Forecourts 25

SUPPORTING FORECOURT RETAILERS

- Forecourt services
- New technologies
- Dealer opportunities

Your 'FORECOURTS 25' arrived to you in a recyclable plastic wrapper. So please handle it responsibly.

Stay compliant | Save money | Avoid downtime | Reduce risk | Uphold reputation

Powering forecourts, fuelling success

All-in-one service

- Rafibra® tank lining
- Double & four layer tank repairs
- Professional tank cleaning
- NDT inspections & reporting
- Fuel cleaning & reinstatement
- Tank installation, decomissioning & removal
- Pipework installation
- Interceptor installation & repair
- Bund lining
- Tank gauge installation
- Pumps & POS systems installed
- Ground clearups, full ground works construction

CONTACT US:
T: 0330 123 3399
W: crownoilenvironmental.co.uk
E: sales@crownoilenvironmental.co.uk

Scan to learn more

Crown Oil Environmental

Tank Lining

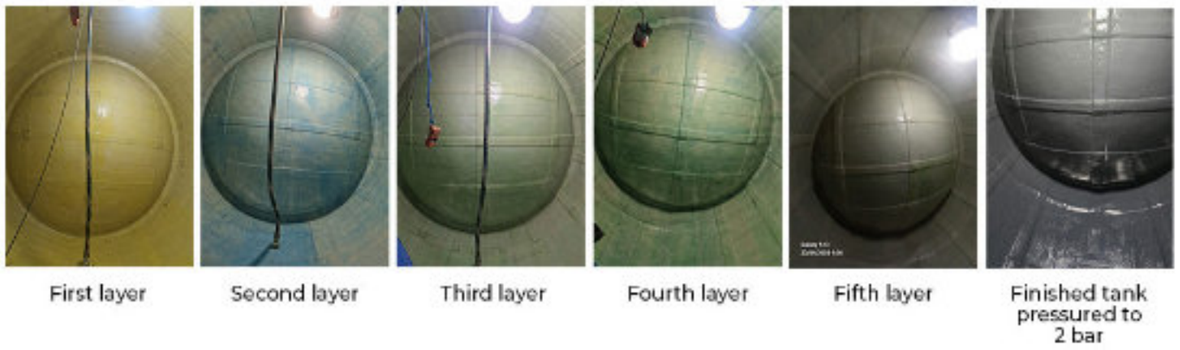
Why replace when you can revive? Transform old tanks into double-walled, leak-protected assets

Old tanks are all too often replaced or written off, when in fact they can provide an effective service for years to come. Our expert engineers employ advanced industrial tank lining to restore ageing steel or resin tanks with an internal double-wall system using fibreglass and polyester resins.

This innovative lining creates a durable barrier that seals cracks, stops corrosion and preserves the quality of stored fuel while keeping your tank compliant - without the need for full replacement.

Tank lining features include:

- Suitable for any new or old, above ground or underground steel or fibre fuel tank
- Upgrades your existing tanks to UN 53935 / UNE 62422 and BS EN 13160-2016 standards, with full certification documentation
- Complete with a permanent leak detection system - audible or visible alarms - built into the new interstitial chamber
- 5-30 year guarantee, depending on the system installed



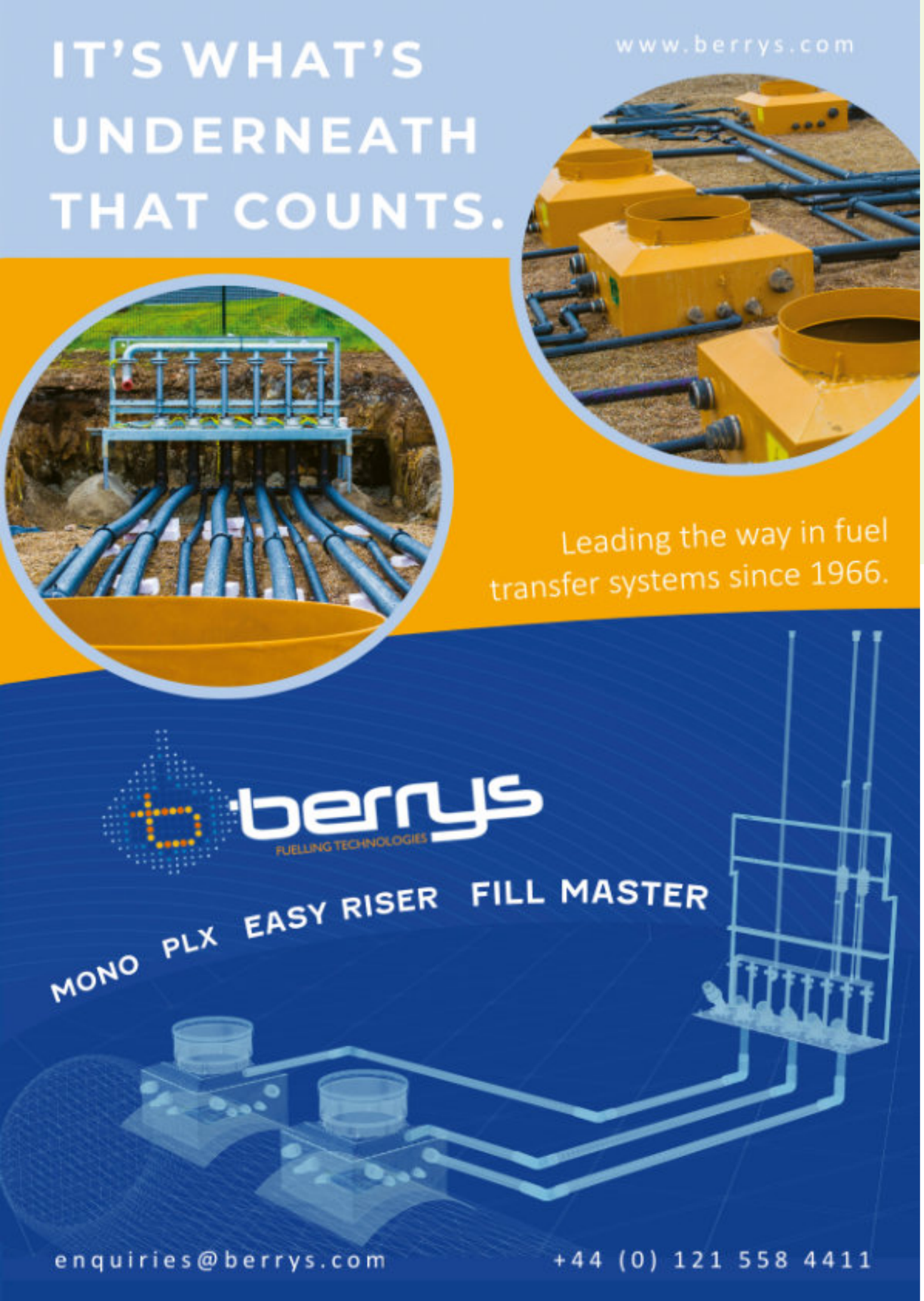
First layer | Second layer | Third layer | Fourth layer | Fifth layer | Finished tank pressured to 2 bar

Why choose tank lining?

- ✓ Avoid expensive tank replacement costs
- ✓ Minimise downtime - no building permits or major site works needed
- ✓ Return your tank to service faster than full removal and replacement
- ✓ Protect the environment and prevent costly fines from the Environment Agency
- ✓ The longevity of our lining systems is 75-100 years

Ready to secure your forecourt's fuel storage?

Call our expert tank lining team today on 0330 123 3399 - available 24/7 for peace of mind and rapid response.



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Welcome to Forecourts 25

We're delighted to welcome you to this year's edition of our retail publication – Forecourts 25.

It feels like an age since we first created this magazine, during Covid in 2020. There was a brief window in which to enjoy the countries graded 'green' as being safe to travel, and we grabbed a week in Corfu (which only narrowly escaped being 'red – listed' when we were there).

This surprise, bonus break enabled us to contemplate how we could help suppliers continue to promote to retailers, since we were in the grip of lockdown and couldn't hold our forecourt roadshows. Hence, **Forecourts 2020** was conceived and born; and has since gone from strength to strength.

We're grateful to our contributors, who have stuck with us, and continue to enable **Forecourts 25** to publish. So thanks to all of them. And a big thanks to you for picking the magazine up to have a read through. Hopefully the range of products and services included will help fulfil whatever needs you have in your business.

See you in November?

We'll be in Milton Keynes in November at the APEALive exhibition, alongside the brilliant PEIMF+ organisation. Maybe meet you there on our stand?

All the best

David & Carolyn

THAMES communications

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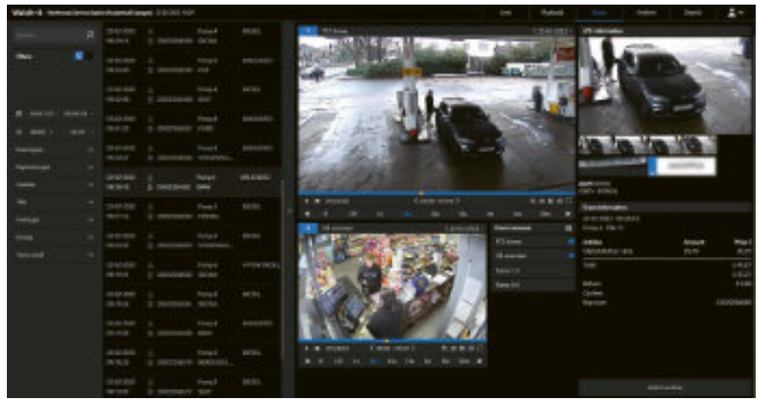
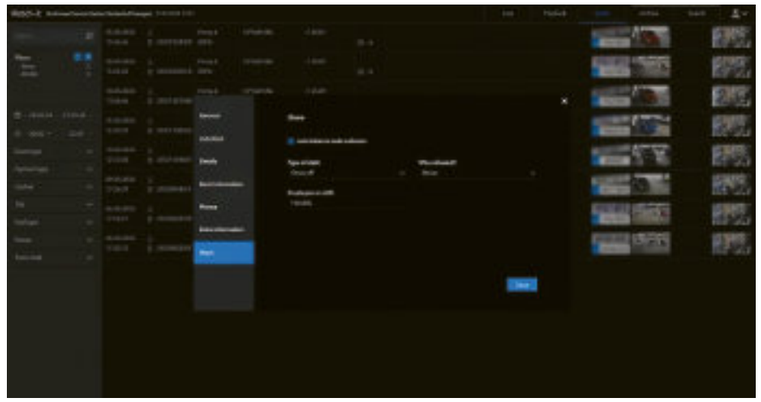
Watch-it
for smart security on your site





Avoid intentional and unintentional errors

Watch-it allows you to maintain control over various aspects of the service station with fewer staff. Whether it is the forecourt, the shop, the car wash or the charging station, you know what's going on.

Stop drive-offs at your forecourt

Watch-it puts an end to drive-offs! Watch-it alerts and informs the checkout employee about registered fuel thieves and false number plates through integration with the DVLA-data. Even before the filling starts.

Watch-it alerts and informs the checkout employee about activities on the forecourt like mobile payment, registered fuel thieves and false number plates. Even before the filling starts. By not releasing the pump, theft can be prevented.

Find and save the drive-off event quickly

Watch-it links all CCTV images to the transactions by integrating Watch-it with the Forecourt Controller and the POS system.

All details and images of every transaction are linked to each other: the customer, the pump, the license plate including the DVLA-data, the cash register and the filling. This makes it very easy to retrieve the footage. The user-friendly overview of high-risk events, such as fuel theft, a pump test or a deferred payment, provides quick insight into the situation and smart filters enables you finding the right event within a few clicks.

Send drive-offs directly to the debt collector

Via Watch-it you can directly send drive-offs and No Means of Payments to the debt collector. Watch-it automatically generates a drive-off report with all required transaction details and images through linking all this information to each other by the system integrations.

www.stopdriveoffs.co.uk

www.stopdriveoffs.co.uk

Scan for more info

The world's most advanced tank lining system

Why industrial tank lining is essential for long-term asset integrity

In industries where fuel storage is mission-critical, asset protection is no longer an option - it's a business necessity. Underground and above-ground tanks are the silent workhorses of forecourt operations, yet without the right protection in place, they pose significant environmental, financial and operational risks.

The hidden risks of unprotected storage

Over time, storage tanks are subjected to significant wear and tear, with corrosion, contamination and leaks being the most common threats. These issues don't just lead to expensive repairs or tank replacement; they can result in costly downtime, environmental damage and regulatory breaches.

