dawsongroupsweepers.co.uk

# **Service - Usership - Best of market**

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**[www.linkedin.com/showcase/5199960/](https://www.linkedin.com/showcase/5199960/)**