

Case Study

# Davies Turner Distribution



Davies Turner is one of the largest UK-based freight forwarders. It was founded in 1870, so for nearly 150 years the company has been in the same family ownership through the generations. Company Director Edward Stephenson is a fifth-generation family member, responsible for running the Dartford hub and its AvantiGas-powered FLT fleet. Davies Turner also have a head office in Birmingham and depots in Bristol, Manchester, Glasgow and Heathrow. An 850-strong staff generates an annual turnover of around £160m.



**“The installation went very smoothly, no issues when the engineers came on site to carry out the technical work – it came across as an easy process.” Director Edward Stevenson**

Davies Turner’s growth to date has all been organic. Edward says that the secret of that success “has always been a financially stable business. We are very fortunate that we can own many of our buildings freehold, which obviously helps. We are constantly innovating our product offering and have very loyal employees who can provide the excellent customer service which in turn generates loyalty back from our customers.”

When Davies Turner first moved into the Dartford depot back in 1993, they inherited a fleet of diesel fork-lift trucks, but because of the level of pollution that the engines created, the fleet was changed to LPG within weeks. Fast-forward 15 years and the warehouse FLT’s, currently a new fleet of Jungheinrich trucks, still operate on LPG.

Edward finds LPG the most effective, clean solution for such a busy depot: “Some of our hubs use electric but Dartford needs LPG as we run at almost a 24/7 capacity. Electric charging just wouldn’t work – we wouldn’t get enough hours out of the batteries to keep the trucks moving, so that’s why LPG is ideal in Dartford.”

Davies Turner also keep a sharp eye on their Carbon footprint, and 15 years on from the first change to LPG, they continue to be environmentally savvy. Edward has been at the Dartford depot for three years and when the LPG contract with the old supplier came up for renewal, he and Branch Administrator Dawn Taylor decided it was time for a procurement exercise. Cutting costs was the prime reason to move – and AvantiGas and another supplier were brought in to pitch for the contract:

**“We made the decision to go with AvantiGas...**

The two suppliers in the mix offered very similar prices, but what swayed it for us was the level of customer service and contact from Tony Edwards, our AvantiGas Account Manager, and the install team we met from AvantiGas. They were very attentive; you felt that they came across with more of a personal feel to the process, so that was the big sway for us. The price we have been given has projected a 30% annual cost saving.”

The installation was a one-tonne skid unit vessel with a further one-tonne storage vessel attached which service a fleet of 14 fork-lift trucks, using around 35 tonnes of LPG annually. Edward was pleased with the work carried out: “The installation went very smoothly, no issues when the engineers came on site to carry out the technical work – it came across as an easy process.” As for ordering, “the process of phoning for a delivery has worked well and the physical delivery has been very good, no issues at all there.

“We’ve been very pleased with the whole package so far and from what I’ve seen of AvantiGas, I would be happy to recommend them to other businesses and consumers. The attentive customer service and the smooth transition from our old supplier to AvantiGas has stood out for me.”

## THE COMPLETE FORK-LIFT LPG SOLUTION



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