Many tanks still in use today were installed decades ago, often before current standards for fuel quality and environmental protection were established. While functional on the surface, these tanks are often ticking time bombs beneath it. Regular inspections and proactive maintenance are key, but to truly extend a tank's lifespan and reduce risk, internal tank lining is one of the most effective long-term solutions. That's where Crown Oil Environmental's industrial tank lining service comes in.

A second skin for your tank

Crown Oil Environmental provides specialist industrial tank lining services designed to restore and protect both steel and fibreglass tanks from further corrosion, leaks and ground contamination.

Every site is different, which is why our specialists carry out detailed assessments before recommending a lining system tailored to your operational and regulatory needs.

Our process involves:

- Thorough cleaning and surface preparation
- Application of a chemically resistant, high-performance lining system
- Full curing and post-application integrity testing

This effectively creates a durable, impermeable barrier; a second skin that resists corrosion, fuel degradation and microbial attack.

The Crown Oil Environmental difference

Backed by over 75 years of fuel industry experience and a national reputation for responsive, expert service, Crown Oil Environmental combines cutting-edge lining technology with best-in-class customer care. Our technicians are fully trained, certified and operate to strict safety and environmental standards.

If you can't risk hidden issues compromising your fuel infrastructure, get in touch with us today to see how tank lining can reinvigorate your tanks.

crownoilenvironmental.co.uk/services/industrial-tank-lining

0330 123 3399

Crown Oil Environmental

Fuelling Convenience
Cutting-Edge Payment Technologies

Streamlining Transactions for
a Better Customer Experience

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enquiries.uk@tsg-solutions.com

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TSG

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Advanced Kärcher Systems

Driving profit and sustainability
with every wash

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2024
NORTHERN ENGLAND OVER 4MLPA

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FORECOURTtrader
AWARDS
2024
BEST FORECOURT LDO

Become an Essar Dealer

Lease to us

What we offer:

Quality fuels
Direct supply
Competitive pricing
Branding and servicing

In return you can expect:

Trusted brand and financial stability
Site enhancement and investment
Long-term partnership
Timely proposal

Ready to elevate your forecourt?

Our dedicated team is ready to discuss our dealer offer and value-driven partnerships.

Terms and conditions apply. See website for details.

Ready to lease?

Your local specialist is ready to discuss our lease model and rewarding partnerships.

Find out more at www.eetfuels.com/retail

Learn about what is happening beyond the Essar forecourts, with Essar Energy Transition Fuels' roadmap to decarbonisation at **www.eetfuels.com**

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Midlands and Wales: karl.jones@eetfuels.com I 07976351493
South: phillip.brodie@eetfuels.com I 07772203802
Scotland: angie.mccrann@eetfuels.com I 07772586525

One Supplier.
One Delivery.
Zero Headaches.

From pipework, fill and vent frames,
leak detection to signage, we supply everything for a compliant, cost-effective forecourt fuel install.

Why PFS Fueltec?

- Lower Costs
- Fully Integrated Supply
- Error-Proof Delivery
- Full Project Support
- Built for Compliance

Our Core System Range:

- UPP Fusion-Welded Pipework
- EASYFILL™ Modular Fill Points
- EASYVENT™ Modular Vent Stacks
- Class 1 Leak Detection (SGB GmbH)
- Overfill Prevention Valves
- Forecourt Labels & Safety Signage

Find Out More: Download
our Forecourt Fuel System Design Guide

PAYBACK PROGRAMME

Spec it. Submit it. Get paid.

Forecourt owner/Operators: Claim Up to £1,500 Back For Specifying Best-in-Class Equipment.

When site owners specify and install PFS Fueltec on your forecourt project, we pay you back, in **credit or cash**.

What is PFS Payback?

If your forecourt project specifies PFS Fueltec products, you can earn up to £1,500 back on qualifying jobs:

- **New-To-Industry Sites**
- **Tank Replacements**
- **Re-pipes**
- **Knock Down Rebuilds**

How Payback Works:

1. Architect uses our pre-written specs on their drawings
2. You upload the site drawings via our 60-second online form
3. Once a qualifying order is complete we credit the site owner with their payback value

Choose Your Reward!

- **100% Value as PFS Trade Account Credit :** Spend on maintenace items for your netowork such as signage, fill adaptors/caps/padlocks etc
- **OR 50% Cash Rebate:** If you'd prefer money in the bank

Order Value	Payback
£7.5k – £9,999	£250
£10k – £14,999	£500
£15k – £19,999	£750
£20k – £24,999	£1,000
£25k - £29,999	£1,250
£30K +	£1,500

Who Wins?

Site Owners: Save thousands and get paid back

Architects: Spec easily & add value to client projects

Contractors: Unlock our best pricing, tool loans & support

Find out how to Register
Your Project Now

Revolutionising the fuel pipework industry:

SMARTFLEX™ 200mm by Nupi

In the ever-evolving world of industrial technology, innovation is the driving force behind progress. Nupi Industrie Italiane S.p.A., has once again pushed the boundaries of possibility by introducing the industry's largest High-Density Polyethylene (HDPE) fuel pipework. This breakthrough not only showcases Nupi's commitment to customer needs but also sets new standards for the fuel pipework sector.

The demand for large-diameter fuel pipework with a minimum internal diameter of 162.3mm became evident when a special oil gantry site required a staggering 2000 litres per minute. Traditional steel pipework seemed to be the only solution, albeit an expensive one, prone to corrosion and abrasion, and lacking longevity. It was in this scenario that a customer approached Nupi with a unique challenge.

Handling a unique challenge

The answer to this challenge was the birth of:

SMARTFLEX 200mm fuel pipework, along with a full range of fittings.

Since its establishment in 1972, Nupi has continually strived to grow alongside its customers' needs and lead the industry in product innovation, best practices, and standards.

Nupi's portfolio extends beyond fuel pipework, encompassing over 20 brands in various industries, including water, gas, heating, and air conditioning. SMARTFLEX, introduced in 1996, was specifically designed to cater to the needs of downstream industry pipework. It has since been installed in almost 150 countries worldwide, by certified installers working with both global and national oil companies.

The typical sizes of pipework at service stations ranged from 32mm (1") to 110mm (4") in single wall and 32/40mm - 110/125mm in double wall. In collaboration with project engineers, Nupi expanded its range over a decade ago, adding 160mm single wall pipework and double 160/225mm pipework.

Larger pipework needed

However, the need for even larger pipework; 200mm single wall (200/250mm double wall) emerged as applications for HDPE fuel pipe expanded into environments where significant fuel volumes were required.

Nupi's 6" (160/225mm) double wall pipework found a home in prestigious marinas, airports, and heliports, filling mega yachts and more. But when a customer demanded even larger pipework to deliver a speed of 2000 litres per minute for a bottom loading skid, Nupi was ready to meet the challenge.

Extensive underground tanks were installed to supply fuel to the skid, and a specialist engineering company calculated the necessary pipe diameter based on various factors.

The result was a fuel pipework with a 200mm outside diameter and an internal diameter of 168.2mm – a perfect solution. The longer 11.6m lengths reduced the number of fittings and installation time, further enhancing the appeal of SMARTFLEX. As with other SMARTFLEX sizes, a complete range of fittings was developed, all working on a barcode system to reduce installation time and human error, and boasting a 30-year warranty.

The impact of SMARTFLEX 200mm pipework on the project was profound, saving a substantial amount compared to traditional steel pipework. It also had a positive environmental impact, with a 30-year warranty and a 50-year design life, significantly outlasting steel alternatives. Moreover, it streamlined the installation process, saving both time and costs.

We adapt and innovate

Nupi's ability to adapt and innovate is a testament to its commitment to the industry and its customers. This remarkable journey was made possible through collaborative efforts with various departments, including: Quality, Technical, R&D, Testing, and Commercial, along with the invaluable partnership of installers Falcon Fuel, plus Taggart Design, project engineers.

As Nupi continues to push the boundaries of what is possible in the industry, it eagerly looks forward to collaborating on more special projects, and offering innovative solutions that will redefine the sector. SMARTFLEX 200mm is not just a breakthrough; it's a testament to Nupi's unwavering commitment to excellence and innovation. With a 30-year warranty, this is more than just pipework; it's the future of fuel delivery.

SMARTFLEX is available from multiple locations worldwide, including The UK warehouse in the Midlands, offering same day collections or next day deliveries in most cases.

To find out more contact:

Maja Nedic,
European Sales Manager,
Nupi Industrie Italiane S.p.A.,

maja.nedic@nupinet.com
www.nupiindustrieitaliane.com

Murco Connect

Adding Value For Dealers

Unparalleled support to the Murco dealer network

In addition to providing dealers with some of the most flexible and competitive fuel supply deals around, Murco has forged strategic partnerships with leading convenience store and forecourt support companies to enhance the operational excellence and services offered by their dealers. Murco Connect provides a unique 'cost free' link between dealer and supplier whereby all supporting incentives or rebates are passed directly to the dealer.

These collaborations have enabled Murco to craft a unique and tailored 'Added Value' package for each and every dealer on their network.

The Murco Connect partners have also generously extended additional support and margins exclusively for Murco dealers, aimed at augmenting their convenience store offerings and forecourt operations.

Craig Nugent, Murco's director, dealer operations said:

"Over the years, many dealers have frequently asked us for advice on how to maximise the profitable running of their forecourt in areas other than just fuel supply. As the need to generate income from shop, valeting and 'food to go' activities have become more important, we realised that our experience and contacts in these areas could be a powerful aid to our dealers. In addition, being part of Motor Fuel Group brings with it a host of additional benefits supporting the Murco dealer network."

To find out more about what Murco can do for you, call **01727 898890** or email **murcodealers@motorfuelgroup.com**

MURCO

*A **motor fuel group** brand*

GILBARCO VEEDER-ROOT · Point Four EPoS Solutions · Bobby's · AIR SERV · atl · forward ev · fairbanks · LAVAZZA PROFESSIONAL · MADIC UK · Suresite Group · BOOKER · COSTA COFFEE · VARS · GadJet · Petroassist · Jordon The Jordon Group · rijo The Real Spirit of Coffee · FORUM INSURANCE · volumatic · HH BUSINESS FINANCE · GRIPHERO · TSG

Petroleum sales declining: New fuels growth

Introducing VEHESTA the VEHicle Energy STAtion of the future

LWE believe that the VEHESTA can bridge that gap between the present and the future, in a way which maintains your customers' need to obtain fuel/energy to power their vehicle, whilst going about their daily life.

Ledbury Welding & Engineering Ltd (LWE) are the leading manufacturer of above ground petrol storage tanks in the UK. The SuperVault is their flagship product, with this vessel providing the storage element of their modular filling stations.

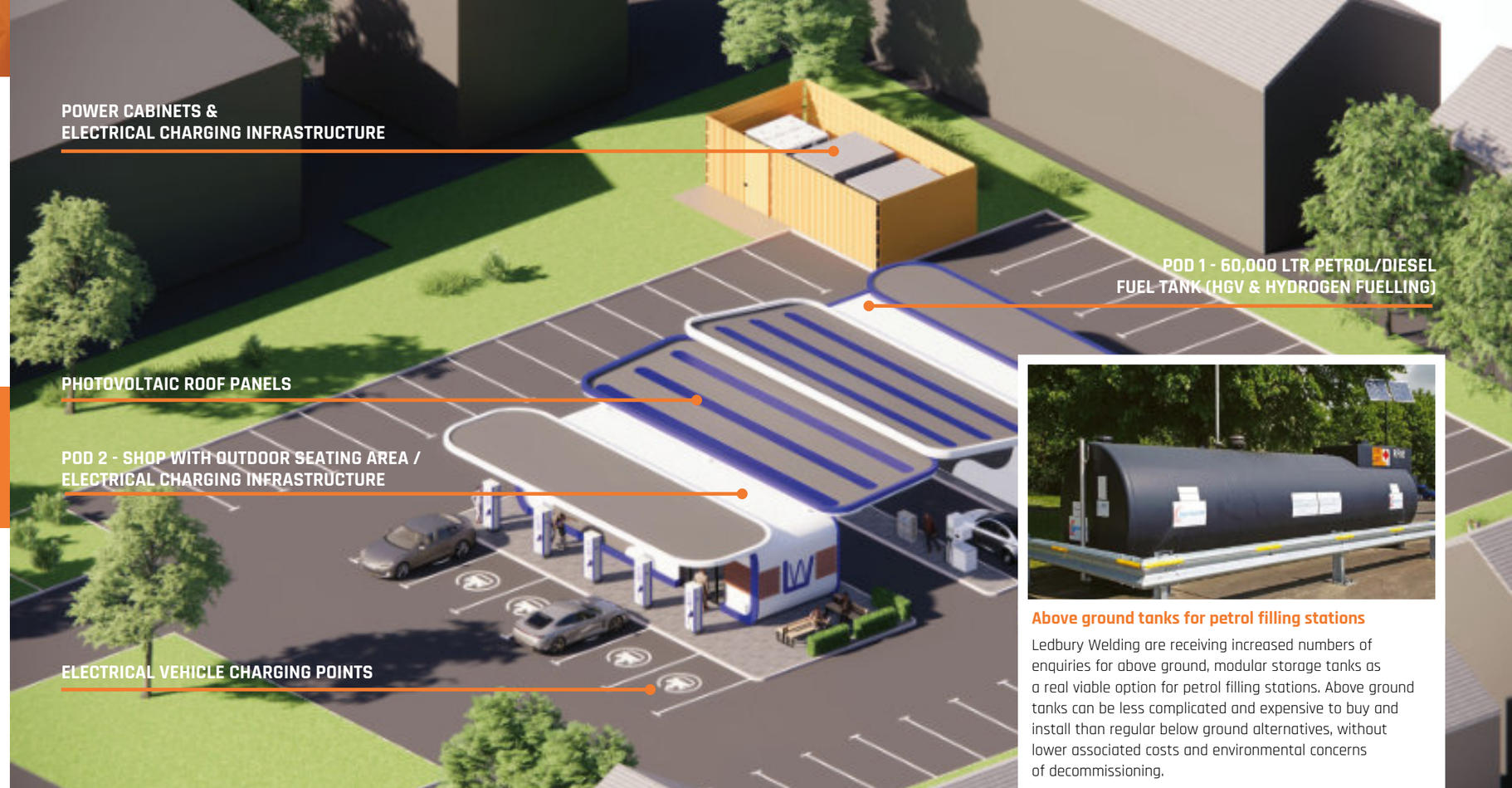
The format of a standard petrol filling station (PFS) has developed significantly over the years; however, in terms of liquid storage, the reliance of below ground tanks to hold the fuel has largely remained the same.

LWE have pioneered the alternative concept of Modular Filling Stations. However, with the road to 2030, LWE felt that this needed rebranding and developing. As a result, they are pleased to introduce the VEHESTA : VEHicle Energy STAtion.

Uncertainty

The reasons for, as well as the principle causes of, climate change can be debated at great length. However, the net effect of the need for action to halt its progress is going to have a dramatic effect on the petroleum industry as we know it. The development of vehicles powered with alternative fuels is a direct result of the UK Government's policy to ban the sale of new petrol and diesel powered vehicles by 2030.

We believe the VEHESTA provides the flexibility to aid the creation of energy stations, which cover the needs of the alternative fuels sector; as well as the development of new methods of vehicle propulsion. It is essential for the long-term future of our industry firstly, that we survive these changes, and then continue on to prosper, as the motor industry follows government policy by delivering new production models for the mass market.



Above ground tanks for petrol filling stations

Ledbury Welding are receiving increased numbers of enquiries for above ground, modular storage tanks as a real viable option for petrol filling stations. Above ground tanks can be less complicated and expensive to buy and install than regular below ground alternatives, without lower associated costs and environmental concerns of decommissioning.

VEHESTA for the future

Looking at the future of the industry, are we able to confidently predict that the current blueprint for PFS design will meet the needs of customers in the medium to long term?

Continuing to follow the existing model may result in fixed, inflexible installations; where the cost of change or decommissioning may not be in 30+ years, but in the region of 15 years or even less. Should this be the case, then the solution is a design that not only meets the needs of today's marketplace, but also has the flexibility to change, adapt and incorporate the needs of vehicle propulsion and energy in the future.

Having considered this, the VEHicle Energy STAtion of the future may well change significantly, and there will be a need to provide flexible, adaptable and cost-effective solutions.

The VEHESTA is an above ground solution. Its location can be moved and it remains an asset to the owner and has the flexibility to incorporate whatever changes are needed for the energy station to remain viable. LWE are developing new designs and configuration; which will initially cater for large bulk fuel storage. But as volumes gradually decline, this capacity may be adapted to encapsulate alternatives.

The principle is a POD design, which can be adapted to cover the need to keep specific separation distances between hazardous zones. These designs also allow the inclusion of a kiosk/shop within the structure but, as always, maintaining the principle of covered multiple fuelling lanes; to ensure a pleasant customer experience.

LWE believe that the VEHESTA can bridge that gap between the present and the future, in a way which maintains your customers' need to obtain fuel/energy to power their vehicle, whilst going about their daily life. As human beings, we are creatures of habit, so a solution that delivers on both the technical and operational requirements, but also has the flexibility to be that "Go To" place to for your vehicle energy may well be the station of the future.

VEHESTA delivers on the following:

- Flexible for future vehicle energy needs, as driven by environmental change.
- Proven design that delivers the requirements for a modern fuelling station.
- The ability to integrate future alternative fuels and technology; cost effectively.
- The alternative solution that maintains asset value through whole life cycle.
- Allows the incorporation of a shop/kiosk, within one of the pods.

For further information on the VEHESTA or for above ground fuel storage tanks, contact Ledbury Welding Ltd
Tel: 01531 632222 • www.lweltd.co.uk

Kidderminster Petroleum Services

Leading the way in the petroleum industry!

Kidderminster Petroleum Services Ltd are forecourt contractors with over 40 years' experience in the petroleum industry.

We specialise in high-quality installation & servicing, maintaining forecourts nationwide, 365 days a year.

From minor maintenance to full re-development works, including all aspects of fuel pipework systems, tank gauges, fuel dispensers, forecourt drainage systems & civil works, shop works etc.

- **Fuel Tank Installations / Decommissioning**
- **Suction / Vent / Offset Fill Pipework**
- **Grade Changes**
- **Overfill Prevention**
- **Stage 1 & Stage 2 Vapour Recovery Systems**
- **Site Redevelopment / Decommissioning**

Specialists in forecourt infrastructure

We are one of Britain's biggest Forecourt contractors who specialise in installation, servicing and offering maintenance services to the downstream market including public sector providers, retailers and independent organisations.

Pipework & tank installation

Our pipe fitters are skilled and certified in all makes of single or double skin pipework including; UPP, Nupi, Durapipe and KPS.

We can provide any aspect of pipework from localised repairs, single line, offset fill or vent replacement to a full site re-pipe pressure or suction systems, AdBlue.

Tank replacements and decommissioning, tank lid gasket replacement using Nano Vapour Tank Safe saving costly fuel uplifts and water filling. We also offer CEi inspection & VR1 and VR2 testing with a test certificate issued.

24 hour, 7 day emergency response service

With over 40 year's experience, we have built a reputation for providing professional construction and maintenance services for a range of sectors.

Preventative maintenance is the best way to protect your business from unnecessary downtime ensuring your business operations remain running at optimum levels and environmental impacts are avoided.

We carry out a comprehensive range of both planned and reactive maintenance services for forecourts, 365 days a year with 24 hour, 7 days a week emergency response should you need it.

Forecourt drainage installations

Our civils division carry out all aspects of drainage installations from forecourt interceptors to full or single aco replacements using the highest quality materials. Keeping site PPG compliant and mitigate damage to the environment caused by accidents such as spillages.

Fuel dispensing equipment

From commissioning to a full site repump, general maintenance and accident damage replacement on any make of fuel dispenser we aim to keep the sites operational with a vast parts catalogue old and new leaving the site with minimal downtime!

Tank gauge installations & maintenance

Tank gauge maintenance and installations, working all all systems of tank gauge and leak detection systems SGB, TLS450, TLS350 DCD maintenance.

Electrical installations

Electrical engineers are all Compex qualified and can carry out electrical inspection and testing on all aspects of the forecourt.

Fabric works

Civils and fabric works carried out from minor repairs to the site's infrastructure consisting of damaged collapsed drainage channels, inspection cover and frames, damaged walls, fencing, replacement bollards/Armco barriers, fascia repairs and replacement. The internal shop works flooring, doors replacement, plumbing works and water leaks/full water mains installation. Signage fabrication and installation. Jetwash bay installations with bespoke screens to suit any forecourt.

40 years' experience: Specialists in forecourt infrastructure

Converting site from pressure to suction system

A case study of success

Kidderminster Petroleum were tasked by their client to convert a 6 island 8 hose pressure site into a suction system site with individual lines. The main task for this was to have absolute minimal down time on fuel sales and maintain site access to shop sales at all time.

With the correct planning, and our dedicated team of engineers, we managed to achieve our client's goal with great success.

The job was phased over a five-week period and fuel deliveries were maintained along with shop sales. Down time on fuel sales was minimal; just 5 days. Other than this, the site-maintained fuel sales on both main grade and ultimate grades on at least 2 islands.

Spaghetti junction

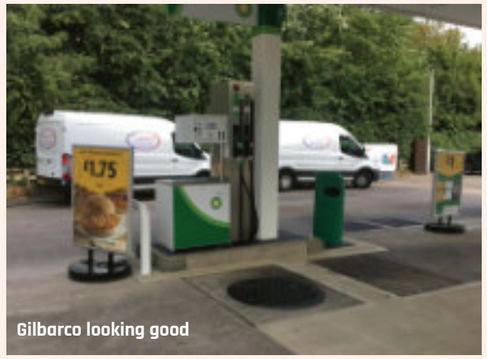
Well organised

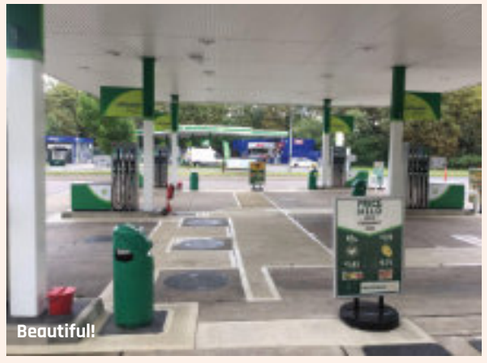
Nupi pipework

New NUPi suction pipework was installed from the tanks to all islands, which again was installed by our own fully trained and certified Nupi Installers. The old Pressure system was fully removed from all tank chambers. New concrete kerbed islands were created to fit the new Gilbarco SK700 ST2 Live pumps and all trenches concrete finished to match the existing forecourt services.

All new electrical cables were also pulled to the pumps and the mains board modified to suit.

During handover, not only did our on-site teams receive high praise from the site manager, but our client was delighted with both the end result and the efficiency with which the project had been carried out.


Gilbarco looking good


Beautiful!

We're there when you need us!
Emergency response service;
24 hours a day, 7 days a week.

Emergency contacts:
07783 807055 • 07889 617018

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Hoo Farm Ind Est, Kidderminster
Worcestershire DY11 7RA

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- Grade changes
- Remote tank cleaning
- Civils & maintenance
- High-pressure jetting
- Foam filling
- Tank decommissioning and removal
- Water filling and dewatering
- Waste management
- Forecourt maintenance

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Ancorraenvironmental.co.uk *0151 546 3012* *commercial@ancorraenvironmental.co.uk*

Adapting safety: the Ancorra way

As Ancorra Environmental continues to innovate and expand operations, the sustaining of health and safety procedures is not only a continual process at Ancorra, but one of the company's most essential priorities, critically adhered to at all times.

To address any potential concerns about whether the internals of the tanks are being cleaned to their fullest potential, Ancorra has invested in a new system that will be applied to non man entry works on request.

New innovation

Ancorra has recently acquired a specialised ATEX camera system that, when inserted inside a tank, can capture the tank's condition in intricate detail, allowing for our experienced engineers to provide a prompt diagnosis of the tank's condition and allow our engineers to make informed decisions while treating your forecourt equipment.

Modernising traditional approaches

In tandem with the restructuring of new systems into our services, we also strive to maintain and improve the tried and tested methods people have come to expect from Ancorra Environmental services.

A recent job in North Yorkshire allowed for Ancorra to apply its commitment to health and safety by executing a non-intrusive tank clean by utilising our new innovations alongside our current methods.

Atex and uplifting

Applying the new ATEX camera system to the uplifting process now enables our engineers to accurately use our ULEZ Fors compliant ADR multipot Jet Vac tankers to meticulously remove waste inside of any non man entry tanks without requiring any forecourt works for man entry such as recently seen in North Yorkshire.

Industrial cleaning

Once the underground tanks had been treated via uplifting, our engineers used the flexible drop tube to remove the remaining sludge deposits identified by the ATEX camera inside of the tanks, as they were unable to enter the internals of the tanks.

When the sludge deposits had been removed, the tanks were then vigorously washed down via fixed jetting lance to eliminate the remaining sludge, thereby reducing the risk of operative exposure to contaminants and ensuring the tanks remained in optimal condition.

Feedback

The tank had been desludged alongside removing any contaminated fuel and cleaned to the customers specification. The site manager was very complimentary about the services provided:

"The tank cleaning was completed as expected and all to a very high standard, the team on site remained professional and demonstrated a focus on safety throughout".

Ancorra prides itself on not only being eco-friendly but also risk-aware.

For more information on Ancorra Environmental, visit our website at: www.ancorraenvironmental.co.uk

Ancorra in action!

Overflowing with fuel...

Fuel removed and tank cleaned!

Accessed without man entry!

Ancorra implements fleet expansion!

As Ancorra Environmental continues to expand its fleet, we are introducing a new foam decomissioning trailer to our fleet that will allow RG Hardfoam to be applied in much greater quantities, increasing efficiency and allowing your tank's to be decommissioned and your site back and running at maximum capacity.

We look forward to revealing more about this expansion to our foaming services in the coming months. Get in touch with us at **0151 546 3012**!

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Strengthening Stanlow for the future of forecourt retailing

Essar Energy Transition (EET) continues to redefine the future of energy with bold investments and strategic innovation. This year, EET Fuels has completed a US$130 million turnaround at its Stanlow refinery. A successful turnaround involves meticulous planning, cross-functional coordination and a strong focus on safety and efficiency.

This milestone marks a pivotal moment in EET's journey to become a global leader in low carbon process refining. The turnaround included the commissioning of the UK's first hydrogen-ready furnace - a US$100 million investment that is central to EET Fuels' decarbonisation strategy. This cutting-edge infrastructure will enable hydrogen fuel switching, a critical step in reducing emissions and future-proofing the refinery.

EET Fuels is a leading player in the decarbonisation of the UK economy and is transforming its refinery into one of Europe's largest energy transition hubs.

It'll deliver a 95% cut in emissions by 2030 through three phases: energy efficiency, carbon capture, and fuel switching.

This aims to secure manufacturing at the site for the long-term future and ensures the UK maintains a strong, secure manufacturing base for fuels.

It also ensures that customers at the pump can continue to power their vehicles at forecourts across the UK, and retailers can continue to trust EET's resilience to supply their service stations.

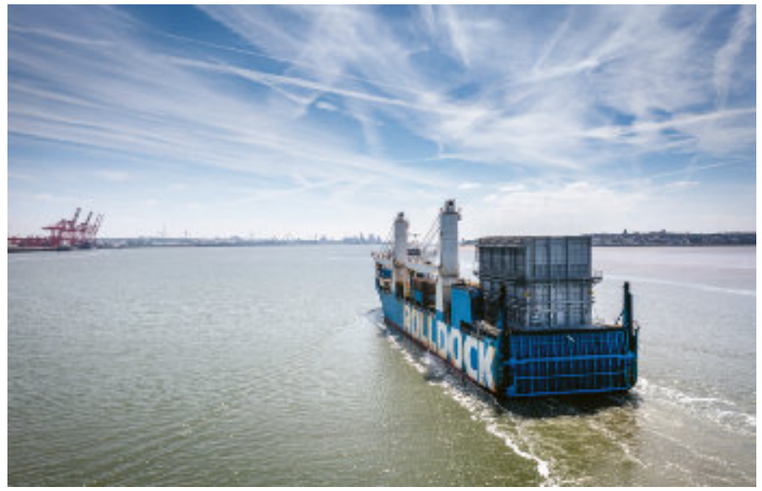
A vertically integrated supply chain significantly strengthens resilience for a downstream energy company—spanning from refinery to forecourt—by enabling tighter control, greater agility, and seamless coordination across all critical operations. By closely managing each stage of the value chain, from manufacturing to selling on-brand fuels, the business is better positioned to navigate disruptions in a challenging market environment, including geopolitical instability, market volatility, and global competition. Real-time visibility across operations, combined with proactive decision-making, supports operational stability and strategic flexibility. This ensures continuity of supply and a consistent, reliable service for end customers in an increasingly dynamic energy landscape. Stanlow's ambitious engineering and technological upgrade will significantly boost reliability, energy efficiency, and throughput capacity by approximately 8%.

Located in Ellesmere Port, between Liverpool and Manchester, the Stanlow site is a cornerstone of the UK's energy infrastructure. It remains one of Europe's most technically advanced refineries, producing over 4.4 billion litres of diesel and 3 billion litres of petrol annually.

In line with the government's plans to become carbon neutral by 2050, EET is playing a significant role in the north-west and surrounding areas. As the challenge is the energy trilemma – any energy solution in the future needs to meet three key criteria: ensuring future energy security, energy affordability and energy sustainability – decarbonised energy. By transforming for tomorrow, its future low carbon processed fuels will play a big part in the solution.

Arvan Ruia is the CEO of EET's retail arm, EET Retail. He shared, *"It's a challenging time for a forecourt dealer in the UK at the moment. We know dealers are moving away from the short-term, quick wins and are now focusing on partnering for the long term. If you're a dealer and you are looking for longevity, you want to join a growing forecourt footprint, and you want to work with a wider team with ambitious plans to be a global leader in low carbon process refining, you should give the EET Retail team a call."*

Arvan continues: *"We're committed to delivering best-in-class fuel outlets and building partnerships that reflect our customer-first approach."*



EET Retail continues to expand its network of Essar-branded forecourts, offering dealers tailored business setups and direct supply from the Stanlow refinery.

These service stations are evolving into community hubs, offering high-quality fuels, convenience retail, and e-mobility solutions. By partnering with leading symbol groups and trusted brands, we offer customers a convenient one-stop experience, from coffee and food-to-go, to car essentials, jet wash bays with our signature 'Revive Your Ride' service.

Arvan ends with: *"Our purpose statement is driving community convenience. This means we make it easy for customers, simple for staff and provide value for retailers. To the team and I, providing a service at an Essar forecourt is more than just fuelling journeys – it's about energising lives, supporting local communities, and creating a future where energy works for everyone in the heart of every community."*

EET Retail's vision is to become the UK's retailer of choice, combining innovation, sustainability, and customer satisfaction.

For those ready to join this journey, more information is available at: www.eetfuels.com/retail.

You can contact our team directly by telephone on 0151 350 4003 or by email at: retail@eetfuels.com.

Istobal: Technology and design shaping the future of vehicle wash

With 75 years of experience, ISTOBAL has made innovation its driving force to lead the vehicle washing and care sector internationally. Since its inception, the company has been able to anticipate market trends, developing solutions that combine advanced technology, efficiency and sustainability.

This innovative spirit is reflected today in a revamped and connected catalogue, designed to maximise the profitability of facilities and offer an excellent user experience. Among its major commitments are the high-pressure jet washes and the M'WASH range of rollovers, designed to meet the current needs of the sector with a high level of customisation, connectivity and respect for the environment.

M'WASH RANGE: innovation & versatility

The M'WASH range is the result of years of experience and a firm commitment to innovation. Designed to adapt to a wide range of operational needs, it offers equipment that improves profitability, reduces environmental impact and provides an excellent washing experience for both the operator and the end user.

All models stand out for their high connectivity, which allows for easy integration into more efficient management systems, with access to information and centralised control to optimise resources and reduce downtime. In addition, their modular and customisable design facilitates the incorporation of multiple options, such as high-pressure systems, wheel washers and chemical pre-washes, and allows brushes, lighting and finishes to be configured to suit each business.

The M'WASH2 offers a compact and functional format, ideal for installations with limited space.

With up to 15 configurable programmes and an updated design with LED lighting, it combines low consumption and high performance thanks to its pre-wash, high-pressure and optimised dosing systems.

The M'WASH3 provides the perfect balance between performance and versatility. Its precise brush angle control and optimised drying allow each cycle to be adapted to the characteristics of the vehicle, improving efficiency and wash quality on all types of geometries.

The M'WASH3 PRO is the most productive and flexible solution, capable of being configured with 3 or 5 brushes without the need to change its structure. Its Perfect Balance system improves stability and reduces cycle times by up to 30% in the 5-brush model , making it the ideal choice for installations with high traffic volumes. It provides greater visibility and a sense of spaciousness, along with numerous customisation options available in a wide range of colours and styling details.

The M'WASH4 top of the range rollover provides the most effective and smoother cleaning on all vehicle surfaces, thanks to the most advanced brush system, which optimises adaptability to the profile of any car, intensity and movements to achieve a perfect finish in less time.

It incorporates 360º rotating drying, dynamic chemical dosing and optimised hydraulics that allow significant savings in water and product. Its premium design and attention to the user experience make it a benchmark in the sector.

ISTOBAL J'WASH3: functionality & robustness

The latest ISTOBAL J'WASH3 is a functional and easy-to-maintain range of high-pressure jet wash solutions, ideal for medium and small installations focused on performance. The new model is available in two configurations to suit different installation requirements: MULTITECH, with a centralised technical room and MULTIBOX, in a compact modular cabinet. Both options have been designed to maximise space utilisation, facilitate installation and ensure easy access to technical components.

This is an entry-level, easy-to-maintain machine, specially designed for 2 and 3-bay installations looking for quality with an optimised investment. The J'WASH3 combines operational simplicity with mechanical robustness that guarantees maximum performance in small to medium-sized installations.

The new model is equipped with HAWK pressure pumps capable of delivering 11 litres per minute at 100 bar or 12 litres per minute at 120 bar. It includes 4 basic programmes (Shampoo, Rinse, Super Rinse and Stop) and allows the addition of up to 3 additional programmes (Low Pressure Pre-wash, Waxing, Active Foam Brush or Cannon à Mousse).

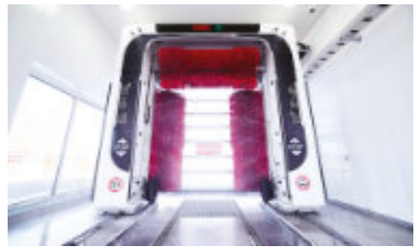
The J'WASH3 also features the PAY'BOX payment terminal, made of stainless steel and wall-mounted, offering great durability and ease of use. It also has advanced options such as a connection for hot water or ozonated water, an anti-freeze system using water loss or water recirculation, and the possibility of contactless card payment.

The equipment allows the incorporation of the Ozone Jet Wash, which reduces chemical consumption by up to 50% and significantly reduces brine discharge. Alternatively, an aerothermal boiler can be added to the installation to serve up to three bays, optimising energy consumption and reducing CO_2 emissions.

Commitment to digitisation & sustainability

At ISTOBAL, digitalisation and customer focus are strategic pillars that drive every development. The incorporation of connected technologies allows us to optimise processes, reduce costs and offer a more agile and precise service. All this is combined with a firm commitment to sustainability, applying solutions that reduce water, energy and chemical consumption, while improving operational efficiency. This philosophy is also reflected in the company's jet wash systems, designed to offer high performance, adaptability and a superior user experience.

With its ISTOBAL integrated solutions, the company reinforces its commitment to customer focus and operational excellence. By integrating advanced technology, digital connectivity, and sustainable practices, ISTOBAL provides comprehensive support that goes beyond equipment supply, ensuring tailored solutions for every client and installation. This holistic approach strengthens profitability, optimizes performance, and guarantees a superior user experience, consolidating ISTOBAL's position as a trusted partner shaping the future of vehicle wash worldwide.



ISTOBAL: leader in the vehicle wash and care sector

ISTOBAL is a Spanish company based in Valencia, Spain, and a leader in the design, manufacture and marketing of vehicle wash and care solutions. Since 1950, the company has provided the sector with innovative products for excellent vehicle care that guarantee an excellent user experience.

The group exports its products to more than 80 countries, working with an extensive network of distributors worldwide. With sixteen subsidiaries and four manufacturing plants in Europe, America and Asia, ISTOBAL is currently the second largest manufacturer of vehicle washing solutions in Europe and the fourth largest worldwide. Currently, 70% of its production corresponds to international sales.

Driving your forecourt business forward

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evoBackOffice

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- EV charger supply and install
- Outdoor Payment Terminals
- EPOS, back office and head office
- Digital media solutions

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Forecourt at the forefront

MADIC UK provides world-class end-to-end technology and support to convenience and fuel retailers. Covering EPOS, back office and head office (our *evolution* suite) as well as forecourt equipment supply and installation.

We possess all-important knowledge that is the accumulation of decades of experience our team has working in the forecourt retail sector.

Independent know-how

Currently supporting more than 2000 independent forecourt retailers in the UK, we have an unparalleled understanding of their unique business needs. Listen to our customers...

evoPOS

Our next generation EPOS solution is designed to deliver a first-class customer experience and be intuitive to use.

"evoPOS has an easy-to-use interface which means staff training is kept to a minimum. It's fast and reliable, helping to maintain high customer service levels. Our evoSelfCheckout was a welcome addition back in 2021 and has improved our customer flow."

Luxman Selvarajah, Manager, Esso-Burbage

evoBackOffice

evoBackOffice offers everything you've come to expect from a back office and much more besides. It's multi-user enabled, accessible remotely, intuitive to use, and integrates seamlessly with best-in-class apps and services.

"evoBackoffice has been a game changer for my business. I was in the process of hiring a store manager but since having evoBOS installed I've realised I don't need to. The fact that I can connect to evoBackOffice from anywhere means I don't have to be on site to manage my store – in fact I use it on my mobile around 60% of the time."

Danyal Shoaib, Owner, Hylands SS

evoLite

evoLite is an EPOS and back office package designed for fuel retailers who don't need full back office functionality – why pay for features you don't need.

"The instant back office dashboard is extremely useful. We can now focus on best-selling items and pricing more closely and have a better overview of our business. The promotion function is great, we can easily create our own deals and multi-buy offers."

Dave Merrifield, Owner, Greenway Motors.

Tatsuno fuel dispensers

We're the exclusive supplier for Tatsuno dispensers in the UK and are certified to provide full on-going service contracts.

"We had four Tatsuno Ocean Tower pumps installed with OPTs and saw more than 35% rise in fuel volume sales. We attribute this to fast fuelling flow rate, accurate metering and the ability to pay at pump."

Michael Olaifa, Gulf- Ickenham SS

Additional benefits

- Pay by monthly subscription for software (SaaS)
- 24/365 Support Hub
- Engineers located across the UK
- evoHeadOffice for groups that want a single view of data
- Regular software releases to keep you ahead

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ConnectPay
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The ultimate experience in outdoor payment on your forecourt

Compact with flexible mounting options, ConnectPay offers high speed processing of credit, debit, high value contactless, loyalty scheme and fleet cards, utilising modern payment methods.

VGA colour and multimedia display, integrated thermal printer/paper cutter and integrated 2D barcode scanner all add to the product's full compliance for fuel forecourts.

Key benefits

Presenting a consistent customer experience across all sites. Pedestal and multiple pump versions help increased flexibility, plus the opportunity to retrofit into existing pumps or dispenser integrated terminals - of all brands.

Its open platform enables you to explore new revenue opportunities, whilst protecting you and your customers against fraudulent attacks – all at a remarkable price.

Redefining service stations

A stunning visual experience

Petrotec is a leading European producer of fuel station equipment. The AXON range is characterised by its intelligent design, premium materials, and state-of-the-art hydraulic and electronic components.

Petrotec's AXON range combines impeccable quality, meticulous design and technological innovations. Combining minimalist aesthetics with high quality materials, every component within the AXON range is meticulously chosen. This combination ensures high durability plus minimal maintenance; perfect for service stations.

This is all complemented by a generous-sized touchscreen display, fitted with tempered glass for extreme resilience. The display is easy to read and navigate, even in direct sunlight.

Advanced multimedia and payment features

The cutting-edge multimedia screen enhances your customer experience; displaying product information, in-store promotions, and general advertisements.

Flexible and configurable

The versatile AXON range can meet diverse customer demands, including Stage 2 Vapour Recovery, ATC, multimedia display, and OPT. Most options can be retrofitted. Full support is provided across the UK by Petroassist, part of the Petrotec Group.

Embracing sustainable mobility

Petrotec is committed to embracing sustainable mobility. In 2018, the company launched Hellonext EV & Smart Mobility, its sustainable mobility arm, which also now includes hydrogen refuelling, and production.

www.petroassist.uk

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FleetFob: Simplifying fleet safety and strengthening AIR-serv's legacy of innovation

For more than four decades, AIR-serv has been at the forefront of forecourt vending solutions across the UK and Europe. Known for its commitment to innovation, sustainability, and service excellence. Now, with the launch of FleetFob, AIR-serv is once again setting new standards in safety, compliance, and convenience for fleet operators.

Background: AIR-serv's market leadership

Founded over 40 years ago, AIR-serv has grown into a market leader by supporting supermarkets, oil companies, and independent forecourts with reliable air, jet wash, and vacuum equipment. With a network of over >20,000 machines across UK and Europe, AIR-serv provides the most extensive coverage, ensuring that millions of drivers can easily access essential vehicle services.

Sustainability lies at the heart of AIR-serv's operations. From designing energy-efficient machines that reduce water consumption to developing environmentally friendly wash concentrates, the company has consistently integrated sustainable practices into its operations.

Among its many initiatives are:

- 97% machine recyclability, ensuring end-of-life equipment is repurposed responsibly.
- Water efficiency, achieved through optimised wash systems.
- Reduced chemical impact, thanks to eco-friendly concentrates.
- Waste-to-value innovation, such as recycling wash containers into sustainable flooring materials.

These efforts reflect AIR-serv's recognition that sustainability is no longer optional, it is a necessity. Combined with continuous upgrades such as contactless payment systems and super foam Jet wash programs, AIR-serv helps forecourt operators modernise while aligning with consumer expectations for convenience.

FleetFob: A smarter way to manage fleet maintenance

Against this backdrop of innovation, AIR-serv introduced FleetFob, a dedicated service designed specifically for fleet operators. FleetFob allows drivers to access forecourt Air, Vacuum and Jet wash services using a simple, contactless fob.

The concept is simple but powerful: fleet managers provide drivers with FleetFobs, which are then used at any participating AIR-serv forecourt machine. No cash is required, no expense claims need to be filed, and every use is recorded centrally for streamlined invoicing.

By removing the barriers to regular vehicle checks, FleetFob helps companies maintain compliance with safety standards while reducing the administrative burden on fleet managers.

Safety first: Backed by TyreSafe

The launch of FleetFob has received strong backing from TyreSafe, the UK's leading tyre safety charity. With 28% of UK road collisions linked to mechanical defects such as under inflated tyres, the service addresses one of the most persistent risks faced by fleets.

AIRSERV

In 2023 alone, tyre failures caused 190 deaths or serious injuries on UK roads. By enabling more frequent and accurate tyre pressure checks, FleetFob has the potential to make a measurable impact.

Stuart Lovatt, Chair at TyreSafe, praised the initiative:

"FleetFob removes the barrier of personal expenditure, making it far more likely that vehicles will operate with correctly inflated tyres. This is crucial not only for road safety, ensuring optimal steering, braking, and cornering, but also for improving fuel economy, minimising emissions, and reducing uneven tyre wear. It is a significant step towards safer and more sustainable fleet operations."

Convenience meets compliance

From a driver's perspective, FleetFob is about simplicity. Instead of worrying about carrying cash or submitting expense reports, drivers can quickly and easily inflate their tyres or clean their vehicles at a nearby AIR-serv machine.

For fleet managers, the benefits are equally compelling:

- One consolidated monthly invoice, reducing administrative overheads.
- Full visibility of usage, allowing managers to monitor and manage vehicle maintenance.
- Nationwide accessibility, thanks to AIR-serv's unmatched network of forecourt services.

The combination of convenience and compliance is a winning formula that blends safety with operational efficiency.

Supporting a changing market

FleetFob also reflects AIR-serv's ability to anticipate and respond to industry trends. With the rise of electric vehicles (EVs) and the ongoing digitalisation of fleet management, the forecourt industry is undergoing rapid change. Drivers expect modern, contactless solutions, while operators must adapt to shifting behaviours and regulatory pressures.

By combining digital convenience with sustainability, FleetFob positions AIR-serv as a partner for fleets navigating this transition. It ensures that essential maintenance services remain accessible even as the industry evolves.

Leadership and Collaboration

Clive Steel, CEO of AIR-serv UK & Europe, summed up the ethos:

"Our aim is always to provide equipment and services that help our customers and keep millions of people safe on the road. FleetFob reflects that ethos, it makes it easier for drivers to check their tyres, reduces the administrative burden for managers, and leverages our extensive forecourt footprint to ensure practicality across the UK."

AIR-serv's story has always been about innovation with purpose, developing forecourt solutions that are sustainable, efficient, and customer-focused. With FleetFob, the company is extending this to fleet operators, helping them achieve safer roads, lower costs, and greater operational efficiency.

From reducing tyre-related accidents to eliminating unnecessary admin, FleetFob is more than a product, it's a platform for safer, smarter, and more sustainable fleet management. Backed by industry champions like TyreSafe, supported by customers like Autoglass and Greencore, and powered by AIR-serv's extensive network, FleetFob represents the next step in the company's journey as a leader in forecourt innovation.

Contact the team at: sales@air-serv.co.uk for more information.

Revolutionising diesel exhaust systems:

The comprehensive solution with AdBlue/DEF and NUPI's Smartflex UREA

To ensure the effective transport and storage of AdBlue/DEF, Nupi has developed the Smartflex UREA (TSMAUREA) piping system. This system is specifically designed to handle AdBlue/DEF, adhering to the standards of AUS32 and DIN70070.

Smartflex UREA pipes are available in various sizes (32mm,50mm, 63mm, 90mm) with configurations including single and double wall options. This flexibility allows for both underground and aboveground installations.

In addition, NUPI's AdBlue pipe has a special protective layer which gives a pipe a designed life of 50 years.

Comprehensive system components

NUPI offers a wide range of components to complement the Smartflex UREA piping system, ensuring a complete and versatile solution. These components include AISI 316 stainless steel transition fittings, various adapters and fittings, flexible connectors, sumps, and penetration fittings. This extensive range allows for tailored system designs that meet specific installation and operational requirements.

Why choose NUPI's solution?

NUPI's Smartflex UREA system provides a robust and reliable solution for the conveyance of AdBlue/DEF.

The system is designed to withstand their unique chemical properties, ensuring durability and safety. By choosing NUPI, customers benefit from a comprehensive package that includes not only high-quality piping but also all necessary components for a complete installation.

Our local UK warehouse stores Nupi's AdBlue pipework and offers same day collection or next day delivery options.

What is AdBlue/DEF?

AdBlue, also known as Diesel Exhaust Fluid (DEF), is a crucial component in the pollution control systems of modern diesel trucks and buses. Widely used in Europe and other countries, AdBlue/DEF is formulated from urea, a synthetic compound derived from natural gas and dissolved in pure water. This mixture is environmentally friendly and plays a vital role in reducing harmful emissions from diesel engines.

The function of AdBlue/DEF

The primary use of the product lies in its role in Selective Catalytic Reduction (SCR) technology, an advanced pollution control system. SCR systems utilise AdBlue/DEF to chemically react with the nitrogen oxides (NOx) in the exhaust gases, converting them into harmless water and nitrogen. This process significantly reduces the environmental impact of diesel engines, making them cleaner and more efficient.

Conclusion

NUPI's innovative Smartflex UREA system for AdBlue/DEF sets a new standard in the industry. By offering a complete, versatile, and reliable solution, NUPI meets the needs of modern diesel systems aimed at reducing environmental impact.

Contact information

For more information about NUPI's Smartflex UREA system and other products, you can reach European Sales Manager, Ms Maja Nedic at maja.nedic@nupinet.com or visit www.nupiindustrieitaliane.com

Expanding Ancorra decontamination alert

Ancorra Environmental have many exciting developments to announce as they continue to expand and evolve.

During a recent job at Barrow in Furness, our engineers were required to attend a site with numerous Interceptors to carry on the periodic Interceptor PPM's which included replacement of their coalescing interceptor filters.

Ancorra's Regular maintenance prevents a buildup of silt, which, if left to accumulate, can lead to Interceptor failure and further problems within the site drainage system.

Interceptor cleaning

Silt and sludge contamination was uplifted using our specialised multipot jetvac tankers. Alongside removing the waste from the insides of the interceptor chambers, they were thoroughly jetwashed clean.

Visual evidence of this procedure was taken throughout the process.

Our engineers carried out a confined space entry on the majority of the interceptor chambers to carry out a detailed internal inspection using specialised safety equipment and removed any remaining contaminants.

Maintenance

Using specialised HIAB crane equipment, the engineers were able to extract the spent coalescing filter through the interceptor chamber for safe disposal from the site.

Once the final clean of the interceptor and removal of all contaminants had been completed, the replacement coalescer filter was lowered back through the chamber, supported by the Hiab and anchored to the bottom of the chamber as required.

Other Services:

Ancorra Environmental not only provides interceptor maintenance but also the following services:

- **Tank decommisioning**
- **Foam injection concrete infilling**
- **24/7 emergency response teams**
- **Fuel polishing**
- **Civils and maintenance**
- **Forecourt services**
- **High/medium/low risk tank cleaning**
- **Site decomissioning**
- **Tanker services**
- **Hazardous/non hazardous waste disposal**

To learn more about Ancorra Environmental and the services we provide, contact us at 0151 546 3012 or view our updated website at www.ancorraenvironmental.co.uk!

Why more forecourt retailers are investing in EDGEPoS from Henderson Technology

As fuel retailing continues to evolve, so do expectations around convenience, speed and in-store experience. Forecourt operators today face mounting pressure to deliver on all fronts – ensuring seamless customer service, managing complex inventory and maintaining profitability, all while adapting to a shifting retail landscape. In today's retail environment, technology is no longer just a tool; it's a critical strategic asset.

That's exactly where Henderson Technology's EDGEPoS solution comes into play.

Designed specifically for the forecourt and convenience retail sector, EDGEPoS is a fully integrated, scalable retail management system. It combines core services like EPOS, self-checkouts (SCOs), electronic shelf edge labels (ESELs) and the Glory cash management system into one streamlined platform. For forecourt retailers, that means less complexity, better performance and a smoother experience for customers and staff alike.

Recent case studies at SPAR Magheramason in Northern Ireland and Dalmellington Service Station in Scotland reveal just how impactful the right retail tech can be. These businesses are using EDGEPoS to transform their operations, automate fuel sales and simplify everything from inventory management to transaction speed and reporting.

SPAR Magheramason: One system, one smarter store

A long-standing family-owned business, SPAR Magheramason sits along a busy road and serves both loyal locals and pass-through trade.

Established in 1966 and operated by the Allen family for generations, the store recently made two strategic moves: a rebrand to SPAR in April 2025 and an investment in Henderson Technology's EDGEPoS system.

The goal? To bring all retail functions, including fuel cards, PayPoint and till operations, under one cohesive platform. The Allens also sought faster transactions, better stock and price management and stronger tech support than their previous provider could offer.

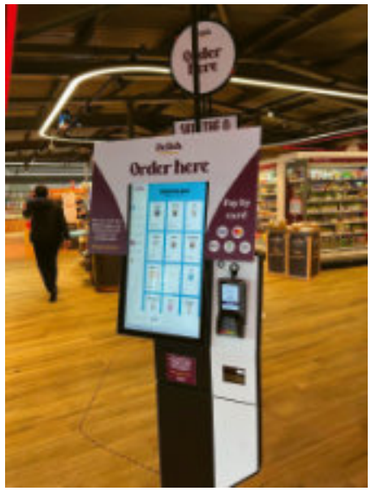
"EDGEPoS has completely transformed how we run the store," says owner John Allen. "Everything is now integrated – fuel cards, PayPoint, tills – which makes life easier for both staff and customers. The support from Henderson Technology has been second to none and we're already seeing the benefits in faster transactions and better control of the business."

One of the most immediate wins was transaction speed. Previously slow card payments have been replaced with rapid, accurate processing, cutting queues and improving flow during busy periods. Fuel card and PayPoint payments are now handled directly at the till, saving time and simplifying staff workflows.

Training was another highlight. Staff found the EDGEPoS system intuitive, supported by training videos and local, responsive customer support, making the transition smooth and stress-free.

"EDGEPoS has just made everything easier – it's all in one system now," John Allen continues. "Transactions are faster, the support is brilliant, and we've got much better control over things like reporting and wastage. It's been a really positive change for us."

Unlike their previous provider, which required calls to overseas centres with language barriers and long hold times, the Allen family now benefits from Northern Ireland-based support that's fast and effective. Forecourt pump issues, for example, are often resolved within minutes - without jumping through hoops.



The EDGEPoS platform has also upgraded reporting capabilities. Customised daily sales and fuel card summaries are generated automatically, while invoice and reconciliation processes are now more streamlined.

An added bonus has been the EDGEPoS reduction planner. By scanning product reductions at the till, the team now tracks waste, markdowns, and margins more accurately. This data-led insight has enabled better decisions around stock and pricing, helping to protect profitability.

Dalmellington Service Station: Scaling up with confidence

For Dalmellington Service Station in Scotland, the challenge wasn't solving existing problems - it was preparing for growth. Following plans to expand into an off-licence and broader product range, the team needed to modernise outdated manual systems that were no longer fit for purpose.

"We needed to modernise before expansion made things even harder," explains Director Brian Connolly. Inspired by successful EDGEPoS rollouts at other JET-affiliated stores, they implemented the system ahead of the expansion - a smart decision that helped ease the transition.

Today, EDGEPoS has overhauled how the store handles everything from stock management and promotions to forecourt transactions and data reporting.

Before EDGEPoS, stock orders were handwritten and promotions were updated manually. Now, using handheld devices, staff can manage inventory on the go and react to demand in real time. Automated promotions and digital price updates have drastically reduced administrative workloads.

Integration with JET's forecourt technology also means fuel payments are seamless, with no delays at the pump.

Perhaps the most transformative benefit has been remote access and mobile data visibility. Managers no longer need to be on-site to monitor operations. This flexibility allows them to make agile, informed decisions from anywhere - whether adjusting stock levels, checking reports or planning next steps.

"Staff now spend less time on routine admin and more on customer service and merchandising," adds Store Manager Cara Templeton. "These are the areas that directly influence satisfaction and sales."

With the core platform working smoothly, Dalmellington is preparing to take the next step: introducing self-checkouts and ESELs. These additions will further improve speed, pricing accuracy and customer experience.

A partner, not just a provider

One of the most important factors behind EDGEPoS's growing reputation is Henderson Technology's commitment to long-term support. Retailers consistently highlight the depth of engagement they receive, not just at installation, but throughout their journey.

From layout planning to training and testing, Henderson Technology provides a consultative, hands-on onboarding experience. According to the team at SPAR Magheramason pump-related issues were resolved quickly, often within minutes, without needing to go through a long list of automated questions. This local, knowledgeable support has brought peace of mind and ensured the business remains operational even during technical hiccups.

This proactive approach ensures store teams are confident from day one. And crucially, ongoing support remains just as strong, whether it's remote troubleshooting, refresher training or system upgrades.

At Dalmellington, this reliability was essential to their expansion. *"Any time we had a query or needed help, someone was there,"* says Brian Connolly. *"That kind of support gives you confidence to grow."*

As these case studies show, forecourt retailers aren't just buying technology, they are investing in future-proofing. With the retail environment becoming more complex and competitive, having a partner like Henderson Technology and a platform like EDGEPoS enables forecourts to stay ahead.

To learn more or book a demo, visit: www.henderson.technology or contact the team directly to explore how EDGEPoS can work for you.

Digital forecourts

The rise of integrated control systems

How unified platforms streamline operations and unlock new efficiencies.

The forecourt sector is entering a new era. Fuel stations are evolving into multi-purpose retail hubs shaped by shifting consumer habits, the rise of electric vehicles and the demand for seamless digital experiences. At the heart of this transformation lies the integrated control system, a unified platform that connects payment, media, surveillance and operational technologies to simplify operations and optimise workflows.

TSG UK Systems is leading this shift, offering a comprehensive suite of solutions that enable forecourt operators to manage every aspect of their site from a single interface. From electronic point-of-sale systems (EPOS) and self-checkouts to EV charge point terminals and digital signage, TSG's portfolio reflects the growing need for cohesion, speed and security in modern energy retail.

The shift towards unified operations

As forecourts diversify to include cafés, convenience stores, car washes and EV charging hubs, the complexity of managing these services has increased. Operators are now responsible for a wide range of equipment and customer touchpoints, often spread across multiple locations. Integrated control systems simplify this challenge by consolidating disparate technologies into a centralised platform.

TSG's Prizma EPOS is a prime example. It connects seamlessly with dispensers, payment terminals, closed-circuit television (CCTV), tank-level gauges, price signs and car wash systems, allowing site owners to monitor and manage operations efficiently. Prizma exceeds Payment Card Industry Data Security Standard (PCI DSS) requirements; encrypting customer data via a secure VPN and ensuring compliance with the highest standards of payment security.

When paired with Tokheim's Online Authorisation and Switching Environment (OASE), Prizma accepts all major credit, debit and fuel cards, delivering a fast and reliable transaction process. The system also facilitates digital receipts, reducing paper waste and contributing to sustainability goals. Retailers can easily manage user permissions, generate detailed reports and configure fuel grades and shop items, all from a single interface.

Enhancing customer experience through automation

Speed and convenience are now at the forefront of customer expectations. Long queues and manual transactions are no longer acceptable in a world where contactless payments and mobile apps dominate. Self-checkout kiosks respond to this shift by enabling customers to pay for fuel, groceries and car washes in a single swift transaction. A single employee can supervise multiple kiosks, reducing staffing costs and improving throughput.

For food service, the DFS Order Kiosk powered by FLYX streamlines ordering and frees up staff to focus on other tasks. Its sleek interface and omnichannel capabilities, including mobile app and table ordering, make it a versatile addition to any forecourt. The kiosk integrates with Prizma, allowing operators to utilise their existing infrastructure while enhancing customer engagement.

CoffeePay and CoffeePay Pro extend this convenience to self-service coffee stations, handling contactless payments and creating an opportunity to upsell. Customers can purchase additional items such as biscuits or bottled water, while retailers benefit from reduced staffing requirements and increased basket value. Similarly, CarwashPay and SelfwashPay offer intuitive interfaces for car wash purchases, complete with loyalty features and digital receipts.

Meeting the demands of the EV market

As EVs become more prevalent, forecourts are adapting to new charging habits. TSG's ChargePay terminals provide a transparent and secure payment experience for EV drivers, accepting cards, mobile payments and QR codes. ChargePay Lite and ChargePay CIT integrate flexibly with all charging stations, supporting seamless transactions and customer engagement.

These terminals not only simplify the charging process but also promote cross-selling and loyalty initiatives, helping retailers maximise revenue from every visit. With centralised management via a dedicated portal, operators gain full visibility into transactions and customer behaviour. Customers can remotely monitor their charging sessions, receive instant digital receipts and benefit from tailored promotions.

Driving sales with digital media

Digital signage is another powerful tool in the integrated control ecosystem. TSG's T-Media platform allows site owners to deploy targeted promotions at the fuel dispenser, encouraging impulse buys and upselling premium products. In-store screens can highlight daily specials, manage perishable stock and display community messaging, reinforcing the site's local identity.

Strategically placed screens guide the customer journey, from entrance to exit, while scheduled content ensures relevance throughout the day. Whether highlighting coffee during the morning rush or refreshing drinks on warm afternoons, digital signage helps retailers influence purchasing decisions in real time.

Beyond marketing, dynamic content reduces perceived wait times, enhancing the overall visitor experience. TSG's expertise in installation and site planning ensures that screens are positioned for maximum visibility and impact. From single displays to multi-screen networks, TSG tailors each solution to suit the site's layout and business objectives.

Securing the site with smart surveillance

Security remains a critical concern for forecourt operators. The Tokheim EYE CCTV system offers high-definition monitoring with motion-activated recording, enabling real-time response to suspicious activity. Integrated with Automatic Number Plate Recognition (ANPR) and EPOS systems, the cameras capture detailed transaction data, vehicle registration and staff involvement, providing a comprehensive view of site operations.

Operators can filter footage by incident type, zoom in without losing clarity and access recordings remotely via smart devices. This level of control not only deters crime but also protects valuable infrastructure and helps safeguard staff. The system's ability to link footage with transaction data makes it a powerful tool for investigating incidents and preventing fraud.

The influence of fintech and data analytics

The rise of fintech has reshaped how consumers expect to pay. Digital wallets such as Apple Pay, Google Pay and PayPal are becoming mainstream, prompting site owners to update their systems to remain competitive. TSG's systems accommodate these payment methods, delivering a seamless experience across all platforms.

In addition, integrated EPOS systems provide valuable data insights that inform stock management, promotional timing and customer loyalty schemes. By analysing transaction data, operators can identify peak times, best-selling items and individual preferences, tailoring their offerings to drive repeat business and reduce waste.

Many forecourts now offer loyalty programmes that track customer purchases and preferences. This insight allows retailers to reward frequent shoppers, personalise promotions and build long-term relationships. The ability to harvest and analyse data from every transaction is a key advantage of centralised systems, turning routine purchases into strategic opportunities.

Safe and secure payments

Security is paramount in the digital forecourt. One isolated data breach can damage a retailer's reputation beyond repair. TSG's systems are designed to meet and exceed the standards set by the Payment Card Industry Security Standards Council. Prizma and OASE operate with advanced encryption, fraud detection and secure switching environments, ensuring that every transaction is protected.

As payment volumes increase and fraud techniques evolve, manual monitoring is no longer sufficient.

Artificial intelligence, biometric authentication and machine learning are now being employed to detect anomalies and safeguard customer data. TSG's commitment to data protection is evident in its robust compliance protocols and hands-on assistance for site operators

A trusted partner for the digital transition

With over 30 years of experience, TSG UK Systems is a trusted partner for fuel retailers navigating the digital transition. Whether installing PIN pads, self-checkouts, outdoor payment terminals or surveillance systems, TSG delivers end-to-end service, including staff training and seamless integration.

As the forecourt sector continues to evolve, integrated control systems will be essential in delivering the speed, security and intelligence required to thrive. TSG's unified platforms not only optimise operations but also unlock new efficiencies, helping retailers stay ahead in a competitive and fast-changing market.

Future-proof fuel storage

Ensuring safety, efficiency, and sustainability for a growing industry

Introduction:

Fuel storage tanks are the unsung heroes in the fuel supply chain, yet their role is critical in ensuring smooth, safe, and efficient operations across multiple industries. As the UK and global markets continue to evolve with technological advances and regulatory shifts, the need for reliable, durable, and sustainable fuel storage solutions has never been more important.

As the market leader in fuel storage tanks, Ledbury Welding & Engineering is proud to be at the forefront of this essential sector, providing cutting-edge solutions that meet the highest standards of safety, efficiency, and environmental responsibility.

Section 1: The critical role of fuel storage tanks in today's economy

In today's fast-paced world, industries ranging from transportation & manufacturing to agriculture & construction rely on fuel storage tanks, to ensure a consistent and secure supply of fuel. But as the demands on fuel storage continue to grow, so too must the technology and infrastructure behind it.

A few points to consider:

Reliability is key:

Reliable storage tanks prevent operational downtime by ensuring that businesses always have a steady fuel supply. This is crucial for industries that depend on fuel for day-to-day operations, especially in remote locations or critical services.

Safety first:

The safety of both workers and the environment is non-negotiable.
Properly designed and constructed fuel storage tanks, compliant with stringent regulations, are vital in preventing accidents, spills, and leaks, which can have catastrophic consequences for businesses and the surrounding communities.

The growing need for compliance:

As environmental regulations tighten, the need for tanks that are not only safe but also compliant with emerging standards for emissions and safety grows. This is where innovation in tank design plays a crucial role.

Section 2: Innovation in fuel storage tank design

At Ledbury Welding & Engineering, we pride ourselves on developing fuel storage tanks that not only meet the demands of today's market, but anticipate future challenges. This forward-thinking approach is what sets us apart in the industry. Here's how our tanks are leading the way:

Advanced materials and technology:

Our tanks are built with the most advanced materials to ensure durability, corrosion resistance, and longevity.

With cutting-edge technologies like double-walled construction, secondary containment, and leak detection systems, we deliver fuel storage solutions that can withstand the harshest environments.

Sustainability at the core:

As the world increasingly focuses on sustainability, we have integrated eco-friendly practices into our designs. Our tanks are designed to reduce environmental impact by preventing leaks and minimising the potential for contamination, aligning with both UK and international environmental standards.

LEDBURY WELDING & ENGINEERING

Smart storage for a smarter future:

The future of fuel storage isn't just about holding fuel safely; it's about making the storage process smarter. Our tanks can be integrated with technology for real-time monitoring and management, providing customers with data-driven insights to improve fuel management and reduce operational costs.

Section 3: Meeting the needs of a diverse market

Fuel storage tanks are not a one-size-fits-all solution. Different industries and applications have specific requirements, and we have built a range of customisable options to meet those needs.

Custom solutions for unique demands:

Whether it's a high-capacity storage tank for commercial fuelling stations or a smaller, more compact tank for industrial machinery, we offer tailored solutions designed for efficiency and safety.

Focus on the future of transportation:

With the rise of electric vehicles and alternative fuels, the landscape of fuel storage is evolving. As more industries adopt green technologies, we are working on innovative storage solutions for alternative fuels like hydrogen, biofuels, and EV charging infrastructure.

Ensuring business continuity:

In an unpredictable world, business continuity is vital. Our tanks are designed to operate under challenging conditions, providing uninterrupted fuel supply to industries that rely on consistent service delivery.

Section 4: The future of fuel storage

The world of fuel storage is changing rapidly. From the rise of new fuel types to increasing regulatory pressures, the challenges and opportunities for the fuel storage sector are expanding. At Ledbury Welding & Engineering, we are committed to staying ahead of these changes, innovating solutions that don't just keep pace with the industry but lead it.

Adapting to new regulations:

As regulations around environmental sustainability and safety continue to evolve, we ensure that our products meet or exceed these standards. We're committed to providing solutions that not only help our customers stay compliant but also contribute to a cleaner, safer environment.

The shift towards automation and efficiency:

Fuel storage and dispensing systems are increasingly being integrated with automation and AI-driven technologies. These advancements offer improved operational efficiency, reduced human error, and better overall management of fuel stocks.

The role of industry collaboration:

Collaboration between fuel tank manufacturers, suppliers, and regulatory bodies is more important than ever to ensure that storage solutions remain effective, safe, and sustainable. As leaders in the field, we actively engage with industry groups to share knowledge and drive continuous improvement.

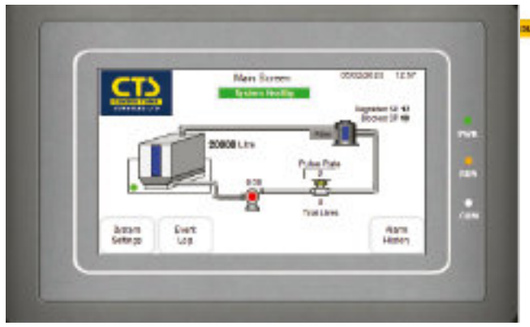
Conclusion:

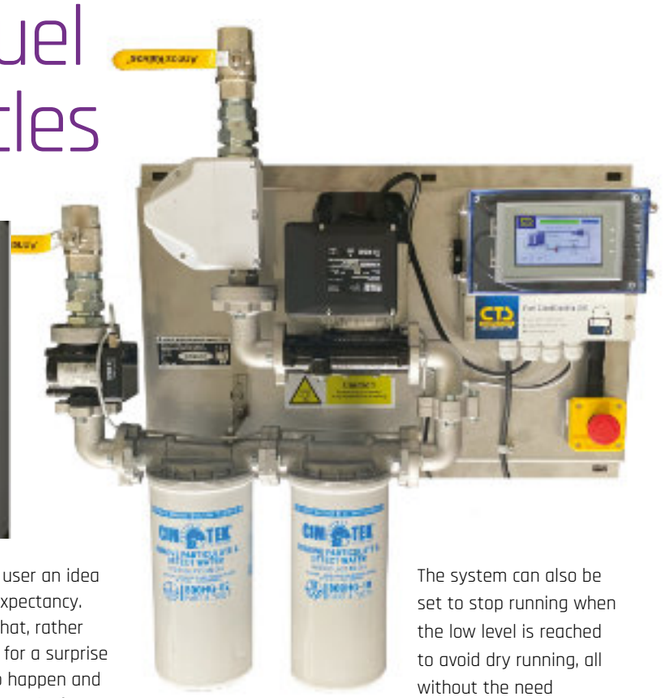
The demand for safe, efficient, and sustainable fuel storage solutions is growing, and Ledbury Welding & Engineering is proud to be at the forefront of this vital industry. By embracing innovation, focusing on safety, and committing to sustainability, we are ensuring that the fuel storage tanks of tomorrow are not only a reliable asset but a smart investment for businesses across the UK and beyond.

As we look to the future, we continue to push the boundaries of what's possible, ensuring that our customers can rely on us for the best storage solutions for years to come. Together, we're not just storing fuel – we're powering progress.

Interested in learning more about how our market-leading fuel storage tanks can benefit your business? Contact us today for a consultation or visit our website to explore our full range of products: www.lweltd.co.uk

Uninterrupted power starts with uninterrupted fuel conditioning cycles





With talk of diesel bugs, and the impact of their nasty sludge on equipment and generator performance dominating conversation in the industry for a while, you will know by now the importance of fuel filtration, especially when it comes to fuel storage.

So, after much research and development from Technical Director Rob Terry, Centre Tank Services Ltd have launched the advanced alternative to their successful CTS Fuel Recirculation unit; to clean stored fuel to an even higher level.

With a quality manufactured Piusi Panther pump, two high performance Cim-Tek Ultimate Defence particle and water filters, plus a magnetic fuel conditioner to breakdown diesel bug, the new CTS Advanced Fuel Conditioner targets ISO 14/13/11 via multi-pass filtration. But the real beauty of this system lies in its added intelligence, limiting preventable downtime in fuel conditioning for your emergency power customers, who simply cannot risk it!

But how?

So, what makes the Advanced Fuel Conditioner intelligent?

The intelligence comes in the form of filter and operational data via the custom micro controller, which includes:

- **Filter degradation data** – flow rate graphs and trends show any reductions in flow that could indicate filters are degrading and give the user an idea of filter life expectancy. This means that, rather than waiting for a surprise filter block to happen and the system be out of use, users will receive warning messages when filters are degrading; thus allowing pre-emptive replacements to be carried out.
- **Alarm and event log history** – complete visibility of what's been happening with the conditioner is shown in the controller's event log. This will include anything from filter degradation to filter block, leak or low-level alarms, pump start/stop, and engineer login and out activity.
- **Pump intelligence** – run time and schedule information is provided within the micro controller so the user can see when the pump will next cycle. Pump service required warnings will show when the pump is near the end of its working life (based upon the number of cycles the pump has run for) allowing pre-emptive maintenance to take place before breakdowns can occur.

Whilst the standard unit comes with two BMS outputs, CTS also offer a Modbus version which will communicate system status and alerts to devices using this data communication protocol. Available this year, will also be an integrated level gauge version, which displays a constant tank reading in bar graph and percentage form.

The system can also be set to stop running when the low level is reached to avoid dry running, all without the need to buy an external gauge.

Making sure YOU get the sales!

Not only does the fuel conditioner offer a multitude of benefits for your customers, but there's a benefit for you as the tank supplier or generator engineer.

Similar to the original CTS recirculation unit, the front of the panel can be branded with your company logo and contact information, so tank owners know to contact you when replacement filters are required. But CTS haven't stopped there!

They can also customise the micro controller with QR codes which direct the tank owners straight to your website to order the spare elements when the alert appears.

If you're interested in offering your customers a solution with the intelligence to ensure there is no downtime in its conditioning, contact the CTS technical sales team today on:
+44 (0)121 351 4445
or by emailing your requirements to:
enquiries@centretank.com

The ultimate experience in outdoor payment on your forecourt

ConnectPay

Compact with flexible mounting options, ConnectPay offers high speed processing of credit, debit, high value contactless, loyalty scheme and fleet cards - utilising modern payment methods.

VGA colour and multimedia display, integrated thermal printer/paper cutter and integrated 20 barcode scanner all add to the product's full compliance for fuel forecourts.

ALL IN ONE OUTDOOR PAYMENT TERMINAL

KEY BENEFITS

Presenting a consistent customer experience across all sites. Pedestal and multiple pump versions help increased flexibility, plus the opportunity to retrofit into existing pumps or dispenser integrated terminals - of all brands.

Its open platform enables you to explore new revenue opportunities, whilst protecting you and your customers against fraudulent attacks – all at a remarkable price.

REDEFINING SERVICE STATIONS

A Stunning visual experience

Petrotec is a leading european producer of fuel station equipment. The AXON range is characterised by its intelligent design, premium materials, and state-of-the-art hydraulic and electronic components.

Petrotec's AXON range combines impeccable quality, meticulous design and technological innovations. Combining minimalist aesthetics with high quality materials, every component within the AXON range is meticulously chosen. This combination ensures high durability plus minimal maintenance; perfect for service stations.

This is all complemented by a generous-sized touchscreen display, fitted with tempered glass for extreme resilience. The display is easy to read and navigate, even in direct sunlight.

Advanced multimedia and payment features

The cutting-edge multimedia screen enhances your customer experience; displaying product information, in-store promotions, and general advertisements.

Flexible and configurable

The versatile AXON range can meet diverse customer demands, including Stage 2 Vapour Recovery, ATC, multimedia display, and OPT. Most options can be retrofitted. Full support is provided across the UK by Petroassist, part of the Petrotec Group.

Embracing sustainable mobility

Petrotec is committed to embracing sustainable mobility. In 2018, the company launched Hellonext EV & Smart Mobility, its sustainable mobility arm, which also now includes hydrogen refueling, and production.

www.petroassist.uk

Petroassist
PETROASSIST UK LIMITED

Why modernising your forecourt is key to winning tomorrow's fuel customer

In an increasingly competitive fuel retail landscape, the condition of your forecourt is no longer just a matter of aesthetics, it's a strategic decision that directly impacts customer retention and revenue growth.

While price and location remain important, recent consumer behaviour research reveals that experience and environment are now critical drivers of customer choice.

The experience gap

Modern consumers, especially younger demographics, are drawn to stations that offer speed, convenience, and a clean, tech-enabled environment.

Studies show that 50% of customers would switch stations if a competitor offered a better experience. Among millennials, that figure rises to 60%.

Recent studies show that 50% of customers would switch stations if a competitor offered a better experience. Among millennials, that figure rises to 60%. This means that outdated pumps, dim lighting, and a lack of digital amenities could be silently costing you business.

Interactive features like the Gilbarco Veeder-Root Applause Multimedia displays that offer pump-side advertising are also proving effective. Nearly 32% of customers say these ads have influenced them to enter the store, and that number jumps to 46% among Gen Z and millennials.

If your station lacks these capabilities, you may be missing out on valuable in-store traffic and upsell opportunities.

Cleanliness and reputation matter

Another key insight is the growing importance of store cleanliness and reputation. While 59% of customers still cite fuel price as their top consideration, nearly 44% also enter the store, and their decision to do so is heavily influenced by the station's appearance and upkeep.

A clean, well-lit, and modern forecourt encourages customers to linger, spend more, and return.

Outdated equipment, on the other hand, can signal neglect and reduce trust.

Customers are less likely to enter a store, or even stop for fuel, if the station looks run-down or poorly maintained. In a market where every visit counts, this perception can have a direct impact on your bottom line.

The hidden cost of inaction

Delaying modernisation doesn't just risk losing existing customers, it also limits your ability to attract new ones. Today's consumers expect contactless payments, fast fuelling, and personalised loyalty experiences. Stations that don't offer these features are increasingly seen as inconvenient or irrelevant.

Moreover, as fuel margins remain tight, in-store sales are essential to profitability. If your forecourt doesn't invite customers inside, you're missing out on high-margin opportunities like snacks, beverages, and services.

A smart investment

Upgrading your forecourt is a strategic investment in customer engagement, operational efficiency, and long-term growth. Modern equipment dramatically reduces maintenance costs, improves uptime, and enables advanced features like real-time remote control and analytics, real-time inventory tracking, pay at pump solutions and data-driven marketing.

In a world where customer loyalty is increasingly tied to experience, the message is clear: modernise to maximise.

Ready to future-proof your forecourt? Start by assessing your current equipment, identifying high-impact upgrades, and exploring technologies that align with evolving customer expectations.

GILBARCO VEEDER-ROOT

Ready to future-proof your forecourt?

Stay ahead of customer expectations and industry changes with modern fueling solutions designed for the future.

Modern customer experience
High-impact multimedia displays, premium quality hardware and seamless payment options create a smooth, modern fuelling journey for every customer.

Real-time forecourt intelligence
Monitor dispenser performance and detect issues instantly with remote diagnostics and alerts, 24/7.

Designed for your forecourt
With over 1 million customisable options, our dispensers can be configured to suit any forecourt layout, fuel mix, and technology preference.

Future-proof your forecourt and **contact us today.**

Gilbarco Veeder-Root Europe
Keeping the world moving

www.gilbarco.com/eu

GILBARCO VEEDER-ROOT

Business insurance: a comprehensive guide

Insurance is a vital aspect of business operations, serving multiple purposes. A common desired outcome among policyholders is the swift settlement of valid claims and the challenge of fraudulent ones.

To achieve these goals, it's crucial to ensure your insurance coverage is appropriate and that your internal processes align with industry standards. This article delves into key areas where claims might face challenges and explains why insurers might settle claims you believe should be contested.

Policy wordings & schedules

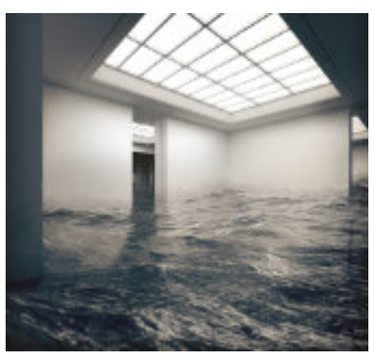
The mantra here is simple: Check them!

A vague business description can lead to insurers declining a claim if your activities aren't accurately described. For instance, terms like "Fit Out Contractor," "Electrician," or "General Builder" need precise definitions. Confirm with your broker what activities have been disclosed to insurers, especially if you're involved in specialised tasks like installing, servicing, or decommissioning fuel storage systems or high-voltage electrics.

Public liability

Public Liability policies often include exclusions for property being worked on, meaning if any damage occurs to equipment you're installing or servicing, it might not be covered. One such example we have seen of this nature included an employee incorrectly fitting a pressure relief valve, causing damage, and insurers declined coverage due to broad exclusion wording.

It's almost certain that your genuine subcontractors will have policies matching your indemnity limits, but you should ensure this is the case to avoid claim rejection.



Also, hazardous location exclusions are common, so you should verify that your insurer understands your work sites to ensure continuity and accuracy of coverage, as well as validity of claims.

You also need to be aware of any claim reporting conditions that may be present in your policy wording. Generally, the conditions often state you must let your insurers know about any incident that may lead to a claim as soon as possible; otherwise, the claim can be refused.

There can also be a crossover between professional indemnity and public liability policies when it comes to professional services such as design, advice, or specification. Some public liability policies exclude the consequences if those services are delivered wrong, even if you don't charge a separate fee, and it's quite common to be considered the designer if you amend part of the design because the brief provided cannot be followed on-site.

Employers' liability

If insurers seem to settle employers' liability claims too easily, it might be due to insufficient defence against allegations like inadequate PPE or training. Demonstrating robust safety measures and interventions can bolster your insurer's confidence to refute claims. Pre-employment health screenings can help avoid spurious claims for pre-existing conditions, while occupational health plans support employee well-being.

Property

Do you know the basis of cover for your property insurance – is it reinstatement or replacement? There's a vast difference between the two, and this is an area where there's often friction when it comes to claims.

If your property policy provides reinstatement cover, then you are supposed to insure everything for its new replacement value, as this is what the insurers are contracted to do in the event of a valid claim.

However, suppose you're only insuring it for a replacement value (or worse, the written-down value in your accounts), you run the risk of having "average" applied to any claim, which reduces the amount paid by the proportion of underinsurance.

For example:

- Contents worth £100,000 to replace are insured for £70,000, and you have £10,000 of equipment stolen. Insurers will apply average and only offer £7,000, less any excess.
- You can specify you only want replacement values to your insurers – just make sure it's shown on the insurer's documents.
- The cost of building materials has increased dramatically recently, and if you haven't had a reinstatement cost assessment on your buildings for a few years, you really should think about it.

Professional indemnity

Professional Indemnity insurance is often required contractually, even if design elements are subcontracted. You must accurately convey your exposure levels to avoid inflated premiums and be mindful of claims reporting clauses to ensure timely reporting of potential claims.

Even if you don't have contractual responsibility, if you use your professional experience and expertise to advise clients on system design, components, specification, or if you amend the design (perhaps out of necessity because of the conditions on-site) then it is advisable to obtain this insurance.

Cyber

Although many businesses still think that there's little point in buying Cyber insurance, the increasing reliance of IT systems for all manner of essential business functions means that losing your IT functionality can be very expensive, and a protracted lock-out could have a long-lasting and damaging impact on your business.

Whilst cyber insurance is there to help you deal with the after-effects of a system breach, some insurers now include tools that alert you to potential issues, as well as providing tools to help train employees to spot harmful phishing or social engineering attempts.

Directors & officers

These policies typically exclude pollution events, leaving directors vulnerable to allegations of negligence. Although not a common exposure, pollution could be costly if the Environment Agency believes there's a case for individual directors to answer.

You also need to be aware of the need to declare any situations that might lead to a claim, regardless of whether you think the claimant has a case or not.

Environmental impairment liability

Pollution cover under Public Liability policies is generally limited to a single event that can be evidenced as occurring at a specific time and plan (a tank splitting, or a gasket failing), but if there is a small but gradual leak following work that you have undertaken, the consequences might not be covered by your Public Liability policy if it remains undiscovered for a period of time.

Motor

Securing the most competitive rates from the insurance market means you need to tick all of the underwriters' boxes, including:

- Ensuring you have a comprehensive induction programme for new drivers & periodic reviews of existing drivers
- Carrying out online licence checks at least every 6 months for all drivers
- Toolbox talks on a range of driving-related safety topics and driver wellbeing
- Daily defect checklists
- Telematics/cameras

Many motor insurers have promoted effective claims handling as a way to help reduce third-party costs where the policyholder is at fault, and prompt intervention can certainly enable your insurers to control this for:

- Replacement vehicle hire
- Personal injury claims
- Vehicle repairs

Technology can help inform quick decisions on liability, so cameras and telematics can assist – you may not get a discount for having them, but it will set you apart from a similar business without them, and they can also deliver improved driver performance around:

- Fuel consumption
- Consumables use
- Speeding
- Compliance with safe driving practices

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OAMPS have specialised in providing bespoke insurance solutions to businesses operating in the downstream petroleum industry since 1986, and can arrange cover for contractors, suppliers and manufacturers connected with the sector.

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VARS Technology becomes Secured by Design member

Forecourt and retail security specialist VARS Technology has become a Secured by Design Member Company, the flagship UK police initiative to help 'design out' crime using high-quality, innovative products and processes. VARS Technology received the accreditation for their market-leading ANPR solution, used to protect forecourts from drive-offs.

In order to achieve Secured by Design (SBD) status, VARS Technology had to meet rigorous testing standards as required by the police and has now been accredited as meeting the Police recognised standards. Secured by Design is the only way for products to achieve police recognition in the UK, and principles of SBD has been proven to reduce both the risk and fear of crime. Developments that employ SBD principles are up to 63% less likely to experience crime. The Secured by Design brand is owned and operated by Police Crime Prevention Initiatives on behalf of UK police services.

VARS Technology's ANPR solution provides forecourt staff with instant notifications when a blacklisted vehicles enters a site. This allows staff to avoid drive-offs before they happen by refusing to release the pump for known fuel thieves unless they pay in advance. For drivers intending on stealing fuel, this is typically results in them leaving the site to look for an easier drive-off target. Users of the VARS ANPR system have stated that it reduces the number of drive-offs they experience by as much as 90%.

When drive offs do still happen, VARS Technology actively pursues offenders and recovers the cost of stolen fuel on their behalf. VARS recovering their costs from drivers means that forecourt operators receive back the entire value of any stolen fuel.

VARS Technology Director John Garnett said:

"We have worked extremely hard for the past six years to develop the VARS ANPR system into the market-beating forecourt protection system it is today, so it is great to have that hard work recognised. Forecourt crime has been a hot topic recently, with a consensus that it will take a collective effort from forecourt operators, security providers and police forces to address the issue. If this membership helps us work more closely with police forces, then everyone benefits."

https://www.securedbydesign.com/
https://www.varstechnology.co.uk/

Are your contractors PEIMF+ members?

PEIMF+ is the key body representing organisations in the downstream petroleum industry.

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The world's most advanced forecourt protection and parking solution.

VARS TECHNOLOGY

The VARS system can protect your forecourt in many ways

VARS Dashboard allows simple 2 click management of the site for operators

Each vehicle that arrives or leaves the site shows at the top left corner of the screen. The operator can add any vehicle to the Blacklist with 2 clicks on the touchscreen

State-of-the-art ANPR solution

Preventing and reclaiming millions of pounds of retail fuel loss for forecourts

Fully compliant accredited member of the British Parking Association

Simple and fast reporting No Means of Payments and Drive offs

Audible and visual alerts of Blacklisted vehicles

VARS Parking will allow you to manage your parking spaces in the following ways:

- **Charge for a select few bays for hourly or all day parking**
- **Charge for overstay if people spend too long in the car park**

VARS TECHNOLOGY

varstechnology.co.uk

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With **Fleetfob**, you can expect:

- **Seamless Fleet Washing:**
  Simplified and traceable for busy fleets
- **Cost efficient:**
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